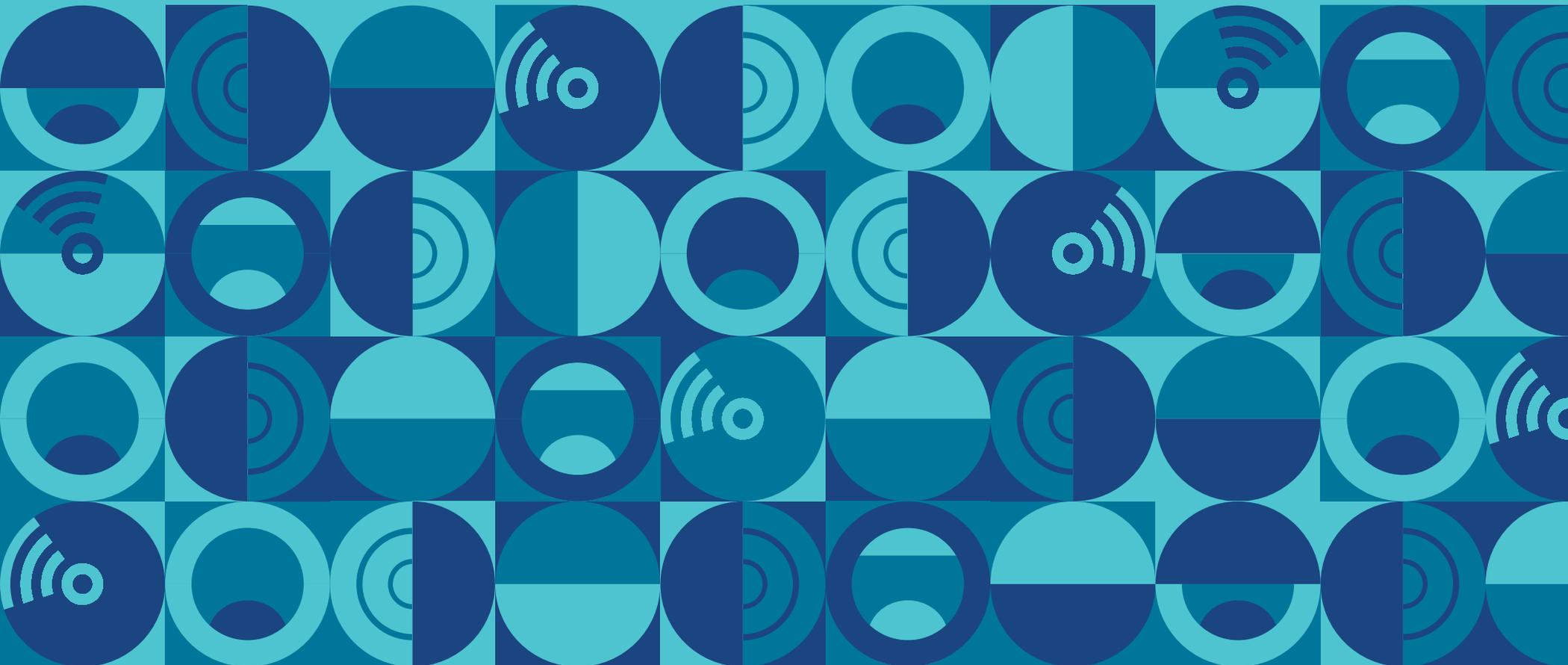
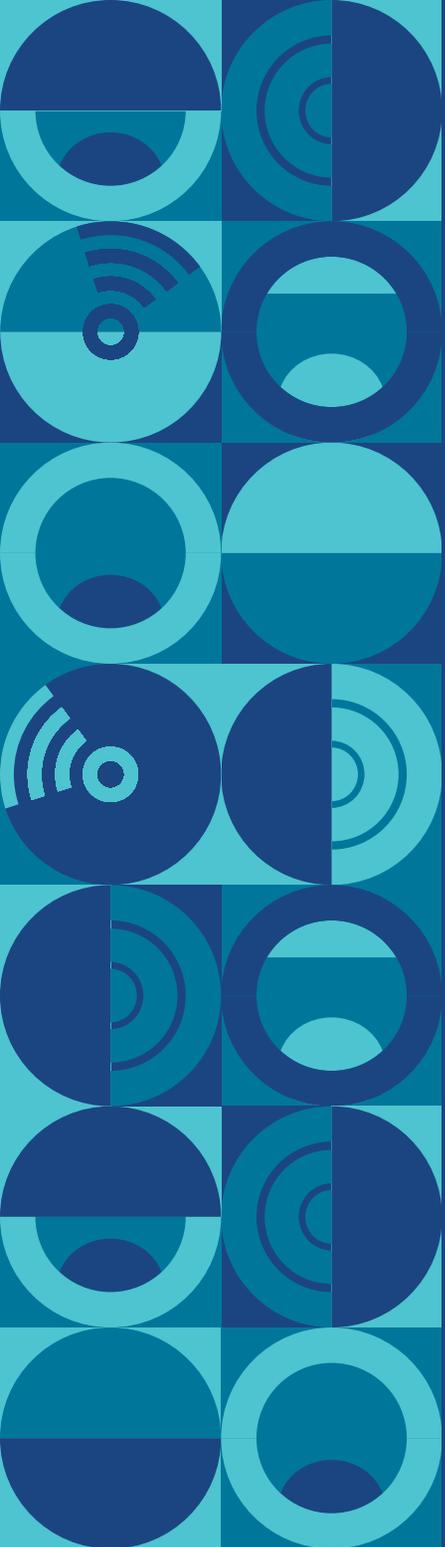


2019 Annual Report



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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.

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.



Amy MacLean

Cameron Cowper

Message from the Board Chair & Registrar

The reporting period for this annual report ended March 31, 2020. Exactly two weeks earlier, Mike Farnworth, BC Minister of Public Safety and Solicitor General, declared a provincial state of emergency under BC's *Emergency Program Act* due to the COVID-19 pandemic.

That same day, the College of Speech and Hearing Health Professionals of British Columbia (CSHBC) Registration Committee passed a one-time emergency resolution enabling CSHBC registrants to pay registration renewal fees for 2020/2021 under an installment plan.

Given the unprecedented events of the last four months, the 2019/2020 fiscal year seems a very long time ago. That said, the past year marked another period of significant change for CSHBC, and we achieved or made progress on a number of important initiatives.

Modernization of BC health profession regulation

On August 27, 2020, the Steering Committee on Modernization of Health Professional Regulation released recommendations for broad changes to the province's health profession regulatory

system. The recommendations have wide-ranging implications for health regulation in BC. CSHBC is conducting a detailed review of the Steering Committee's report.

Key modernization proposals focus on: cultural safety and humility, improved governance, an enhanced complaints and adjudication process, increased transparency, creation of a new oversight body, and more efficiency and effectiveness through a reduction in the number of regulatory colleges from 20 to six. The Steering Committee recommends creating a multi-profession regulatory college, the "Regulatory College of Allied Health and Care Professionals", by merging seven colleges. The proposed College would regulate 13 professions, including the audiology, hearing instrument dispensing, and speech-language pathology professions.

The College is committed to moving forward with the Ministry of Health and other health regulatory

colleges to improve health regulation in BC for the benefit of British Columbians.

The recommendations will go to Cabinet and then the Legislative Assembly for approval. The recommendations will also require amendments to the *Health Professions Act*, currently targeted for introduction in the Spring of 2021. Pending final decisions, the process for full implementation of the Committee's recommendations will likely take a considerable amount of time. In the interim, the regulation of CSHBC registrants will continue unchanged.

New CSHBC website & portals

In August 2019, CSHBC launched a redesigned website and portals for registrants, applicants, and the public. The extensive project to develop the website and portals, and redesign the CSHBC logo, dates back to the College's 2018-2022 Strategic Plan goals. The website has greatly >

Message from the Board Chair & Registrar

enhanced CSHBC's ability to communicate in a thorough and timely manner, and the Registrant and Applicant Portals ensure existing and prospective speech and hearing professionals can fulfill the College's requirements online.

The entirely redesigned CSHBC website enables registrants, applicants, and the public to easily locate information about the College's programs and processes. The site seamlessly integrates with the Registrant and Applicant Portals, a revamped Public Register, a Complaint Portal and Form for submitting complaints about registrants and non-registrants, and the College's online learning portal. The website is also mobile-friendly, enabling all content to be accessible on mobile devices.

The Registrant Portal enables registrants to securely accomplish key tasks online, including renewing registration, reporting Continuing Competency Credits (CCCs) and Practice Hours (in development), updating contact information, and other tasks. The Applicant Portal enables applicants to apply online for registration and, after successfully passing examinations and meeting requirements, register for the first time with the College. The Public Register enables anyone to verify the registration of speech and hearing health professionals. Additional improvements to the Public Register are in development.

New logo, abbreviation, & domain name

A new logo used on the website, portals, and all CSHBC documents, also launched in August 2019, as well as a new College abbreviation (CSHBC) and domain name (cshbc.ca, which replaced cshhpb.org).

Bylaw amendments

On June 29, 2020, the largest and most substantive package of bylaw amendments in the College's history was brought into force by the Ministry of Health. Although the amendments came into effect after the end of the 2019/2020 reporting cycle for this annual report, much of the policy and development work was completed in 2019. The package included, but was not limited to, streamlining Part 10 of the Bylaws ("Certified Practice" replacing "Advanced Certification"); clarifying delegation parameters under Part 12; outlining a new practice hours requirement; and revamping registration classification terminology ("Full", "Conditional", and "Non-practicing" replaced "Active", "Conditional Active", and "Inactive").

Practice Reviews

Practice competence is about how registrants apply knowledge and skills in real-life clinical situations. The backlog of approximately 350 RHIPs to participate in the Practice Reviews module was addressed in 2019/2020, and all new RHIP registrants from 2018 were reviewed. Remediations from all reviews are nearing completion.

Due to the number of consultation requests and questions from RSLPs, an in-person information session on Practice Reviews was held in Vancouver in March 2020. The session was video-recorded and will be published on the CSHBC website later this year.

Phase 2 of the Practice Review module will involve all RSLPs. The first cohort of RSLP assessors were trained in March 2019; however, the Phase 2 pilot project for 40 RSLPs has been delayed due to COVID-19 restrictions. The pilot will resume as soon as reasonably possible. Once a screening tool has been tested and validated with a pilot group, the remaining RSLPs will become involved in the process.

RHIP registrants, who were new as of 2019, will be reviewed as soon as public health restrictions allow. >

Message from the Board Chair & Registrar

Move to BC's Health Regulatory Hub

As CSHBC made significant progress in the goal of increasing the staff complement to match regulatory workload, the College outgrew the office location at 999 West Broadway. On November 8, 2019, the College moved to BC's Health Regulatory Hub in downtown Vancouver.

The CSHBC office is located at Granville Square, 200 Granville Street, 9th floor. The College shares space with 10 other BC health regulators. Along with more room to accommodate additional staff, this arrangement provides greater access to shared services and opportunities for collaboration, allowing CSHBC to create efficiencies and align with other colleges on our shared commitment to public protection.

Fee increases

For the first time in CSHBC's 11-year history, after a rapid and substantive increase in our capacity to properly regulate three professions in the public interest, the College increased fees for initial registration, registration renewal, and the CSHBC Hearing Instrument Dispensing (HID) practical examination. The CSHBC Board approved fee increases that came into effect on December 2, 2019.

Application and registration fees account for more than 95% of revenue for CSHBC. The College's Board determined that fee increases were needed because CSHBC's fees, which had stayed the same since the College was founded in 2009, no longer enabled proper regulatory oversight and administration for the three professions it regulates in BC: audiology, hearing instrument dispensing, and speech-language pathology. In the 11 years since CSHBC's inception, fees have increased incrementally at comparable health regulatory colleges in other provinces, including those that regulate two professions or just one. Among speech and hearing regulators, CSHBC fees were among the lowest in Canada, and comparable colleges benefited from significantly larger staff complements.

CSHBC is now adequately resourced to deliver efficient application and registration processes, a comprehensive quality assurance program, rigorous investigation of complaints and discipline, and other components of the College's mandate. Moving forward, CSHBC has a fee structure that enables the College to maintain the necessary infrastructure – including administrative staff, legal counsel, and information technology – for fully meeting our mandate of protecting the public. >



Message from the Board Chair & Registrar

Public Engagement Forum 2019

The second annual CSHBC Public Engagement Forum (PEF) was held September 20, 2019 in downtown Vancouver and was hosted by a professional facilitator. For the second year in a row, attendance far surpassed that of meetings under the former annual general meeting (AGM) format. Registrants and members of the public joined Board members and College staff for engaging and interactive roundtable policy discussions, with the opportunity to provide feedback and input on a number of important issues. Although COVID-19 restrictions are likely to preclude an in-person event for 2020, an online videoconferencing format is currently being considered that will allow attendees from across the province to participate.

The Year Ahead

Given the uncertainties surrounding the COVID-19 pandemic, and the recommendations of the BC Government Steering Committee on Modernization of Health Professional Regulation, the 2020/2021 fiscal year promises to be another extremely busy year of change.

From our inception in 2009, CSHBC has required domestic and internationally educated audiology and speech-language pathology applicants to successfully complete a written certification examination (the “SAC Exam”) administered by Speech-Language & Audiology Canada (SAC). The SAC Exam has been discontinued as of March 2020, and the CSHBC Registration Committee is engaged in a process to approve a new entry-to-practice examination (or examinations) for audiology and speech-language pathology applicants for the Fall of 2020 and beyond.

To support the Committee’s decisions, a comprehensive research project, focused on all three of the professions we regulate, is underway to determine the relative efficacy of written, knowledge-based, competency-based, practical, and performance-based entry-to-practice examinations. Decisions for the Fall 2020 examination requirements are expected to be made public in late Summer/early Fall of 2020; however, further decisions for Spring 2021 and beyond may also be required, including approval of revisions to the existing CSHBC practical examination for the hearing instrument dispensing profession.

Finally, required amendments to the CSHBC website, applicant and registrant portals, public register, and College documentation, due to the comprehensive bylaw amendment package brought into force in June 2020, is ongoing and will be completed before the 2020/2021 reporting cycle.

The Board serves the public of British Columbia by regulating audiologists, hearing instrument practitioners, and speech-language pathologists and acting in accordance with the law and the public trust placed in them to ensure the College fulfills its mandate under the *Health Professions Act*. Thank you to all members of the Board for their commitment and dedication.



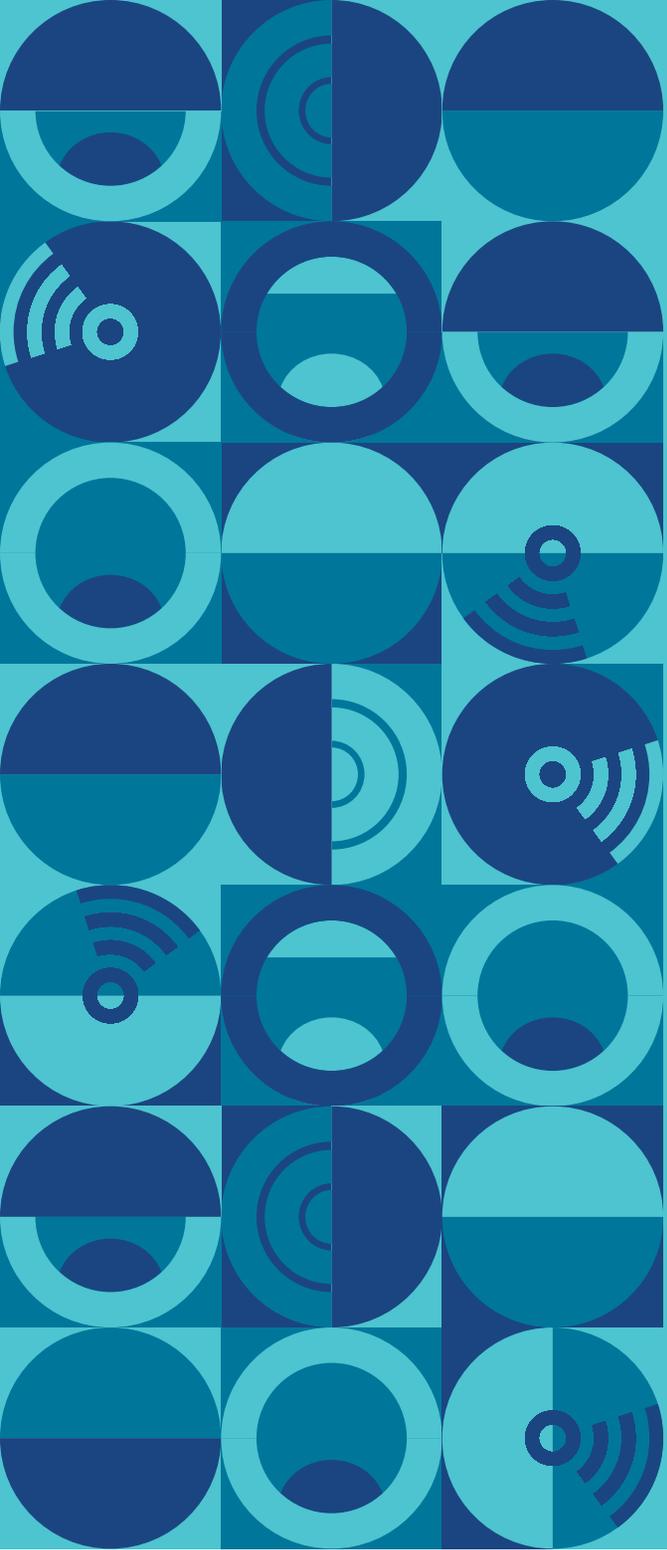
Amy MacLean

Registered Hearing Instrument Practitioner (RHIP)
Board Chair



Cameron Cowper

Registrar & Chief Executive Officer



Board of Directors

Susan Batstone RSLP
(until September 30, 2019)

Karen Derry RSLP

Martin Ellefson, Public Representative
(until December 31, 2019)

Charles Fontaine RAUD, RHIP

Kevin Frew RSLP

Jamie Hack RSLP

Leigh Ingram RAUD, RHIP

Jack MacDermot, Public Representative

Amy MacLean RHIP, Chair

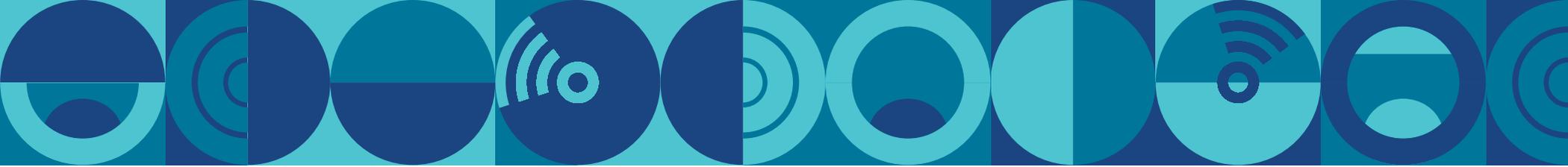
Parveen Mangat, Public Representative

Dan Miller, Public Representative

Marilyn Noort RSLP

Thelma O'Grady, Public Representative

Jon Waterhouse RHIP, Vice-Chair



Registration Committee Submitted by Susan Batstone RSLP, Registration Committee Chair

CSHBC is responsible for setting requirements that must be met before an individual can begin and continue to practice one or more of the three professions regulated by CSHBC in BC: audiology, hearing instrument dispensing, and speech-language pathology.

The CSHBC Registration Committee, working together with the Registrar, accepts, reviews, and approves applications for registration. New applications that clearly meet all the registration requirements set out in the CSHBC Bylaws and defined by CSHBC policy are approved by the Registrar, under the delegated authority of the Committee. All other non-standard applications, including those submitted by internationally educated applicants, are reviewed by the Registration Committee, who review each file based on registration requirements set out in the CSHBC Bylaws, and may approve the application, or determine the need for further information, or ask for a hearing to meet with the applicant and gather further evidence.

In addition, the Committee — working together with the Registrar and the Certified Practice Advisory Committee (CPAC) — accepts, reviews, and approves applications for Certified Practice certificates as required under the **Speech and**

Hearing Health Professionals Regulation and Part 10 of the CSHBC Bylaws. New applications that clearly meet all the requirements set out in the CSHBC Bylaws and defined by CSHBC policy are approved by the Registrar, under the delegated authority of the Committee. Non-standard applications are reviewed by CPAC, who either recommend for Committee approval or determine the need for further information.

Year in Review

In 2019/2020, CSHBC made the following significant progress in its registration function:

- On August 9, 2019, CSHBC launched a redesigned **website**. The website is searchable and mobile-friendly, allowing applicants and registrants to quickly find the information they need. The site also links to online portals for applicants and registrants. The portals introduced the following improved features:

- The **Applicant Portal** has made the application process fully electronic, and more user-friendly.
- The **Registrant Portal** has allowed registrants to perform most College-related tasks online, including renewing registration, requesting verification of their registration, applying for additional reserved titles and certified practice certificates, reviewing and paying invoices, accessing registration certificates, and other tasks.
- On December 21, 2019, CSHBC's proposed set of amended bylaws was posted for public review. The 90-day public review period expired on March 20, 2020. The in-force date for this comprehensive set of amended bylaws, as set by the Ministry of Health, was June 29, 2020, and the Registration Committee carried out important policy work in the lead up to this. >

Registration Committee

- In March 2019, the Registration Committee and Quality Assurance and Professional Practice (QAPP) Committee approved the terms of reference for the “Hearing Instrument Dispensing Practical Examination Working Group”. In 2020/2021, the working group will review the CSHBC Hearing Instrument Dispensing Practical Examination and make recommendations for updates to ensure it is in keeping with current CSHBC standards of practice and the current competency profile for the hearing instrument dispensing profession.

On March 18, 2020, two weeks before the CSHBC registration renewal deadline of March 31, 2020, BC’s Minister of Public Safety and Solicitor General declared a state of provincial emergency under BC’s *Emergency Program Act* due to the COVID-19 pandemic. That same day, recognizing the financial impact of the crisis to many of our registrants, the Committee passed a one-time emergency resolution enabling CSHBC registrants to pay registration renewal fees for the 2020/2021 registration year under an installment plan.

The Committee’s work requires thoroughness and attention to detail to ensure the College’s registration standards are maintained. Thank you to all members of the Committee for their commitment and dedication. This Committee also recognizes and appreciates CSHBC staff, working remotely from home, for their tireless efforts in processing applications for registration, and ensuring applicants and registrants continue to have a positive experience when dealing with our College.

Committee Members

Susan Batstone RSLP, Chair
Jane Baynham, Public Representative
Christy Faraher-Amidon RSLP
Leigh Ingram RAUD, RHIP
Jack MacDermot, Public Representative
Thelma O’Grady, Public Representative
Kathy Pereira RAUD, RHIP
Martin Sattler RHIP
Jon Waterhouse RHIP

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
Estephanie Sta. Maria RAUD, RHIP

Ex officio

Amy MacLean RHIP, Board Chair
Cameron Cowper, Registrar & CEO
Frances Naylor, Deputy Registrar
Christina Chen, Manager, Registration & Administration

Registration Statistics Fiscal Year 2019/2020

New Registrations

171 new registrations granted to
149 new registrants



- 104 Speech-Language Pathology (SLP)
- 45 Hearing Instrument Dispensing (HID)
- 22 Audiology (AUD)

2019-2020 Total Registrations (1 Year)

	March 31 2020	March 31 2019	% Change
AUD	306	299	2%
HID	524	521	1%
SLP	1,343	1,304	3%
TOTAL	2,173	2,124	2%

2010-2020 Total Registrations (10 Years)

	March 31 2020	March 31 2010	% Change
AUD	306	218	40%
HID	524	339	55%
SLP	1,343	867	55%
TOTAL	2,173	1,424	53%

Registration Statistics Fiscal Year 2019/2020

2019-2020 Total Registrants (1 Year)

	March 31 2020	March 31 2019	% Change
RAUD	48	43	12%
RHIP	267	265	1%
RSLP	1,338	1,300	3%
RAUD, RHIP	253	251	1%
RAUD, RSLP	1	0	100%
RAUD, RHIP, RSLP	4	5	-20%
TOTAL	1,911	1,864	3%

2010-2020 Total Registrants (10 Years)

	March 31 2020	March 31 2010	% Change
RAUD	48	41	17%
RHIP	267	163	64%
RSLP	1,338	862	55%
RAUD, RHIP	253	172	47%
RAUD, RSLP	1	1	0%
RAUD, RHIP, RSLP	4	4	0%
TOTAL	1,911	1,243	54%

Quality Assurance & Professional Practice Committee

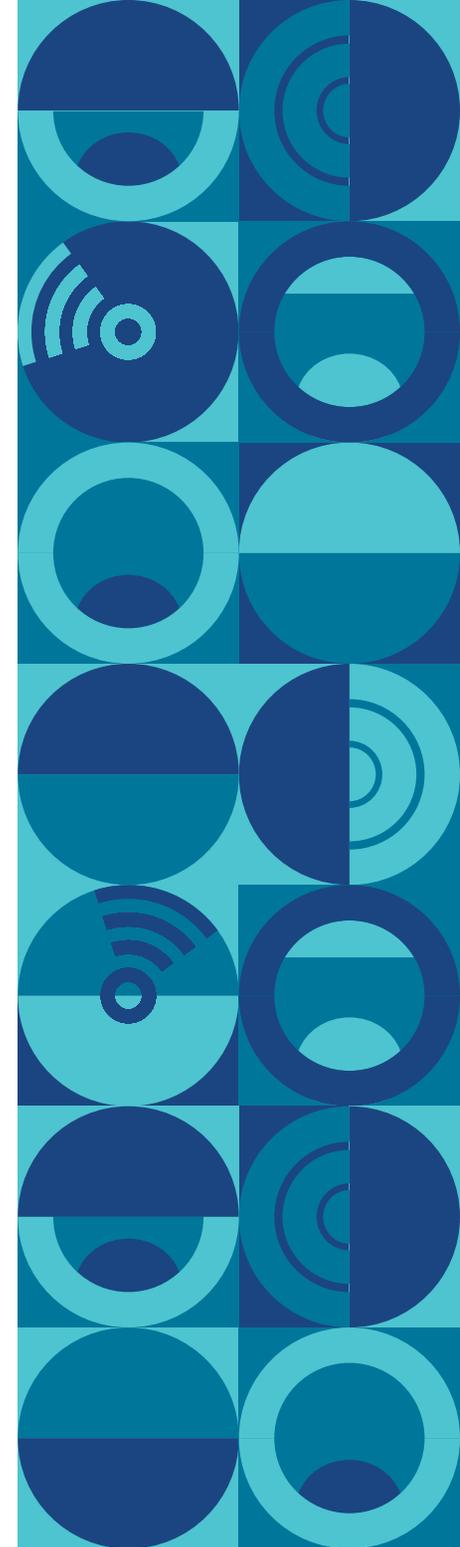
Submitted by **Jamie Hack** RSLP, Quality Assurance & Professional Practice Committee Chair

The Quality Assurance & Professional Practice (QAPP) Committee and its two advisory committees – the Certified Practice Advisory Committee and the Communication Health Assistant Advisory Committee – have several key roles with CSHBC, including:

- Setting, updating, and revising the standards of practice, including certification programs for Certified Practice certificates and related clinical documents such as clinical practice guidelines.
- Providing clinical and practice consultations and support to registrants, including online learning modules.
- Developing, implementing, and monitoring the QAPP program, as provided for under the *Health Professions Act* (HPA).

The QAPP program has five modules. Each module has a unique focus for helping registrants attain and maintain clinical competence and ensuring the public trust in speech and hearing care. The modules include:

- **Certified Practice** – safeguards the public by making sure registrants meet the expected criteria for practice in high risk aspects of practice that require certification under the Speech & Hearing Health Professionals Regulation and CSHBC Bylaws.
- **Practice Reviews** – examine adherence to CSHBC professional and clinical standards in real-life performance situations.
- **Practice Hours** – focus specifically on practice recency to ensure registrants have practiced the profession(s) they are registered in, during a specific three-year time frame for a prescribed minimum number of hours.
- **Continuing Competency Credits** – ensure registrants are current in their professional knowledge.
- **Practice Consultations** – address registrant enquiries, issues, and questions. >



Quality Assurance & Professional Practice Committee

Year in Review

Standards of Practice

In 2019/2020, CSHBC updated and revised several standards. The new **Supervision standard of practice** applies to a variety of supervisory situations. In addition, the standard pertaining to **clinical activities that may or must not be delegated to Communication Health Assistants (CHAs)** was revised, and a standard that outlines aspects of the **education, training, and competence of CHAs** was added.

Client Consent course

A new Client Consent online learning course was developed. This module is open to all registrants and is mandatory for all new registrants in addition to the Jurisprudence course.

Certified Practice module

Certified Practice (CP) certificates 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.

Previously, endoscopy for adults was divided into two certificates: one for voice and one for swallowing. These were combined so that qualified RSLPs can provide a more complete service to their patients. The transition to the new Certificate E was completed in March 2020 after a voice course in endoscopy was offered in person and by video recording. The course was presented in conjunction with the Speech & Hearing BC conference in October 2019.

CP certificate titles were also updated and revised with the new Bylaws. Certificates currently available include:

Certificate A

Vestibular Assessment & Management

Certificate B

Cochlear Implant Assessment & Management

Certificate C

Cerumen Assessment & Management

Certificate D

Hearing Instrument Dispensing for Children 12-16 Years

Certificate E

Flexible Endoscopic Evaluation of Voice & Swallowing (FEEVS) for Adults

Certificate G

Tracheo-esophageal Voice Prostheses Assessment & Management

Certificate H

Communication & Swallowing Assessment & Management for Tracheostomy

Certificate I

Videofluoroscopic Assessment & Management of Adult Swallowing Disorders

Certificate J

Videofluoroscopic Assessment & Management of Paediatric Disorders

Certificate K

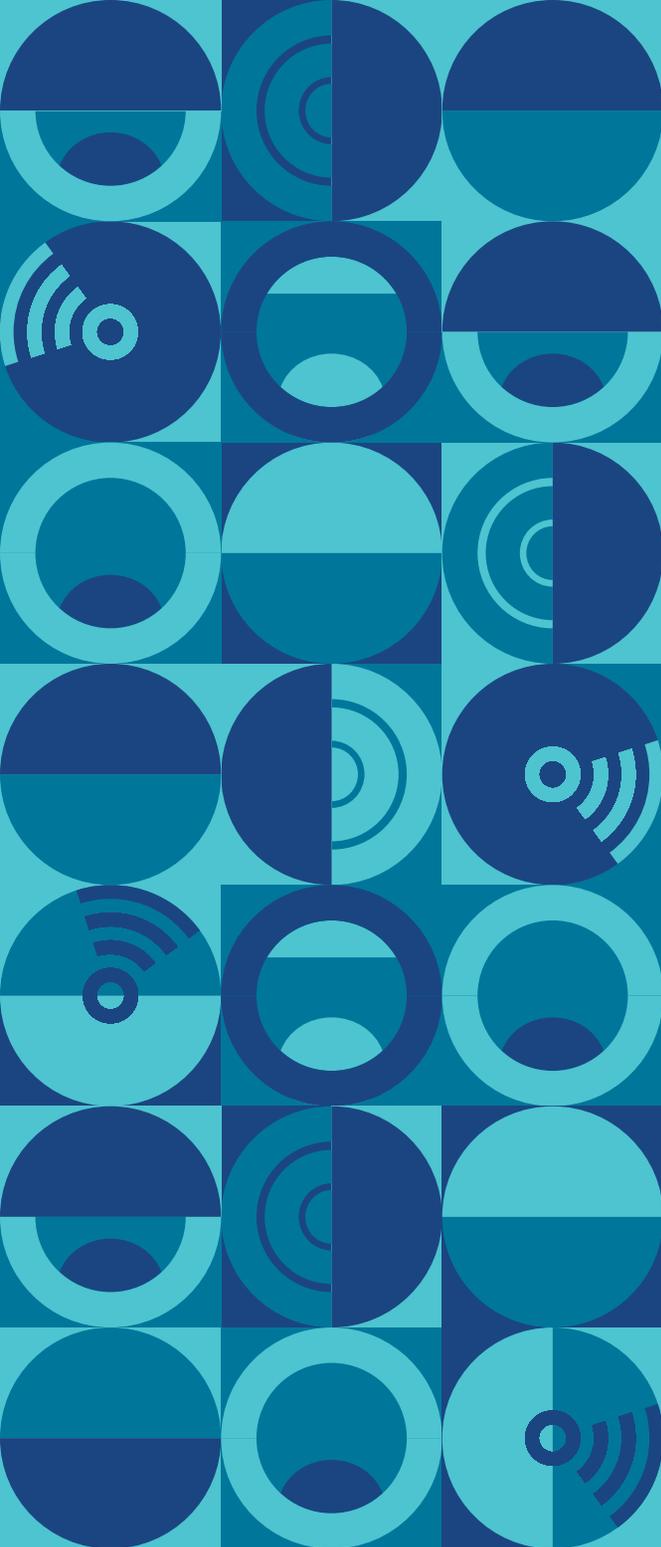
Management of Airway Secretions

Number of Certified Practice Certificate Holders – 489 Total

As at March 31, 2020



As of March 31, 2020, Certificate F is no longer available. Applicants now apply for combined Certificate E: Flexible Endoscopic Evaluation of Voice & Swallowing (FEEVS) for Adults.



Quality Assurance & Professional Practice Committee

Practice Review module

Practice competence is about how registrants apply knowledge and skills in real-life clinical situations. The backlog of approximately 350 RHIPs scheduled to participate in practice reviews was addressed in 2019/2020 and all new RHIP registrants from 2018 were reviewed. Remediations from all reviews are nearing completion.

Due to the number of consultation requests and questions from RSLPs, an in-person information session was held in Vancouver in March 2020. A video of the session will be published on the CSHBC website before the next round of practice reviews. Practice review information for registrants is also posted on the CSHBC website.

Practice Hours module

The new Practice Hours module brings BC in alignment with the majority of speech and hearing regulators nationally. While registrants must attain 45 CCCs over three years under the new module, that is only one part of attaining and maintaining competency in practice. The practice hours standard was implemented on July 1, 2020, after the end of the 2019 Annual Report reporting cycle. Over a three-year cycle, registrants are required to report their required practice hours for

one or more professions. "Practice" is not limited to clinical work with clients and has a much broader meaning. The CSHBC website provides additional information about [practice hours descriptions](#).

Continuing Competency Credit module

The current three-year cycle for Continuing Competency Credits (CCC) began in January 2019 and will conclude December 31, 2021. The range of professional education activities that can be counted, and any maximum hours, where applicable, can be found in the [Attaining & Maintaining Practice Competence](#) standard of practice. Registrants who hold Certified Practice certificates must record, under the valid certificate, a minimum of four CCCs in order to be able to renew that certificate.

Practice Consultations module & support

Practice consultations, on a variety of clinical and professional practice topics, have steadily increased over the past three years. The number of consultations averaged 21 per month in 2018. The number of clinical consults rose to an average of 50 per month by March 2019. In addition, there were over 50 additional consultations and phone calls regarding the public health >

directives related to COVID-19 in March 2020. The predominant questions involved the directives related to provision of virtual care, interpretation of essential and non-essential clinical services, and client specific questions (e.g., clients in long term care facilities who were placed in isolation). CSHBC posted communications from the Provincial Health Officer, BC Centre for Disease Control, and WorkSafe BC, and the number of enquiries prompted CSHBC to also develop several communications for registrants, on topics including but not limited to:

- In-person community care
- Phase 2 of the BC Government's Restart plan
- Hearing aids dispensed directly from the manufacturer to the client
- Information on personal protective equipment (PPE) and routine precautions
- Guidance to registrants on suspending elective and non-essential services
- Frequently asked questions regarding public health updates
- Providing virtual care during the COVID-19 pandemic
- Enhanced infection prevention and control for private clinics

The Year Ahead

Standards of Practice

Planning is underway to develop a clinical practice guideline as a companion guide to the [Communication Health Assistants \(Education, Training, & Competence\)](#) standard. Work is also in the planning stages for the standards of practice required for clinical topics such as autism and tinnitus.

Certified Practice

In the coming year, a second part is being added to Certificate J, which will allow for paediatric videofluoroscopy for velopharyngeal insufficiency. Registrants will be able to choose to complete videofluoroscopy for swallowing, velopharyngeal insufficiency, or both.

Practice Reviews

Phase 2 of the Practice Review module will involve all RSLPs. The first cohort of RSLP assessors were trained in March 2019; however, the Phase 2 pilot project for 40 RSLPs has been delayed due to COVID-19 restrictions. The pilot will resume as soon as reasonably possible. Once a screening tool has been tested and validated with a pilot

group, the remainder of RSLPs will become involved in the process.

RHIP registrants, who were new as of 2019, will be reviewed as soon as public health guidelines allow.

Practice Hours

As the practice hours requirement was launched in the middle of a cycle, the hours will be pro-rated for the remainder of the current three-year cycle. The College's focus on assisting registrants in understanding and attaining the new requirements resulting from the amended Bylaws going into force, such as practice hours, included a [Frequently Asked Questions document](#).

Continuing Competency Credits

For the current cycle ending December 31, 2021, there will be changes to Continuing Competency Credit (CCC) requirements for registrants who hold more than one registration to practice. There will be a 45-credit requirement for the first professional registration. For each subsequent registration, an additional 15 credits that are directly related to the additional registration will be required, for a total of 60 credits. In an instance where a registrant holds three registrations and has three reserved titles, the total credits required >

Quality Assurance & Professional Practice Committee

will be 75 over three years. For the current cycle, the credit requirements will be prorated from July 1, 2020 to the end of the cycle. A deficiency plan fee will be assessed to registrants who are required to submit a CCC deficiency plan at the end of a three-year cycle.

Practice Consultations & support

CSHBC will continue to monitor the situation related to COVID-19 and any changes that affect clinical practice, including the opening of schools in September 2020.

Committee Members

DeAnn Adams, Public Representative
Susan Batstone RSLP
Karin Bernauer, Public Representative
Jamie Hack RSLP, Chair
Leigh Ingram RAUD, RHIP
Sue Murphy, Public Representative
Louise Parton RHIP (Retired)
Susan Thacker RAUD, RHIP
Jon Waterhouse RHIP

Certified Practice Advisory Committee

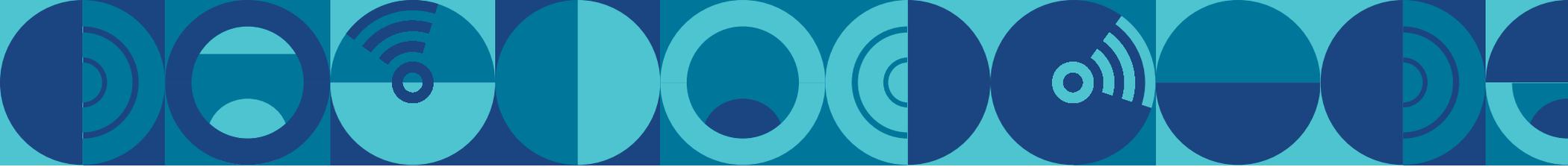
Caroline Chow RSLP
Tracy Marshall RSLP
Maryam Merali RHIP
Kathy Pereira RAUD, RHIP, Chair
Martin Sattler RHIP
Amy Trusler RAUD, RHIP
Bobbie Williams RAUD, RHIP
(until September 30, 2019)

Communication Health Assistant Advisory Committee

Deirdre Coleman RSLP
Dreena Davies RAUD, RHIP
Alyse McNair CHA
Ashley McNolty CHA
Maryam Merali RHIP
Martin Sattler RHIP, Chair
Cheryl Lane Slobodian RAUD, RHIP
Riddhi Thaker RSLP
Krystal Tie-So CHA

Ex officio

Amy MacLean RHIP, Board Chair
Cameron Cowper, Registrar & CEO
Mardi Lowe, Director, QAPP
Amanda Lenk, Assistant Director, QAPP
Shalin Sharma, Program Coordinator, QAPP



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

The Inquiry Committee (IC) investigates written complaints concerning the competency and/or unethical practice of registrants. Members of the public as well as other registrants may submit written complaints.

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 12-member Committee is comprised of representatives from all three professions regulated by CSHBC, 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 in 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 attended by legal counsel.

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

Year in Review

In 2019/2020, the Committee met as a whole once to consider a recommendation of the Quality Assurance & Professional Practice (QAPP) Committee. The Committee also met as profession-specific panels 23 times.

Comparing case volumes from the previous two fiscal years with the current year, CSHBC has seen a sharp decline in the number of complaints naming an RHIP as the respondent in the matter; however, this has been offset by an upward trend in the number of complaints naming an RSLP as the respondent over that same time period. The former may be due, at least in part, to the implementation of the College's QAPP Practice Review module, phase one of which was applied to the hearing instrument dispensing profession. As more data from the module outcomes becomes available, including data obtained from phase two for the speech-language

pathology profession – currently on hold due to the COVID-19 pandemic – the College hopes to conduct analysis to identify any evidence-based correlations.

One RSLP decision was appealed to the Health Professions Review Board (HPRB) in 2019/2020, and on April 9, 2020, the HPRB found in favour of the College, determining that the Committee had conducted an adequate investigation of the complaint and that its disposition of the matter was reasonable.

The work of the IC demands a considerable amount of time spent reviewing complex case files, grappling with difficult issues and evidence, approving dispositions, ensuring that standards are maintained and enforced, and safeguarding the College's public protection mandate. Thank you to all Committee members for their dedication, professionalism, and time commitment.

Inquiry Statistics Fiscal Year 2019/2020

Committee Members

- Blaine Bomak RHIP
- Karen Derry RSLP
- Susan Edwards RSLP
(until September 30, 2019)
- Charles Fontaine RAUD, RHIP
- Kevin Frew RSLP
- Christine Harrison RAUD
- Lesley Lee RAUD, RHIP
- Jack MacDermot, Public Representative
- Dan Miller, Public Representative, Chair
- Marilyn Noort RSLP
- Richard Walker, Public Representative
- Dave Williams, Public Representative

Ex officio

- Amy MacLean RHIP, Board Chair
- Cameron Cowper, Registrar & CEO
- Lauren Riva, Legal Counsel, Inquiry & Discipline

Breakdown of Profession-specific Panel Meetings



- 13 Speech-Language Pathology
- 8 Hearing Instrument Dispensing
- 2 Audiology

35 New Inquiry Cases

Inquiry Caseload

RSLP respondent	9
RHIP respondent	4
Dually registered RAUD, RHIP respondent	2
Non-registrant respondent	20



24 Closed Inquiry Cases

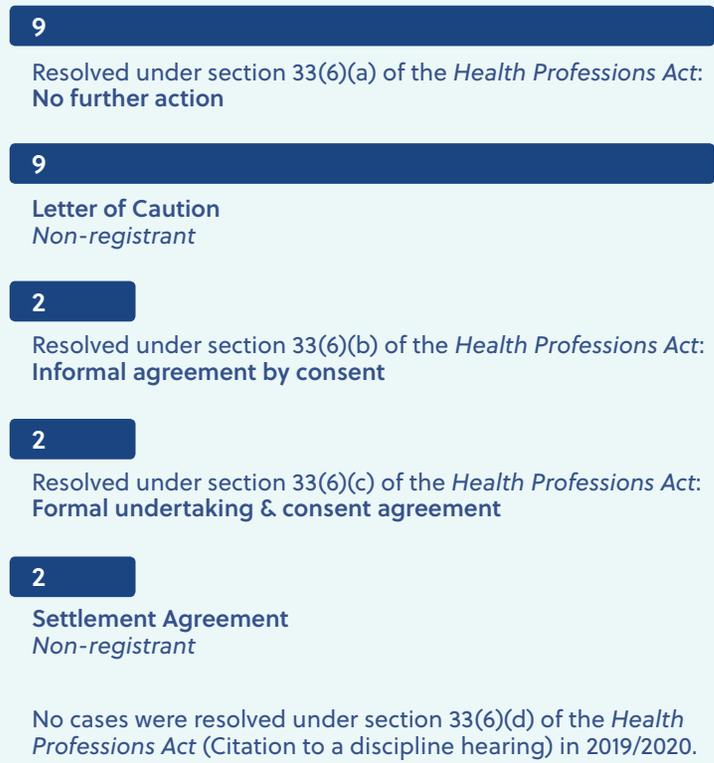
Inquiry Caseload

RSLP respondent	8
RHIP respondent	3
Dually registered RAUD, RHIP respondent	2
Non-registrant respondent	11



Inquiry Statistics Fiscal Year 2019/2020

How Inquiry Cases Were Resolved



Time to Disposition by Case Opened Date



Discipline Committee

Submitted by **Jocelyn Stanton**, Public Representative,
Acting Discipline Committee Chair

The Discipline Committee hears and makes determinations on matters set for hearing by citation issued by the Registrar, under the direction of the Inquiry Committee or the College Board.

Year in Review

No citations were submitted to the Committee in 2019/2020.

Discipline hearings, although infrequent, demand a considerable amount of time spent adjudicating complex matters, hearing submissions on difficult issues, weighing evidence, and rendering dispositions and orders. By ensuring that standards are maintained and enforced, the Committee safeguards the College's public protection mandate. Thank you to all Committee members for their dedication, professionalism, and time commitment.

Governance Advisory Committee

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

The primary mandate of the Governance Advisory Committee is to recommend appointments to College committees for Board approval.

In addition, the Committee develops and recommends to the Board: best practices and effective approaches to Board development and orientation; performance reviews and evaluations for the Registrar, Board Chair and Vice-Chair, Board members, committee chairs, and committee members; and preferred Board and committee member competency frameworks and evaluation tools. Bylaw amendments to formally establish the Committee were brought into force on June 29, 2020.

Year in Review

The Committee met three times in 2019/2020, resulting in a number of regulatory and advisory committee appointment recommendations. In 2018, the Committee finalized a Board Competency & Experience Matrix, which was approved by the Board on December 7, 2019. The Committee is currently developing similar matrices for the Inquiry, Discipline, Quality Assurance & Professional Practice, and Registration regulatory committees. Competency and experience matrices help ensure nominees and appointments are aligned with the skill sets required for each committee to fulfill its mandate.

Committee Members

Wendy Duke RSLP
Kevin Frew RSLP (until December 31, 2019)
Suzanne Kornhass RAUD, RHIP
Thelma O'Grady, Public Representative
(until December 31, 2019)
David Roberts RHIP
Jocelyn Stanton, Public Representative
Doug Steventon, Public Representative

Ex officio

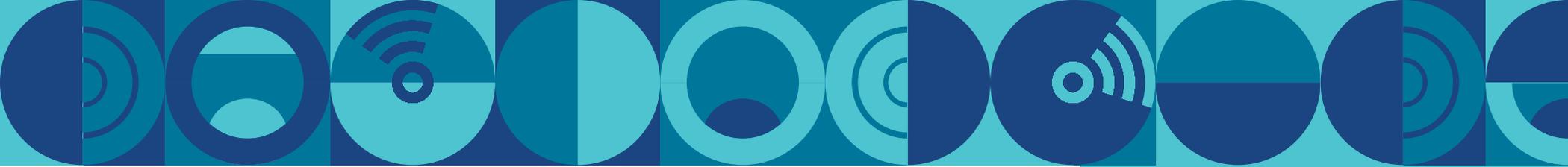
Amy MacLean RHIP,
Board Chair
Cameron Cowper,
Registrar & CEO
Lauren Riva,
Legal Counsel, Inquiry
& Discipline

Committee Members

Charles Fontaine RAUD, RHIP, Chair
Jamie Hack RSLP
Parveen Mangat, Public Representative
Dan Miller, Public Representative
Jon Waterhouse RHIP

Ex officio

Amy MacLean RHIP, Board Chair
Cameron Cowper, Registrar & CEO



Finance & Audit Committee

Submitted by **Jon Waterhouse** RHIP, Acting Finance & Audit Committee Chair

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

Year in Review

The Committee met quarterly during 2019/2020. 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, 2020. Since 2018/2019, the pressing need for rapid and significant upgrades to regulatory capacity across all College business streams required a corresponding and significant increase in revenue. The new fee structure, which more accurately aligned the College with regulatory capacity as required under the *Health Professions Act*, did not come into effect until December 2, 2019. Consequently, although the actuals reflect a significant deficit, they were within the projected budget for 2019/2020. Despite the deficit, the College's liquidity position remains stable.

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 and audit policies, ensuring more robust and comprehensive financial controls are in place.

The annual financial statements as at March 31, 2020, reviewed and prepared by KPMG, received Board approval on July 24, 2020. Complete financial statements are available on the [CSHBC website](#).

The Finance & Audit Committee's work requires thoroughness and attention to detail to ensure the College's financial stewardship and fiduciary responsibilities are well managed. Thank you to all members of the Committee for their commitment and hard work.

Committee Members

Charles Fontaine RAUD, RHIP

Amy MacLean RHIP (until September 30, 2019)

Dan Miller, Public Representative

Louise Parton RHIP (Retired)

Shelby Thiessen, Public Representative

Jon Waterhouse RHIP

Ex officio

Amy MacLean RHIP, Board Chair

Cameron Cowper, Registrar & CEO

Revenue & Expenses Fiscal Year 2019/2020



- 0.9%**
Certified Practice
Certificate Fees/Late
Renewal Fees/Other
- 2.9%**
Interest Income
- 4.2%**
Application Fees
- 6.2%**
Registration Fees
- 85.8%**
Renewal Fees



- 1.8%**
Registration
- 2.6%**
Depreciation &
Amortization
- 5%**
Governance
- 10.8%**
Board
- 13%**
Inquiry
- 17.5%**
Quality Assurance &
Professional Practice
- 20.5%**
Finance & Audit
- 28.8%**
Wages



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