

2020 Annual Report



College of Speech and
Hearing Health Professionals
of British Columbia



Contents

- 1 Mission, Vision, & Values
- 2 Message from the Board Chair & Registrar
- 5 Board of Directors
- 6 Registration Committee
- 8 Registration Statistics
- 10 Quality Assurance & Professional Practice Committee
- 13 Inquiry Committee
- 14 Inquiry Statistics
- 16 Discipline Committee
- 16 Governance Advisory Committee
- 17 Finance & Audit Committee
- 18 Revenue & Expenses

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

Land Acknowledgement

The College of Speech and Hearing Health Professionals of British Columbia's (CSHBC) offices are located on the traditional, ancestral, and unceded territory of the Coast Salish Peoples, represented today by the Musqueam, Squamish, and Tsleil-Waututh Nations.

COVID-19, Screening, and Vaccine Rollout

The reporting period for this annual report ended March 31, 2021. One year before, on March 11, 2020, the World Health Organization declared COVID-19 a pandemic. One week later, Mike Farnworth, BC Minister of Public Safety and Solicitor General, declared a provincial state of emergency under BC's *Emergency Program Act*. That same day, CSHBC's Registration Committee passed a one-time emergency resolution enabling registrants to pay registration renewal fees for 2020/2021 under an installment plan.

The unprecedented public health emergency posed by COVID-19 changed the way we live and work. From March 2020 to March 2021, nearly 80,000 British Columbians contracted the disease, resulting in more than 1,300 deaths. Minister of Health Adrian Dix later described the efforts to stop the novel coronavirus as "the greatest fight of our time." Throughout the pandemic, health profession regulators, including CSHBC, responded to the crisis and prioritized patient safety.

At CSHBC, we ensured our registrants followed public health and regulatory measures required to prevent virus transmission to keep British Columbians safe when seeking speech and hearing services.

As the pandemic evolved, we dedicated an area of the CSHBC website for registrants with COVID-19 information from the office of the Provincial Health Officer and BC Centre for Disease Control. We answered hundreds of questions from registrants about the safety of speech and hearing services in the context of COVID-19 and expectations for client care. The College also published guidance for registrants to ensure clients continued to receive safe and timely care throughout the pandemic.

Finally, we supported the province's vaccine rollout efforts by relaying information to registrants about opportunities for them to assist in the delivery of the screening and vaccine programs, the most significant public health initiative in BC's history.

Modernization of BC Health 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 has conducted a detailed review of the Steering Committee's suggested changes and >



Message from the Board Chair & Registrar

is committed to moving forward with the Ministry of Health and other regulatory colleges in BC to improve health regulation for the benefit of British Columbians.

The Steering Committee's recommendations focused on a number of priorities, including governance and cultural safety and humility. Examples include the following:

- **Ensuring equal numbers of registrant and public members on regulatory college boards.**
- **Reducing the number of regulatory colleges from 20 to six.**
- **Creating a new oversight body.**
- **Starting a new discipline process for a clearer separation between the investigation and discipline stages of complaints.**
- **Increasing transparency by requiring added public notification about action taken in response to a complaint made about a healthcare professional.**

To reduce the number of regulatory colleges, the Steering Committee recommends that the BC health profession regulatory system include a new Regulatory College of Allied Health and Care Professionals, which would combine the following:

College of Dietitians of BC
College of Occupational Therapists of BC
College of Opticians of BC
College of Optometrists of BC
College of Physical Therapists of BC
College of Psychologists of BC
College of Speech and Hearing Health Professionals of BC

This new College would also regulate previously unregulated diagnostic and therapeutic professions: clinical perfusionists, medical laboratory technologists, radiation therapists, respiratory therapists.

The recommendations will go to Cabinet and then the Legislative Assembly for approval. The proposed changes will also require amendments to the *Health Professions Act*, targeted for introduction in fall 2021.

The full implementation of these recommendations is a multi-year initiative, with some beginning next year. Until that time, the current regulation of CSHBC registrants will continue. The College will provide further updates as more information becomes available. >

Message from the Board Chair & Registrar

Public Engagement Forum 2020

The third annual CSHBC Public Engagement Forum (PEF) took place on December 2, 2020, via video conference. College staff presented on important policy topics, and board members responded to a series of registrant questions. Although such events are unlikely to continue under the amended *Health Professions Act* and recommendations for modernization of the health profession regulatory framework, we are considering an online format for December 2021.

Addressing Indigenous-Specific Racism

In June 2020, Minister of Health Adrian Dix announced that Mary Ellen Turpel-Lafond would lead an independent investigation into allegations of racism in BC's health-care system, focusing on racism experienced by Indigenous people. Dr. Turpel-Lafond released her November 2020 report called *In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in BC Health Care*.

The report provided evidence of widespread fear and mistrust of the health care system due to the prevalence of stereotypes, discrimination, racism, and abuse. As a result, Indigenous Peoples have

poorer health outcomes compared to non-Indigenous peoples.

CSHBC participated in the investigation by Mary Ellen Turpel-Lafond's team and is fully committed to positive change. The report contains 24 recommendations, many of which have direct implications for the regulators of health professions. In response to the report, Minister Dix called for bold action from health system leaders.

On May 11, 2021, the four largest health regulators in BC published an apology, pledging to be anti-racist and to support the health professions they regulate to do the same. On July 27, 2021, several health profession regulators, including CSHBC, released a joint apology statement on Indigenous-specific racism and participated in a signing ceremony in Vancouver.

Our Commitment to Serving the Public

The CSHBC Board serves the public of British Columbia by regulating audiologists, hearing instrument practitioners, and speech-language pathologists. The Board follows 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

Karen Derry RSLP

Nathan Doidge, Public Representative

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
(until December 31, 2020)

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 practise one or more of the following three professions regulated by CSHBC in BC: audiology, hearing instrument dispensing, and speech-language pathology.

Upholding Registration Standards

The CSHBC Registration Committee — working together with the Registrar — accepts, reviews, and approves registration applications. New standard applications, which clearly meet 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 Committee. Each file is reviewed based on registration requirements set out in the CSHBC Bylaws and the Committee may approve the application, determine the need for further information, or ask for a hearing to meet with the applicant and gather additional evidence.

The Committee, working together with the Registrar and the Certified Practice Advisory Committee (CPAC), also accepts, reviews, and approves applications for Certified Practice (CP) certificates as required under the [Speech and](#)

Hearing Health Professionals Regulation and Part 10 of the CSHBC Bylaws.

CP certificates are another form of registration/licensure, which the Ministry of Health mandates 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. New standard applications that 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 the Registration Committee.

Supported by the Examination Advisory Committee (EAC), the Registration Committee is responsible for reviewing and approving the entry-to-practice examinations that applicants must pass before they are eligible for Full registration with CSHBC.

Year in Review

Less than two weeks before the 2020/2021 registration year began, 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 state of emergency lasted for the entirety of the year. However, the Registration Committee still met virtually on 21 occasions to ensure continuity in fulfilment of its role and mandate, as described above.

In addition to successfully managing an unprecedented volume of activity during the 2020/2021 registration year, the Committee achieved these critical goals:

- From the College's inception in 2010 to 2020, the Speech-Language & Audiology Canada (SAC) certification examination was the required examination for entry into the audiology and speech-language pathology professions in BC. However, the SAC exam was retired in March 2020. Following a rigorous review process, >

Registration Committee

the Committee approved the American Speech-Language Hearing Association's (ASHA) Praxis exams, administered by Education Testing Services (ETS), for audiology and speech-language pathology as the new required entry-to-practice exams for those professions. The Praxis exams carry multiple advantages: they can be taken remotely, are recognized internationally, and have extensive test preparation and practice exam materials available.

- Supported by the EAC and a dedicated working group, the Committee continued reviewing and revising the CSHBC Hearing Instrument Dispensing Practical Examination. The goal of this work has been to improve the relevance, reliability, and validity of the examination content and process. The new examination is expected to be out in 2021/2022.
- On June 29, 2020, a new set of CSHBC Bylaws came into effect, which contained significant changes. The Committee and staff undertook a substantial amount of work to ensure all CSHBC policies, processes, online portal information, and website content aligned with the new Bylaws.
- Enhancements to the CSHBC website ensured registration requirements were communicated to applicants transparently and consistently. Key updates included the addition of web

pages relating to the criminal record check requirement and the review process for non-standard applications.

- External legal counsel provided robust training to all Committee members to support their fair, transparent, and effective decision-making related to registration matters.

During the 2020/2021 registration year, CSHBC said farewell to Committee members Susan Batstone, RSLP, Christy Faraher-Amidon, RSLP, and Kathy Pereira, RAUD, RHIP. CSHBC is grateful for the contributions and commitment of these individuals offered during their time on the Committee. College staff and Committee members will miss them. With those departures, CSHBC was fortunate to welcome new members Paige Griffiths, RSLP, Kris Hewitt, RHIP, and Simon McVaugh-Smock, RSLP.

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 for their tireless efforts in processing applications for registration and ensuring applicants and registrants continue to have a positive experience when dealing with the College, all while working remotely from home.

Committee Members

Susan Batstone RSLP
(until May 31, 2021)

Jane Baynham, Public Representative

Christy Faraher-Amidon RSLP
(until April 30, 2021)

Paige Griffiths RSLP

Kris Hewitt RHIP

Leigh Ingram RAUD, RHIP

Jack MacDermot, Public Representative

Simon McVaugh-Smock RSLP

Thelma O'Grady Public Representative, **Chair**

Martin Sattler RHIP

Katarina Vavrovicova RAUD, RHIP

Examination Advisory Committee

Rahim Ghanbari RAUD, RHIP

Garth Foote RSLP

Leigh Ingram RAUD, RHIP

Suzanne Kornhass RAUD, RHIP, **Chair**

Maryam Merali RHIP

Csaba Redey-Negy RSLP

Joan Richardson RAUD, RHIP

Martin Sattler RHIP

Estephanie Sta. Maria RAUD, RHIP

Registration Statistics Fiscal Year 2020/2021

New Registrations

156 new registrations granted to
149 new registrants



- 127 Speech-Language Pathology (SLP)
- 16 Hearing Instrument Dispensing (HID)
- 13 Audiology (AUD)

2020-2021 Total Registrations (1 Year)

	April 1 2020	March 31 2021	% Change
AUD	306	302	-1%
HID	524	516	-2%
SLP	1,343	1,405	5%
TOTAL	2,173	2,223	2%

2010-2021 Total Registrations (11 Years)

	April 1 2010	March 31 2021	% Change
AUD	218	302	39%
HID	339	516	52%
SLP	867	1,405	62%
TOTAL	1,424	2,223	56%

Registration Statistics Fiscal Year 2020/2021

2020-2021 Total Registrants (1 Year)

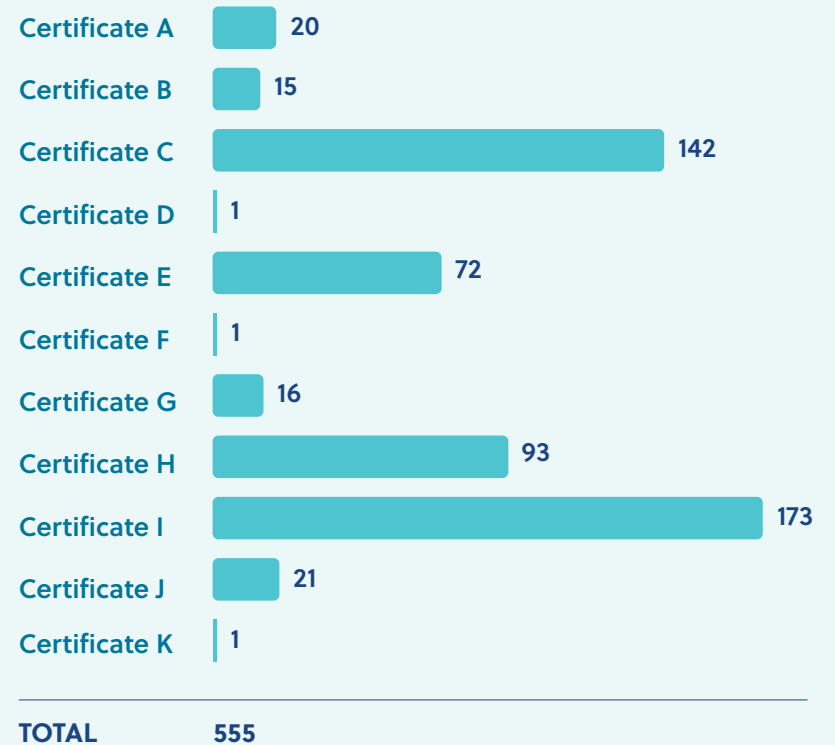
	April 1 2020	March 31 2021	% Change
RAUD	48	47	-2%
RHIP	267	262	-2%
RSLP	1,338	1,401	5%
RAUD, RHIP	253	251	-1%
RAUD, RSLP	1	1	0%
RAUD, RHIP, RSLP	4	3	-25%
TOTAL	1,911	1,965	3%

2010-2021 Total Registrants (11 Years)

	April 1 2010	March 31 2021	% Change
RAUD	41	47	4%
RHIP	163	262	61%
RSLP	862	1,401	63%
RAUD, RHIP	172	251	46%
RAUD, RSLP	1	1	0%
RAUD, RHIP, RSLP	4	3	-25%
TOTAL	1,243	1,965	58%

Number of Certified Practice Certificate Holders

As at March 31, 2021



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

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 (CPAC) and the Communication Health Assistant Advisory Committee (CHAAC) — 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).

QAPP Program

The QAPP program has four 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:

1. Continuing Competency Credits

Ensuring registrants are current in their professional knowledge.

2. Practice Consultations

Addressing registrant enquiries, issues, and questions.

3. Practice Hours

Focusing 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.

4. Practice Reviews

Examining adherence to CSHBC professional and clinical standards in real-life performance situations.

Year in Review

Practice Consultations & COVID-19

Practice consultations have steadily increased over the past four years. In 2018, the College received an average of 20 written practice consultation requests per month. That number rose to an average of 50 per month by early 2020.

From the beginning of the COVID-19 pandemic in March 2020, practice consultation requests reached unprecedented levels. In late March 2020, a team of three QAPP staff managed hundreds of additional consultation requests and phone calls regarding the public health directives related to COVID-19. The predominant questions involved the directives about the provision of virtual care, interpretation of essential and non-essential clinical services, and client-specific questions (for example, providing service to clients in long-term care facilities placed in isolation).

The number of news items and notices to the professions published on the CSHBC website increased significantly in 2020, requiring urgent responses to orders from the Office of the Provincial Health Officer or information released >

Quality Assurance & Professional Practice Committee

by the BC Centre for Disease Control (BCCDC). In the spring and summer of 2020, public health orders were changing frequently and involved College registrants not only as care providers but as possible COVID-19 screeners as well. Pandemic-related communication and questions continued throughout the year and required constant adjustment as public health measures evolved.

The number of registrant queries prompted CSHBC to develop guidance communications for registrants on topics such as:

- 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

Standards of Practice

In the 2020/2021 registration year, several standards were updated and adjusted in response to the pandemic (such as *Virtual Care and Professional Accountability & Responsibility*). Other standards (such as *Supervision, Certificate Practice & Above Entry Level Practice, and Attaining & Maintaining Practice Competence*) were updated to reflect changes in the amended Bylaws, which came into effect in June 2020.

A new clinical practice guideline for verifying communication health assistant education, training, and competence was also completed and published.

The Year Ahead

Practice Consultations & Support

CSHBC will continue to monitor the situation related to COVID-19 and provide guidance on changes that affect clinical practice.

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 2020/2021, staff conducted a review of the certified practice application approval process. To better align with the authorities provided under the *Health Professions Act*, jurisdiction over the application and approval process was more formally moved to Registration & Administration. QAPP continues to field practice questions from registrants, assist with application reviews, and focus on ensuring that the knowledge, skills, and competencies expected in the CSHBC Certification Programs are valid and applicable according to current best practices.

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

Continuing Competency Credits

The current reporting cycle for Continuing Competency Credits (CCC) will conclude on >

Quality Assurance & Professional Practice Committee

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 (SOP-PROF-02). Registrants who hold Certified Practice (CP) certificates must record, under the valid certificate, a minimum of four CCCs to be able to renew that certificate.

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 directly related to the other 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 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 Hours

The new Practice Hours standard was implemented on July 1, 2020. The new module brings BC in

alignment with the majority of speech and hearing regulators nationally. Like CCCs, the first prorated reporting cycle for Practice Hours will conclude December 31, 2021. For the first reporting cycle, registrants must report 360 practice hours for their primary profession. The portal system for reporting practice hours is scheduled for launch in early October 2021. "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](#).

For the next full reporting cycle (January 1, 2022 – December 31, 2024), registrants will also be required to report practice hours for any additional registrations.

Practice Reviews

Registered Hearing Instrument Practitioners (RHIPs) who were new as of 2019 will be reviewed as soon as public health guidelines allow. Phase 2 of the Practice Review module for the speech-language pathology profession, which was to be piloted with a sample population of Registered Speech-Language Pathologists (RSLPs) in 2020, was delayed due to COVID-19 restrictions. The tentative launch date of the pilot is fall 2021.

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
Dr. Eytan David MD
Kris Hewitt RHIP
Tracy Marshall RSLP, **Chair**
Maryam Merali RHIP
Krista McDermott RSLP
Kathy Pereira RAUD, RHIP
(until November 2020)
Martin Sattler RHIP
Amy Trusler RAUD, RHIP
Katarina Vavrovicova RAUD, RHIP

Communication Health Assistant Advisory Committee

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

Inquiry Committee

Submitted by **Jack MacDermot**, Public Representative, Inquiry Committee Chair

The Inquiry Committee (IC) investigates written complaints (submitted by the public or other registrants) concerning registrants' competency and/or unethical practice.

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 increase efficiency, the Committee established three different panels to represent each of the three professions regulated by CSHBC. Each panel must have at least two health professionals in the same profession as the respondent and one public representative. The panels may exercise the same powers, duties, and functions of the Committee, and legal counsel attends panel meetings.

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

Year in Review

In the 2020/2021 registration year, the full Committee met once. The Committee also met as profession-specific panels 22 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 a Registered Hearing Instrument Practitioner (RHIP) as the respondent in the matter. However, this was offset by an upward trend in the number of complaints naming a Registered Speech-Language Pathologist (RSLP) as the respondent over that same period. The former may be due to implementing 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 that from phase two for the speech-language pathology profession (currently on hold due to the COVID-19 pandemic), the College hopes to identify any evidence-based correlations.

In 2019/2020, the Health Professions Review Board (HPRB) reviewed one RSLP appeal. On April 9, 2020, the HPRB found in favour of the College, determining the Committee had conducted an adequate investigation of the complaint and that its disposition was reasonable.

The work of the Inquiry Committee 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.

Committee Members

Blaine Bomak RHIP

Karen Derry RSLP

Charles Fontaine RAUD, RHIP

Kevin Frew RSLP

Christine Harrison RAUD

Lesley Lee, RAUD, RHIP

Jack MacDermot, Public Representative, **Chair**

Dan Miller, Public Representative

Marilyn Noort RSLP

Richard Walker, Public Representative

Dave Williams, Public Representative

Vacant RHIP

Inquiry Statistics Fiscal Year 2020/2021

Breakdown of Profession-specific Panel Meetings



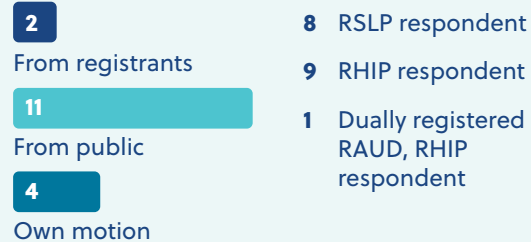
14 **Speech-Language Pathology**

7 **Hearing Instrument Dispensing**

1 **Audiology**

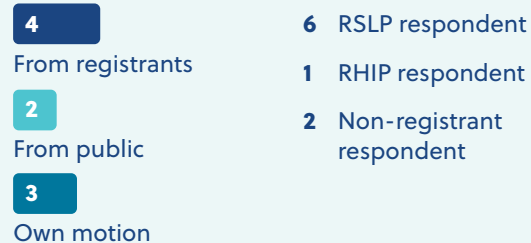
17 New Inquiry Cases

Inquiry Caseload



9 Closed Inquiry Cases

Inquiry Caseload



How Inquiry Cases Were Resolved

3
Resolved under section 33(6)(b) of the *Health Professions Act*: **Informal agreement by consent**

3
Resolved under section 33(6)(c) of the *Health Professions Act*: **Formal undertaking & consent agreement**

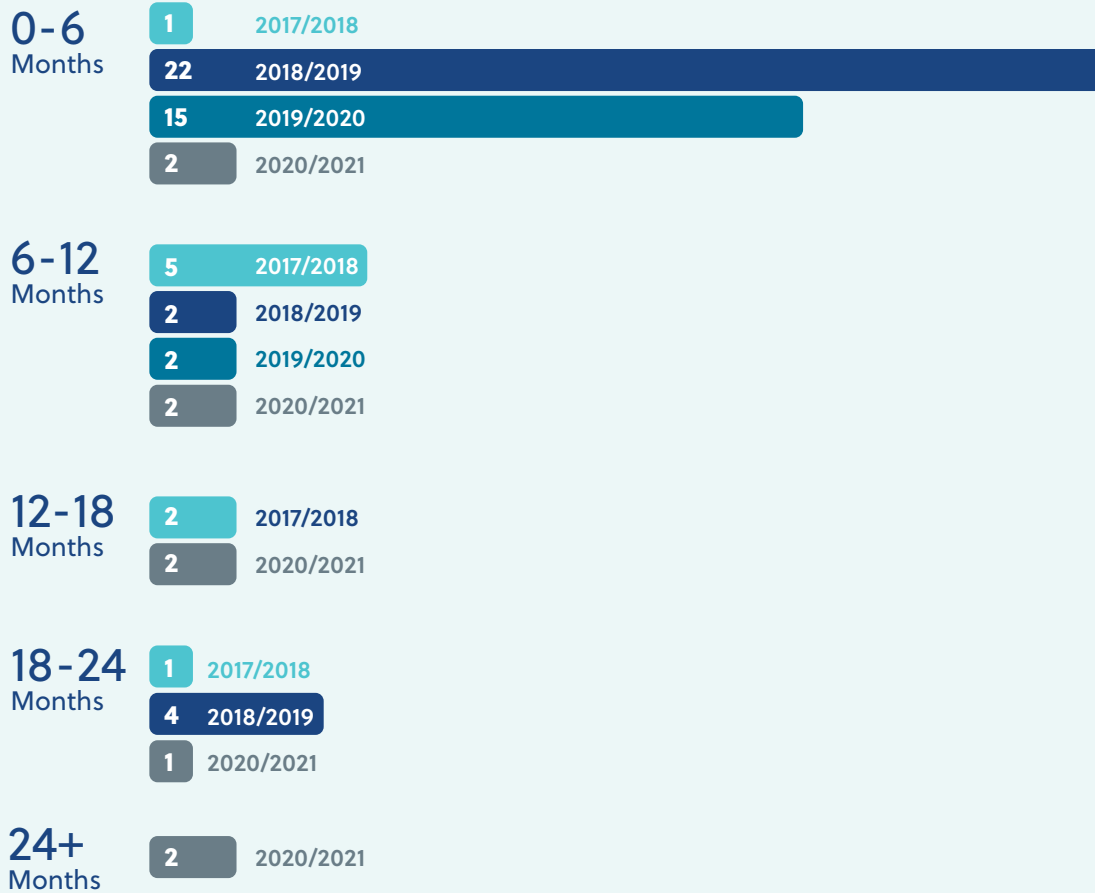
1
Resolved under section 33(6)(d) of the *Health Professions Act*: **Citation to a discipline hearing**

2
Letter of Caution / No Further Action Non-registrant

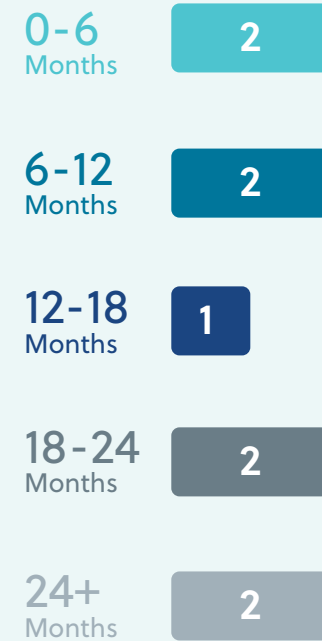
No cases were resolved under section 33(6)(a) of the *Health Professions Act*: **No further action in 2020/2021.**

Inquiry Statistics Fiscal Year 2020/2021

Time to Disposition by Case Opened Date



2020/2021 Time to Close* by Case



*Case files that remained open after the Notice of Disposition and until the terms of an undertaking and consent agreement were completed by the respondent.



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 the Registrar under the direction of the Inquiry Committee or the College Board.

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.

Year in Review

Two citations were submitted to the Committee in the 2020/2021 registration year, however both matters were resolved by consent agreement before the hearing.

Committee Members

Wendy Duke RSLP
Suzanne Kornhass RAUD, RHIP
David Roberts RHIP
Jocelyn Stanton, Public Representative
Doug Steventon, Public Representative

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.

The Committee also develops and recommends best practices for Board development and orientation and performance reviews and evaluations of the Registrar & CEO, Board Chair and Vice-Chair, Board members, committee chairs, and committee members. Additionally, the Committee develops Board and committee member competency frameworks and evaluation tools.

Year in Review

The Committee met five times in the 2020/2021 registration year, resulting in several regulatory and advisory committee appointment recommendations.

In support of Committee and staff recruitment efforts, the Committee continues to finalize competency and experience matrices for all regulatory committees. Matrices for the Board and Quality Assurance & Professional Practice Committee received Board approval in 2018 and 2021, respectively. Competency and experience matrices help ensure nominees and appointments align with the skill sets required for each committee to fulfill its mandate.

Committee Members

Charles Fontaine RAUD, RHIP, **Chair**
Jamie Hack RSLP
Rachel Ling, Public Representative
Parveen Mangat, Public Representative
(until December 31, 2020)
Dan Miller, Public Representative
Jon Waterhouse RHIP, **Vice-Chair**

Finance & Audit Committee

Submitted by **Dan Miller**, Public Representative, Acting Finance & Audit Committee Chair

The primary mandate of the Finance & Audit Committee is to develop and oversee systems for the financial administration of the College. The Committee's work requires thoroughness and attention to detail to ensure the College's financial stewardship and fiduciary responsibilities are well managed.

Year in Review

The Committee met quarterly during the 2020/2021 registration year. The Committee reviewed the year-to-date financial statements at each meeting, comparing actual revenues and expenditures to budget estimates for the fiscal year ending March 31, 2021. Despite a pre-pandemic projected deficit, the fiscal year ended with a modest surplus. The College's liquidity position remains stable.

Under the direction of the Committee, staff continues to develop risk management strategies. These strategies include creating and revising several finance and audit policies, ensuring more robust and comprehensive financial controls are in place.

The annual financial statements as of March 31, 2021 — reviewed and prepared by KPMG — received Board approval on June 18, 2021.

The Year Ahead

Recognizing the rapid and successful evolution of the College and the prospect of amalgamation, the Board passed a motion on June 18 to transition from an annual unaudited review of its financial statements to a full audit for the 2021/2022 fiscal year.

Complete financial statements are available on the [CSHBC website](#).

Thank you to all members of the Committee for their commitment and hard work.

Committee Members

Charles Fontaine RAUD, RHIP

Dan Miller, Public Representative

Louise Parton RHIP (Retired)
(until September 30, 2020)

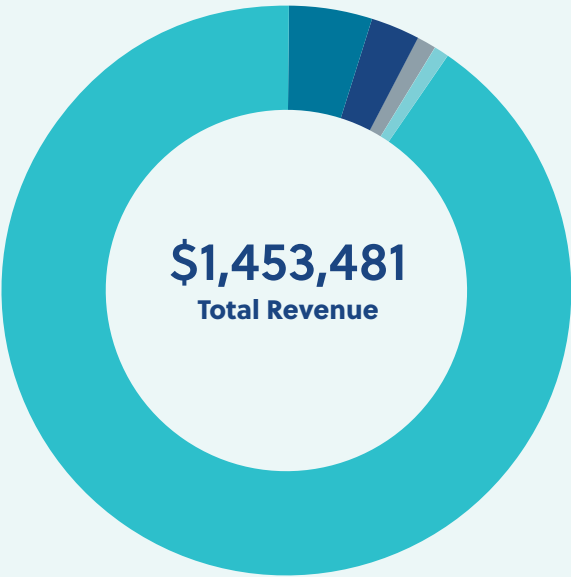
Martin Sattler RHIP

Shelby Thiessen, Public Representative

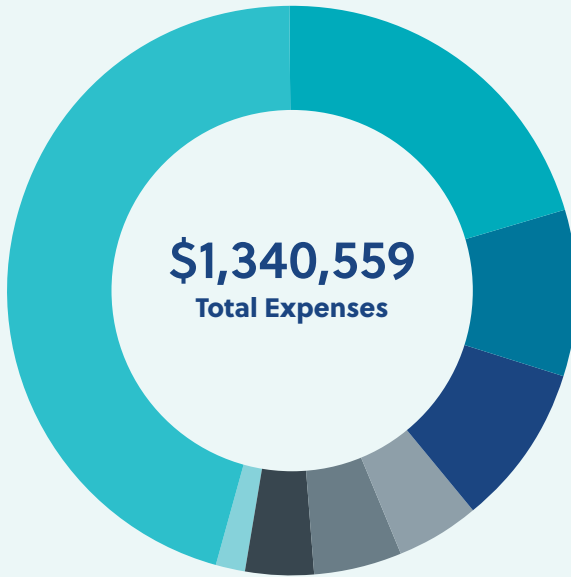
Jon Waterhouse RHIP, **Vice-Chair**

Vacancy RSLP

Revenue & Expenses Fiscal Year 2020/2021



- 90.7%**
Renewal Fees
- 4.6%**
Registration Fees
- 2.8%**
Application Fees
- 1.0%**
Certified Practice
Certificate Fees/Late
Renewal Fees/Other
- 0.9%**
Interest Income



- 45.8%**
Wages
- 20.4%**
Finance & Audit
- 9.5%**
Quality Assurance &
Professional Practice
- 9.1%**
Inquiry
- 4.9%**
Board
- 4.8%**
Governance
- 3.9%**
Depreciation &
Amortization
- 1.6%**
Registration



College of Speech and
Hearing Health Professionals
of British Columbia

900 – 200 Granville Street
Vancouver, British Columbia
Canada V6C 1S4

T 604.742.6380
F 604.357.1185
E enquiries@cshbc.ca

cshbc.ca

