



# 2022 Annual Report



College of Speech and  
Hearing Health Professionals  
of British Columbia



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# About CSHBC

From CSHBC's Strategic Plan 2023-2026:

CSHBC exists to maintain the public's trust in the three professions we regulate.

## WHY we do what we do:

Every person deserves safe, family- and person-centered, ethical, inclusive, and competent care from speech and hearing health professionals licensed in British Columbia.

## WHAT we do:

We fulfill our purpose by:

- ensuring anyone holding a professional license:
  - understands the public expectations and accountability of being a regulated health professional
  - meets the minimum academic requirements at registration
  - has access to clear standards of professional and clinical practice
  - maintains an expected level of professional and clinical competence and engages in ongoing professional development over the lifespan of their career

- creating a safe process to receive complaints, investigating the complaints in a fair and transparent manner, and taking the action necessary to reduce risks to the public
- enhancing the quality of care by working with system partners to foster inter-professional collaborative practice, reduce systemic risks, eliminate systemic racism, and improve regulatory effectiveness.

## HOW we do what we do:

In all our work as a regulator of multiple health professions, we honour the trust the public has put in us to fulfill our mandate. To do this,

- we believe in justice, equity, diversity, and inclusion in the regulation of health professionals, which means being person and family-centered in our approach and customizing our work to meet people where they are
- we believe in upholding the rights of Indigenous Peoples as set out in the *United Nations Declaration on the Rights of Indigenous People* (UNDRIP) by understanding these rights, recognizing impacts of settler colonialism, practising cultural safety and humility, addressing Indigenous-specific racism, and creating

regulatory pathways for Indigenous ways of knowing and being

- we believe in being proactive by engaging the public, government, registrants, and other partners to understand their changing expectations to better meet their needs
- we believe in seeking and applying evidence to inform our decision-making
- we believe in openly sharing our knowledge, experience, and learning with our partners
- we believe we have an obligation to share our experience as a multi-profession regulator to inspire and foster broader system collaboration
- we believe in collaborating with system partners, including other regulators, to promote inter-professional collaborative practice and maximize our collective impact
- we believe in the Right-Touch Regulation principles of being proportionate, agile, targeted, consistent, accountable, and transparent when we make regulatory decisions and when we design and implement regulatory policy and processes.



Cameron Cowper



Jack MacDermot

## Message from the Board Chair & Registrar

### Land acknowledgement

With great respect, the College of Speech and Hearing Health Professionals of British Columbia (CSHBC) acknowledges that the CSHBC office is located on the traditional, ancestral, and unceded territory of the Coast Salish Peoples, represented today by the Musqueam, Squamish, and Tsleil-Waututh Nations.

### Introduction to the 2022 Annual Report

The reporting period for this annual report ended March 31, 2023; however, like previous annual reports, the 2022 Annual Report is both a year in review as well as a look ahead to the coming fiscal year. In addition to regular committee reports and financials, this year's Annual Report includes a feature story on the history of the College (page 7).

On May 3, 2023, BC's Ministry of Health confirmed that legal amalgamations of 11 BC health profession regulatory colleges, including CSHBC, are to be completed by June 28, 2024.

Effective June 28, 2024, a new college of allied health professions will be established through the amalgamation of:

- 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

The establishment of a new allied health professions college in 2024 will mark the end of CSHBC's 15-year history as a regulatory authority in British Columbia. Thus, the CSHBC 2022 Annual Report, the 14th report in the College's history, will also likely be its last.

## History of CSHBC

The professions of audiology and speech-language pathology officially became regulated in the province of British Columbia with the coming into force of the Speech and Hearing Health Professionals Regulation in December of 2008. At that time, the new Regulation also repealed and replaced the Board of Hearing Aid Dealers and Consultants, a quasi-regulatory authority, and its governing legislation, the *Hearing Aid Act*, with the College of Speech and Hearing Health Professions of British Columbia, bringing three professions under one regulatory umbrella.

Established in 2009, the first multi-profession college created under BC's *Health Professions Act*, the College published its first Public Register on April 1, 2010, consisting of approximately 1,300 Registered Audiologists (RAUDs), Registered Hearing Instrument Practitioners (RHIPs), and Registered Speech-Language Pathologists (RSLPs).

In January 2017, the College undertook a review of its current state, including an assessment of its capacity to fulfill its legal mandate and properly regulate three professions, 10 certification programs, and an in-house entry-to-practice examination in the public interest. "CSHHPBC," as it was then known, had outdated IT infrastructure, an inadequate quality assurance regime, and a permanent full-time staff complement of two, including the Registrar & Chief Executive Officer. Its closest comparators in the speech and

hearing realm in Canada had staff complements of close to, or more than, 20, despite smaller regulatory mandates. The review identified serious shortcomings in the College's ability to fulfill its public protection mandate at that time, and the Board decided that critical changes had to be made.

Beginning in 2017, several years prior to Ministry-led efforts to modernize health profession regulation in BC, the College embarked upon a period of significant organizational transformation (2017 through 2022). After a full decade without a single registration renewal fee increase, the College announced the first increase in its history in 2019. The 2019 increase was followed by increases in 2021 and 2022, allowing the College to build its regulatory capacity rapidly and substantively across all business streams, fulfill its legal mandate, and achieve an adequate revenue target. Alignment of the College's required regulatory capacity with its revenue streams and cost recovery fee structure ensures the College's short- and long-term financial viability, protects its contingency reserves, and eliminates the risk of future deficit positions.

In August 2020, the Government Steering Committee tasked with making recommendations for modernizing health profession regulation in BC, noted:

**"Some submissions from regulatory colleges indicated that smaller regulatory colleges**

**are struggling to meet their mandate due to resource challenges. In some cases, these resource constraints significantly hamper the regulatory college's ability to protect the public from harm. The COVID-19 pandemic has placed new demands on regulatory colleges, further straining their resources."**

As the first multi-health profession regulatory authority established under BC's *Health Professions Act*, CSHBC has always faced unique fiscal and operational challenges – i.e., regulating multiple professions and numerous certification programs with a relatively small registrant base from which to draw revenue – while colleges regulating only one profession did not. Single profession colleges targeted for amalgamation in a college of allied health professions – proposed as nine professions to start, with five more to be onboarded shortly thereafter, plus certification programs, entry-to-practice examination administration, etc. – will ultimately face those challenges as a broader, collective enterprise going forward.

For more information on CSHBC's history, see the feature story on page 7.

## Provincial Health Officer orders

In March 2022, an Order of the Provincial Health Officer (PHO) was issued to prevent or reduce the risk of the transmission of infection with SARS-CoV-2 by health professionals. The

*Health Professionals COVID-19 Vaccination Status Information and Preventive Measures Order* required CSHBC to record the COVID-19 vaccination status of all its registrants, and to disclose to the PHO or medical health officer, on request, registrant information regarding vaccination status in aggregate. In May 2022, then again in October 2022, the PHO released data on the vaccination status of regulated health professionals. According to the data, more than 90% of CSHBC registrants were vaccinated (i.e., received a minimum of two doses of a COVID-19 vaccine) or have a medical exemption.

### **Indigenous Cultural Safety, Cultural Humility, & Anti-Racism**

On September 28, 2022, 11 BC health profession regulatory colleges, including CSHBC, adopted a standard of practice for *Indigenous Cultural Safety, Cultural Humility, & Anti-Racism*.

The standard of practice supports the goals of eliminating Indigenous-specific racism and fostering culturally safe practice in BC's health care system. The standard acknowledges that Indigenous-specific racism exists in health care and sets clear expectations for RAUDs, RHIPs, and RSLPs to provide culturally safe and anti-racist care to BC's First Nations, Métis, and Inuit peoples.

The colleges adopting the new standard of practice believe the standard will contribute to improving cultural safety in health care for

Indigenous clients and patients, and for other groups of people who have experienced racism, discrimination, and culturally unsafe care.

The standard is also in line with the Declaration of Commitment signed by the colleges in 2017, the recommendations of the *In Plain Sight* report published in 2020, as well as the provincial government's work to reform health profession regulation in BC, including a commitment to ensure that cultural safety and humility are embedded in regulatory modernization.

In February 2023, CSHBC requested registrants to participate in a confidential, online survey about Indigenous-specific topics and their current cultural humility and anti-racism practices. The survey results will provide the College with information on how to provide additional support for registrants on incorporating the CSHBC *Indigenous Cultural Safety, Cultural Humility, & Anti-Racism* standard of practice. The College hopes to publish aggregate survey response data before the end of the calendar year.

### **Bylaw amendments**

A major set of amendments to the CSHBC Bylaws were brought into force December 7, 2022. The amendments enhance the College's regulation of RAUDs, RHIPs, and RSLPs in the public interest.

The amendments included, but were not limited to, the following:

- registration renewal sections of the Bylaws were amended to streamline and simplify the registration renewal process and bring CSHBC in line with a majority of regulators in BC
- the Practice Hours requirement was amended to incorporate requirements for multiple registrations
- the Retired registration classification was repealed
- gender-specific language used in the Bylaws was amended to gender-neutral language.

### **BC Public Advisory Network (BC-PAN)**

In 2019, several BC health care regulators came together to form the BC Public Advisory Network (BC-PAN) to promote more meaningful public engagement in health care regulation across the province and seek public input on important issues related to health regulation. Prior to BC-PAN, British Columbia had no coordinated effort to engage the public in regulatory issues.

In August 2022, CSHBC joined the BC-PAN as a college partner.

### **Administration of certification**

On April 26, 2023, CSHBC launched a modified application process for Certified Practice (CP) certificates.

As set by the BC Ministry of Health, the Speech and Hearing Health Professionals Regulation

outlines higher-risk practices that involve above entry level requirements and require certification before a registrant can perform them independently.

Under the modified process, certification program forms for each certificate are no longer available on the CSHBC website. Applicants are required to complete a pre-application process. Once approved by the Registration Committee, CP certificate applicants are issued a copy of the relevant certification program form that lists the specific prerequisites and program objectives for the certificate being applied for that must be completed under supervision.

CSHBC modified the CP certificate application process to reduce the potential for submission of incomplete applications that are rejected. Requiring CP certificate applicants to first complete a pre-application process enables the Registration Committee to review whether registrants applying for certification have fully met prerequisites before working on completing program objectives, and to communicate to registrants issues they need to address. As a result, the process is more efficient and effective for the CP certificate applicant, the supervisor, and the College.

### **Health Professions and Occupations Act**

On November 24, 2022, Bill 36, the *Health Professions and Occupations Act*, received Royal

Assent. While the new legislation is now law in British Columbia, it has yet to be proclaimed. When the new legislation has been brought into force, it will replace the *Health Professions Act* as the governing legislation for health regulatory colleges in BC.

According to the BC Government news release on the new legislation, it enables:

- a streamlined path to reduce the number of health profession regulatory colleges through amalgamation
- creation of an oversight body for health profession regulatory colleges
- a reformed complaints process that increases accountability and transparency
- a commitment to cultural safety and humility
- improved information sharing between colleges and with other agencies to enhance public safety and protection
- creation of an improved governance system where all board members are appointed via a competency-based process.

### **Public Engagement Forum 2022/2023**

The fifth and final annual CSHBC Public Engagement Forum (PEF) will be held in the Fall of 2023, by videoconference. Following presentations by College staff on several important topics, Board members will respond to

a series of questions pre-submitted by members of the public and registrants.

### **Message from the CSHBC Board**

The CSHBC Board serves British Columbians 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*. The Board sincerely thanks members of the public and registrants who have engaged respectfully with the College over the past year. The Board wishes to acknowledge the outstanding and tireless efforts of College staff, as well as the commitment and dedication of all Board and committee members since the College's inception in 2009.



**Jack MacDermot**  
Public Representative  
Board Chair



**Cameron Cowper**  
Registrar & Chief Executive Officer



## Board of Directors

**Karen Derry**, RSLP

**Nathan Doidge**, Public Representative

**Charles Fontaine**, RAUD, RHIP  
(until September 30, 2022)

**Jamie Hack**, RSLP

**Christine Harrison**, RAUD

**Kris Hewitt**, RHIP

**Tom Kim**, Public Representative

**Jack MacDermot**, Public Representative, **Chair**

**Fred Matta**, RAUD, RHIP

**Marilyn Noort**, RSLP

**Thelma O'Grady**, Public Representative

**Chelsea Van Tol**, RSLP

**Jon Waterhouse**, RHIP, **Vice-Chair**





# History of CSHBC

**On the cusp of amalgamation, the following is a look back at milestones CSHBC has reached as a health profession regulatory college**

The College of Speech and Hearing Health Professionals of British Columbia is at a pivotal point in the College's history. CSHBC has been in a period of significant organizational transformation to increase capacity and enable the College to properly regulate and maintain the public's trust in the professions of audiology, hearing instrument dispensing, and speech-language pathology. We are also on the cusp of another fundamental transformation: CSHBC will amalgamate with six other BC health profession regulatory colleges in June 2024.

Many milestones have been reached in the growth of CSHBC's capacity to protect the public by overseeing the conduct and competence of its registrants. Many more milestones are to come with the amalgamated regulatory college. Given where the College is in our history, now is a fitting time to both reflect on those milestones and look toward the future. CSHBC gathered current and former Board members with the College to do exactly that.

# A CSHBC timeline

2008  
DEC 11

George Abbott, Minister of Health, announces the creation of the College of Speech and Hearing Health Professionals of British Columbia, the first regulatory college created under BC's *Health Professions Act*, and the first multi-profession health regulatory college created in BC, regulating the professions of audiology, hearing instrument dispensing, and speech-language pathology.

2008  
DEC 15

BC's Speech and Hearing Health Professionals Regulation comes into force. The Regulation formally establishes the College, designates the professions of audiology, hearing instrument dispensing, and speech-language pathology as regulated health professions, and sets certification requirements.

2009  
JAN 4

CSHBC's founding Board of Directors, consisting of eight professional members and four public members, convenes for the first time.

2009  
SEPT 1

The CSHBC Board appoints Diane O'Connor as the College's first Registrar and Chief Executive Officer.

2010  
JAN 1

The inaugural CSHBC Bylaws come into effect.

2010  
APR 1

CSHBC publishes its first Public Register, assuming full regulatory oversight over 1,260 registrants, 1,429 registrations, and 259 certifications, in BC.

2017  
JAN 1

After serving as Deputy Registrar since 2015, the CSHBC Board appoints Cameron Cowper as the College's second Registrar and Chief Executive Officer.

2022  
MAR 31

As at this date, CSHBC regulated 2,058 registrants, 2,332 registrations, and 630 certifications.

2022  
NOV 24

*The Health Professions and Occupations Act* receives Royal Assent, clearing the way for the new Act to replace the *Health Professions Act*. The BC Government has not yet released an in force date for the *Health Professions and Occupations Act*.

2024  
JUNE 28

CSHBC, along with College of Dietitians of BC, College of Occupational Therapists of BC, College of Optometrists of BC, College of Opticians of BC, College of Physical Therapists of BC, and College of Psychologists of BC, will be legally amalgamated into an allied health college. Four other BC health professional regulatory colleges will amalgamate into an alternative and complementary health college.

## Building a speech and hearing health professional regulatory college

CSHBC began as a blank slate: all of the components of comprehensive speech and hearing health professional regulation needed to be developed, implemented, refined, and communicated. It required vision, strategy, time, and investment to put the components in place. With a focus on the period of organizational transformation that began in 2017, present and past CSHBC Board members discussed a selection of highlights of the years-long process to build multi-profession regulatory capacity.

## Quality Assurance & Professional Practice

Prior to 2017, the College's Quality Assurance & Professional Practice (QAPP) Program consisted of a single module, Continuing Competency Credits (CCCs), a measure of recency of knowledge. Beginning in 2017, the College embarked upon a plan to expand the Program to include a multi-factor approach to ensure registrants attain and maintain practice competency throughout the lifespan of their professional careers.

## Practice Reviews

In 2017, CSHBC introduced the second module to its QAPP Program, Practice Reviews, to measure practice competence of registrants within the clinical setting. Practice Reviews involve a multi-step process, starting with the use of a validated

and predictive screening tool. Registrants who do not pass the screening are seen for an onsite Practice Review and may be required to complete remediation plans within a specific timeline.

Starting with a pilot including a sample population of RHIPs, Practice Reviews continued with all other RHIPs and is now in the pilot phase for RSLPs. With the anticipated completion of the RSLP pilot, CSHBC will have firmly established measurement of practice competence in the clinical setting for two of the three speech and hearing health professions regulated by the College prior to amalgamation in June 2024. "Practice Reviews I see as absolutely essential to the work that the College does," says Karen Derry, RSLP, a current Board member. "I think that implementing Practice Reviews is probably the thing I was most proud of as a Board member," adds Charles Fontaine, RAUD, RHIP, a former Board member.

**"Setting minimal standards is one thing, but actually going out there and making sure that people are meeting them is another, and this is what the Practice Reviews program has done," says Mr. Fontaine.**

## Professional Practice Information

In 2019, CSHBC began employing part-time Professional Practice Advisors (PPAs) to provide professional practice information that helps

ensure adherence to regulatory requirements, including guidance on how standards of practice, clinical policies, and other College resources can be implemented in practice. The PPAs respond to registrant questions, resulting in "more support for registrants who need it," says Ms. Derry. PPAs manage over 300 practice consultations annually.

## Practice Hours

In 2020, CSHBC launched the QAPP Program's fourth and final module, the Practice Hours requirement. All RAUDs, RHIPs, and RSLPs are responsible for attaining the minimum number of Practice Hours required in a three-year cycle: 750 hours over three years for their primary registration and 250 additional hours for each subsequent registration that the registrant holds.

"The introduction of the Practice Hours requirement has helped to mitigate sporadic or non-existent practice that we were seeing come up in some Inquiry Committee complaint investigations," says Amy MacLean, RHIP, a former CSHBC Board member and Chair. "That was a public safety concern that practice hours addressed."

Mr. Fontaine acknowledges CSHBC staff for "showing how practice hours have been done in other jurisdictions, with positive effects, so it was an evidence-based decision based on good regulatory practices."

### **Indigenous cultural safety, cultural humility, and anti-racism**

CSHBC has made a meaningful commitment to support Indigenous cultural safety, cultural humility, and anti-racism in BC's health care system. In 2017, all members of BC Health Regulators (BCHR), including CSHBC, signed the Declaration of Commitment – Cultural Safety and Humility in the Regulation of Health Professionals Serving First Nations and Aboriginal People in British Columbia. Since then, the College has made this commitment a priority for CSHBC's Board, committees, and staff. In September 2022, CSHBC adopted a new standard of practice for Indigenous cultural safety, cultural humility, and anti-racism. The standard sets clear expectations for how registrants are to provide culturally safe and anti-racist care for Indigenous clients and patients.

"I think we've made significant and meaningful steps toward addressing the issues of Indigenous cultural safety, cultural humility, and anti-racism," says Jack MacDermot, a public representative on the CSHBC Board and current Chair. "That said, having looked at the most recent survey that was done, there are still some concerns about people's attitudes and understanding." In February 2023, CSHBC was one of 10 BC health regulatory colleges that circulated a survey to registrants on the standard of practice. The survey results showed that the attitudes,

perceptions, perspectives, and behaviours of non-Indigenous respondents as self-reported differ from the words and behaviours observed by their Indigenous colleagues.

### **Bylaws and other regulatory resources**

Over the years, CSHBC has made many changes to the College's Bylaws to clarify passages, address gaps, and improve and align regulatory oversight across all three regulated professions in the public interest. The most comprehensive set of amendments to the Bylaws since CSHBC's inception in 2009 went into force in 2020. Another major set of amendments went into force in 2022.

As a result of the amendments, "There is much more clarity and much less legal language," says Mr. Fontaine. "You can read those Bylaws and know what the expectations are; they are much more usable." Along with work on the Bylaws, the College has also updated and improved standards of practice, clinical policies, clinical practice guidelines and protocols, and other essential regulatory resources.

### **Increasing human resources and moving to the Hub**

In 2017, CSHBC Registrar and CEO Cameron Cowper articulated a vision for substantially increasing the College's regulatory capacity. At the time the CSHBC staff consisted of Mr. Cowper, one other full-time employee,

and a part-time consultant. This was a completely inadequate number of personnel for managing what was then a registrant base of 1,800 practitioners across three professions and 10 certification programs, and unsustainable for meeting the College's public protection mandate and managing future increases in registrants and applicants.

**Since then, the College's staff complement has increased to the current number of 16 to manage the College's registrant base of approximately 2,100 and core operational areas – including, but not limited to, finance and administration, registration and certification, quality assurance and professional practice, complaints and investigations, and discipline.**

Increasing the staff complement, expanding the QAPP Program, rebuilding the College's information technology platform, enhancing its corporate communications capacity, and managing a dramatic increase in complaint investigation volumes over time, required the Board to approve higher registration fees – decisions that were carefully considered and not taken lightly. "There were courageous decisions that were absolutely necessary in order to fulfill

our public protection mandate,” says Mr. Fontaine.

“It’s been an extremely tough change,” acknowledges current public representative Board Member Nathan Doidge about the multi-year effort to increase human resources to support the College’s mandate. “But I think the College has moved to where it should be. The focus is on the protection of the public.”

In 2019, CSHBC – along with 10 other health regulatory colleges – relocated the College’s office to the BC Regulatory Hub in downtown Vancouver. This move enabled CSHBC to accommodate additional staff and benefit from both economies of scale and increased collaboration with regulatory partners.

**“The move to the Hub was a very good development for the College,” says Mr. MacDermot. “Aside from all of the operational efficiencies resulting from the move, we’ve been able to liaise with other colleges and learn to work together with them.” Ms. MacLean adds: “The trust that has developed between the colleges has enabled much greater and stronger discussions leading into the amalgamation process.”**

### Communications and engagement

In its first decade, CSHBC issued a total of approximately nine news stories, an average of one per year. In 2021/2022, CSHBC issued 37 news stories and 24 notices to the professions. The College has continued to communicate at a similar frequency. “That’s been very, very significant,” says Ms. Derry about the increase in communications. “As a result, registrants are much more aware of the role of the College.”

As a precursor to the increased emphasis on communications, in 2019, CSHBC launched a completely redesigned website and logo, portals for registrants and applicants, searchable Bylaws and a searchable Public Register, and an online portal for submitting complaints.

Also in 2019, CSHBC transitioned from holding annual general meetings to a new, more interactive format: the Public Engagement Forum. For each Forum that has taken place, registrants have had the opportunities to submit questions in advance about topics such as Practice Reviews, Practice Hours, and other requirements. CSHBC Board members have answered submitted questions during the meetings. “There was significant pushback initially,” says Ms. MacLean about the concerns some registrants had about Practice Reviews. “The Public Engagement Forum really helped to explain the Practice Review program by answering questions that registrants had about how the whole process worked.”

### Amalgamating from and into a multi-profession college

CSHBC has existed as a multi-profession regulatory authority since its inception in 2009. CSHBC is also the only multi-profession regulatory college among the seven BC colleges that will come together under an amalgamated college of allied health professions in 2024. “We are pioneers of multi-profession regulation in BC,” notes Ms. Derry. “We’re extremely well-positioned,” adds Mr. Doidge about CSHBC’s experience as a multi-profession health regulator.

**“As we go through amalgamation, this College will be an example to others about how to make multi-profession regulation work,” says Mr. Doidge.**

# Registration Committee

Submitted by **Thelma O'Grady**, Public Representative, 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 three professions regulated by CSHBC in BC: audiology, hearing instrument dispensing, and speech-language pathology.

The Registration Committee, 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 applications, including those submitted by internationally educated applicants, are reviewed by the Committee, which reviews each file based on registration requirements set out in the CSHBC Bylaws. The Committee may approve the application, or determine the need for further information.

In addition, the Committee, working together with the Registrar and the Quality Assurance & Professional Practice Committee, accepts, reviews, and approves applications for Certified Practice (CP) certificates<sup>1</sup> as required under the [Speech and Hearing Health Professionals Regulation](#) and [Part 10 of the CSHBC Bylaws](#). CP certificates are another form of licensure and are mandated by the Ministry of Health

for RAUDs, RHIPs, and RSLPs to remain independent and autonomous in their practice of activities that are of higher risk to clients. 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 the Committee.

The Registration Committee is also responsible for reviewing and approving the entry-to-practice examinations that applicants must pass before they are eligible for Full registration with CSHBC<sup>2</sup>.

<sup>1</sup> Until December 7, 2022, the Certified Practice Advisory Committee (CPAC) contributed to accepting, reviewing, and approving applications for CP certificates. CPAC was repealed with Bylaw changes that came into force on that date.

<sup>2</sup> Until December 7, 2022, the Examination Advisory Committee (EAC) assisted the Registration Committee in reviewing examinations. Bylaw changes as of that date led to the repeal of the EAC.

## YEAR IN REVIEW

Over the past year, Registration & Certification staff have enabled the College to comply with an Order of the Provincial Health Officer (PHO) that was issued to prevent or reduce the risk of the transmission of infection with SARS-CoV-2 by health professionals. The *Health Professionals COVID-19 Vaccination Status Information and Preventive Measures Order* required College staff to record the COVID-19 vaccination status of all CSHBC registrants, and to disclose to the PHO or medical health officer, on request, registrant information regarding vaccination status in aggregate. The College collected and provided this information to the PHO on April 25, 2022 and October 31, 2022.

In January 2022, following over two years of intensive development work, the College launched its overhauled Hearing Instrument Dispensing (HID) Practical Examination. In 2022/2023, the examination ran in August 2022, November 2022, and April 2023. It will continue to be offered twice annually (spring and fall) going forward.

## REGISTRATION COMMITTEE

In October 2022, the College launched a substantially updated version of its *Jurisprudence* online learning course. This course is mandatory for all new registrants, and optional for existing registrants. The course is designed to assist registrants in better understanding the legal framework within which the College exists, as well as their legal, professional, and ethical obligations as regulated health professionals.

With amendments to the College Bylaws that came into force on December 7, 2022, the registration renewal period and process was streamlined. The previous 30-day late renewal period was repealed, and the reinstatement period was reduced from 60 to 30 days. Therefore, those who did not renew their registration by March 31, 2023, and did not subsequently reinstate it had their registration cancelled, and will be required to reapply for registration afresh should they wish to return to practice.

As of December 15, 2022, the College strengthened the regulatory oversight of those seeking RHIP registration by requiring them to become registered in the RHIP (Conditional) registration category before commencing and completing the supervised clinical practicum required for Full RHIP registration. Previously, applicants completed this before becoming registered, without being under the regulatory jurisdiction of the College (such applicants were known as “HIP Interns”). This change also

harmonized the registration framework and pathway for all three professions regulated by CSHBC; the Conditional registration category for audiology and speech-language pathology is well established.

During the 2022/2023 registration year, the Committee developed and approved a new policy and process for applicants who are unable to demonstrate that they meet the recency of practice requirement for registration (i.e., that they have graduated from their approved education program in the last three years or can demonstrate at least 750 regulated practice hours within that time frame). This formalized the process for applicants to demonstrate substantially equivalent practice competency, providing a clearer and more streamlined application pathway for these individuals.

Following the repeal of the Certified Practice Advisory Committee (CPAC) as of December 7, 2022, the College completed work to modify the application process for CP certificates, to increase efficiency and better support those registrants applying for certification by increasing oversight of their applications and reducing the potential for incomplete applications to be submitted. See the [April 26, 2023 CSHBC news story](#) for further information.

One Registration Committee decision was appealed to the Health Professions Review Board (HPRB) in 2022/2023.

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

### Committee Members

**Tina Cheng**, Public Representative  
(from May 1, 2023)

**Emily Chowne**, Public Representative

**Paige Griffiths**, RSLP

**Gail Gumprich**, RSLP  
(from May 1, 2023)

**Kris Hewitt**, RHIP

**Leigh Ingram**, RAUD, RHIP

**Hannah Lindy**, Public Representative

**Jerome Marburg**, Public Representative

**Simon McVaugh-Smock**, RSLP

**Thelma O’Grady**, Public Representative, Chair  
(until July 31, 2023)

**Martin Sattler**, RHIP

**Elana Siu**, Public Representative  
(from May 1, 2023)

**Anna Van Maanen**, RAUD, RHIP

# Registration & Certification Statistics

FISCAL YEAR 2022/2023

## New Registrations

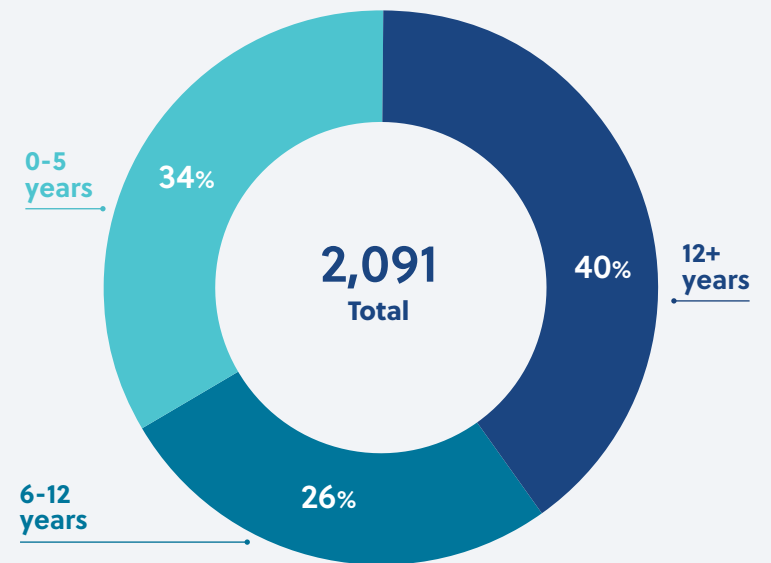
167 new registrations granted to 155 new registrants



- 110 Speech-Language Pathology (SLP)
- 44 Hearing Instrument Dispensing (HID)
- 13 Audiology (AUD)

## Registrant Base By Years of Practice

As at March 31, 2023



- 842 Registrants with 12+ years of practice
- 548 Registrants with 6-12 years of practice
- 701 Registrants with 0-5 years of practice



# Registration & Certification Statistics FISCAL YEAR 2022/2023

## 2022/2023 Total Registrations (1 Year)

	April 1 2022	March 31 2023	% Change
AUD	324	319	-2%
HID	549	566	3%
SLP	1,459	1,486	2%
<b>TOTAL</b>	<b>2,332</b>	<b>2,371</b>	<b>2%</b>

## 2011-2023 Total Registrations (12 Years)

	April 1 2011	March 31 2023	% Change
AUD	218	319	46%
HID	339	566	67%
SLP	867	1,486	71%
<b>TOTAL</b>	<b>1,424</b>	<b>2,371</b>	<b>67%</b>

## 2022/2023 Total Registrants (1 Year)

	April 1 2022	March 31 2023	% Change
RAUD	53	41	-23%
RHIP	279	291	4%
RSLP	1,455	1,482	2%
RAUD, RHIP	267	273	2%
RAUD, RSLP	1	2	100%
RAUD, RHIP, RSLP	3	2	-33%
<b>TOTAL</b>	<b>2,058</b>	<b>2,091</b>	<b>2%</b>

## 2011-2023 Total Registrants (12 Years)

	April 1 2011	March 31 2023	% Change
RAUD	41	41	0%
RHIP	163	291	79%
RSLP	862	1,482	72%
RAUD, RHIP	172	273	59%
RAUD, RSLP	1	2	100%
RAUD, RHIP, RSLP	4	2	-50%
<b>TOTAL</b>	<b>1,243</b>	<b>2,091</b>	<b>68%</b>

# Registration & Certification Statistics FISCAL YEAR 2022/2023

## New Certifications

89 new certifications granted

### Total Certifications Granted (1 Year)

	March 31 2022	March 31 2023	% Change
Certificate A	2	4	100%
Certificate B	0	1	100%
Certificate C	35	36	3%
Certificate D	0	0	0%
Certificate E	11	10	-9%
Certificate F	0	0	0% <sup>1</sup>
Certificate G	0	4	400%
Certificate H	7	12	71%
Certificate I	17	19	12%
Certificate J	1	0	-100%
Certificate K	0	3	300%
<b>TOTAL</b>	<b>73</b>	<b>89</b>	<b>22%</b>

<sup>1</sup> Discontinued in 2020.

### Total Certifications Held (1 Year)

	March 31 2022	March 31 2023	% Change
Certificate A	20	23	15%
Certificate B	15	14	-7%
Certificate C	162	182	12%
Certificate D	1	1	0%
Certificate E	79	86	9%
Certificate F	32	0	-100% <sup>1</sup>
Certificate G	16	18	13%
Certificate H	99	104	5%
Certificate I	185	192	4%
Certificate J	21	20	-5%
Certificate K	1	4	300%
<b>TOTAL</b>	<b>631</b>	<b>644</b>	<b>2%</b>

# Quality Assurance & Professional Practice Committee

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

The Quality Assurance & Professional Practice (QAPP) Committee provides oversight of the College's QAPP Program and monitors the ongoing competency of registrants.

The Committee is responsible for overseeing all modules of the QAPP Program and for developing standards of professional practice; clinical practice guidelines, policies, and protocols; certification program content; client relations; and practice consultation support, including advisory notices to the professions, as well as QAPP Program audits (e.g. Continuing Competency Credits and Practice Hours).

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. **Practice Reviews** – conducting performance-based reviews of adherence to CSHBC professional and clinical standards within the clinical setting.
2. **Practice Hours** – focusing specifically on practice recency to ensure registrants have practised the profession(s) in which they are registered.

3. **Continuing Competency Credits (CCCs)** – ensuring registrants are current in their professional knowledge.
4. **Professional Practice Information** – providing professional practice information to registrants to ensure adherence to regulatory requirements, and to provide guidance on how practice standards and related documents can be implemented in practice.

## YEAR IN REVIEW

### Practice Hours

In conjunction with reporting CCCs by December 31, 2021, the first prorated reporting cycle for Practice Hours concluded on the same date. The Practice Hours module brought CSHBC in alignment with the majority of speech and hearing regulators nationally. Under this newer QAPP module, registrants are required to report 750 practice hours for their primary profession. "Practice" is not limited to clinical work with clients and has a much broader meaning. The [Practice Hours page on the CSHBC website](#)

provides additional information about Practice Hours. For this reporting cycle (January 1, 2022 – December 31, 2024), registrants will also be required to report 250 additional practice hours for any additional registrations they hold.

### Professional Practice Information & Professional Practice Advisors

Professional practice information has been available to registrants, members of the public, and other health professionals and stakeholder organizations since the inception of the College in 2009/2010 as one component of the College's QAPP Program. The volume of practice consultations, on a variety of clinical and professional practice topics, has continued to steadily increase over the past five years.

Professional Practice Advisors (PPAs) are registrant members of staff who provide confidential professional practice information and guidance. This service is proactive and preventative in nature and enhances the College's QAPP Program by addressing regulatory practice issues and responding to registrant questions, as well as

questions from members of the public about registrant practice. Information may be provided by email, phone, or virtually, depending on the complexity of the issue.

The role of a PPA is to provide registrants, and members of the public, with information about practice standards and policies. They cannot provide legal advice and cannot provide an opinion about any specific client/patient or case.

From a public protection perspective, the benefits of the service include, but are not limited to:

- avoiding and/or reducing preventable practice errors and client risk
- registrants gaining clarity on clinical practice standards and decision support tools
- ensuring registrants comply with mandatory professional and clinical standards
- ensuring staff remain current in their awareness of practice trends that may necessitate creation or revisions to CSHBC's clinical decision support tools

Some key topics covered during professional practice consultations in 2022/2023 included:

- scope of practice
- consent
- documentation and records management
- practice hour requirements
- CCC requirements

- Certified Practice (CP) certification
- *Registrant Code of Ethics* and conflict of interest
- hearing aid fitting and dispensing
- inter-professional collaborative practice

### Standards of Practice, Policies, & Clinical Practice Guidelines

There were several revisions and newly created standards, policies, and clinical practice guidelines approved in 2022, including:

- the new professional practice standard *Indigenous Cultural Safety, Cultural Humility, & Anti-Racism*, based on the approved standards developed collaboratively by the BC College of Nurses & Midwives (BCCNM) and the College of Physicians & Surgeons of BC (CPSBC), was approved
- the new clinical protocol *Delegating Ear Impressions to Non-registrant IATs* was approved to support and clarify the role of registrants in delegating this aspect of practice to non-registrant Industrial Audiometric Technicians (IATs)
- updates to reflect the changes in the *Criminal Code of Canada* were made to the *Medical Assistance in Dying* policy, supported by a legal review
- revisions were made to the professional practice standard *Certified Practice &*

*Above Entry Level Practice* to reflect all features that are now standard across CP certification programs

- revisions were made to the professional practice standard *Attaining & Maintaining Practice Competence* to adequately reflect the learning hours allotment for categories, including the acknowledgement that continuing learning activities related to Indigenous cultural safety, cultural humility, and anti-racism are directly related to all three professions, which carries no limits on maximum allowable credits per year or QAPP reporting cycle
- revisions were made to the clinical practice standard *Virtual Care* to incorporate provision of virtual care to clients located outside of Canada.

### Certified Practice

Substantive revisions to the content of the CP certification program for *Certificate G: Tracheoesophageal Voice Restoration Assessment & Management* were approved. In addition, all CP certification programs were updated to a more user-friendly format, including the addition of a standard Practical Learning Log as well as supervisor discretion to extend the required training for any learning within a particular program competency objective.

### Re-constituted QAPP Committee & Repeal of the Certified Practice Advisory Committee (CPAC)

On January 19, 2023, following the repeal of the Certified Practice Advisory Committee (CPAC) on December 7, 2022, a re-constituted QAPP Committee met for the first time. Collapsing the terms of reference for the two committees into one supported a recommendation of the Governance Advisory Committee (GAC) and College efforts to streamline operations and improve governance.

Similar to the Inquiry Committee and Registration Committee, the QAPP Committee was expanded to 12 members to enable flexible, profession-specific panels to support College business, including the Registration Committee's CP certification approval process.

## THE YEAR AHEAD

### Three-Year Reporting Cycle

CSHBC's current three-year cycle for reporting practice hours and CCCs concludes on December 31, 2024.

For a full three-year cycle, 750 practice hours and 45 CCCs are required for a registrant's primary registration. For each subsequent registration, there must be an additional 250 practice hours and 15 CCCs reported that are directly related to the second registration.

Registrants unable to meet practice hours and/or CCC requirements are required to submit a deficiency plan and pay a deficiency plan fee. The College will approve deficiency plans prior to the end of the registration year on March 31 following completion of the three-year cycle. In the deficiency plan, registrants are asked to provide information about why there is a deficiency and how it will be remediated.

### Practice Reviews

RHIPs who were new as of 2020 will continue to be reviewed and completed in 2023. Similarly, Phase 2 of the Practice Review pilot for the speech-language pathology profession will continue well into 2023.

### Continuing Competency Credits

The current reporting cycle for CCCs began on January 1, 2022. The range of professional education activities that can be reported through the Registrant Portal can be found in the [Attaining & Maintaining Practice Competence standard of practice](#) and on the [Continuing Competency Credits page on the CSHBC website](#). Registrants who hold CP certificates must record, under the valid certificate, a minimum of four CCCs to be able to renew that certificate.

RAUDs, RHIPs, and RSLPs who were registered as of January 1, 2022, must report 45 CCCs by December 31, 2024. For this reporting cycle

(January 1, 2022 – December 31, 2024), registrants are also required to report required CCCs for any additional registrations.

### Professional Practice Information

QAPP staff will continue to provide confidential professional practice information to CSHBC's registrants and the public.

#### Committee Members

**DeAnn Adams,**  
Public Representative

**Susan Batstone,** RSLP  
(until November 23, 2022)

**Karin Bernauer,**  
Public Representative

**Emily Chowne,**  
Public Representative

**Jamie Hack,** RSLP, Chair

**Leigh Ingram,** RAUD, RHIP

**Rachel Ling,**  
Public Representative

**Amy MacLean,** RHIP

**Tracy Marshall,** RSLP

**Krista McDermott,** RSLP

**Sue Murphy,**  
Public Representative  
(until November 23, 2022)

**Louise Parton,** RHIP  
(until November 23, 2022)

**Amy Trusler,** RAUD, RHIP

**Jon Waterhouse,** RHIP

#### Communication Health Assistant Advisory Committee

**Sarah Barnes,** RAUD, RHIP

**Deirdre Coleman,** RSLP

**Dreena Davies,** RAUD, RHIP

**Alyse McNair,** CHA

**Ashley McNolty,** CHA

**Martin Sattler,** RHIP, Chair

**Riddhi Thaker,** RSLP

**Krystal Tie-So,** CHA

# Inquiry Committee

Submitted by **Richard Walker**, Public Representative, Inquiry Committee Chair

**The Inquiry Committee investigates written complaints concerning the competency and/or conduct of College registrants. Members of the public as well as other registrants may submit written complaints.**

The Committee may also investigate matters 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 process complaints investigations in a timely and efficient manner, the Committee established three profession-specific panels representing each of the professions regulated by the College. 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 supported by legal counsel.

The College also investigates and takes action against non-registrants for allegations of unlawful practice and/or unlawful use of a reserved title. "Audiologist", "hearing instrument practitioner", "speech-language pathologist", and "speech therapist" are all

protected titles. Only individuals who are CSHBC registrants have the right and privilege to use these titles in BC. Until December 31, 2022, the Committee had oversight of these matters. From January 1, 2023, following the recruitment of a full Complaints & Investigations staff team, this oversight was transitioned to that team under the direction of the Registrar. This has helped save valuable Committee resources.

Inquiry Committee members participate in annual training, generally facilitated by the College's general counsel.

## YEAR IN REVIEW

Typically, the Inquiry Committee meets as profession-specific panels, but met once in 2022/2023 as a full Committee. The Committee met as profession-specific panels 23 times – 13 times as an RSLP Panel, and 10 times as an RHIP Panel. There were no RAUD Panel meetings, as no matters arose within the scope of practice reserved only for RAUDs<sup>1</sup>.

<sup>1</sup> There is some overlap between the RAUD and RHIP scopes of practice.

In 2022/2023, 46 new complaints were received compared to 31 for 2021/2022. Almost one-third (15) of these cases related to non-registrants. As described above, these matters are now dealt with outside of the Inquiry Committee.

From February 2023, the College began utilizing the "Registrar stream" pathway for concluding non-serious complaints that do not require regulatory intervention. This pathway, which is used by many other health regulatory colleges as permitted under the *Health Professions Act* and college bylaws, allows the registrar to investigate certain complaints and dispose of them without an inquiry committee needing to authorize and oversee an investigation. This has allowed the College to streamline and focus the Inquiry Committee's resources, while still ensuring careful and effective regulatory oversight.

Section 35 of the *Health Professions Act* allows the Committee to take extraordinary action during an investigation, or pending a hearing of the Discipline Committee, by setting limits or conditions on a registrant's practice or by suspending registration, if and to the extent such

## INQUIRY COMMITTEE

measures are necessary to protect the public. The Committee may restrict a registrant's practice before any finding of misconduct or impaired practice through either the admission of a registrant, or by a determination of the Discipline Committee. In 2022/2023, the Committee sought interim restrictions on the practice of three registrants. These outcomes were published on the College's website.

With a fully staffed Complaints & Investigations team, and the introduction of additional, efficient workflows (such as the Registrar stream pathway and the change in management of unlawful practice and/or unlawful use of a reserve title complaints, as described above), the College has been able to focus on progressing its oldest cases through the Inquiry Committee process. Thus, the data show a total of eight cases being resolved after 24 months or more, compared to zero last year. Meanwhile, over 50% of case dispositions (23 out of 45) were achieved within six months.

No Inquiry Committee decisions were appealed to the Health Professions Review Board (HPRB) in 2022/2023.

The Committee's work 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

**Yan Jun Chen, RSLP**  
(from May 1, 2023)

**Mahmoud Chibani, RHIP**  
(until July 31, 2022)

**Karen Derry, RSLP**

**Charles Fontaine, RAUD, RHIP**  
(until September 30, 2022)

**Kevin Frew, RSLP**

**Sandra Health, Public Representative**

**Danielle Lafleur, RAUD, RHIP**

**Lesley Lee, RAUD, RHIP**

**Paul Loewen, RHIP**  
(from November 1, 2023)

**Dan Miller, Public Representative**

**Andrea Noland, RSLP**  
(from November 1, 2023)

**Marilyn Noort, RSLP**  
(until July 31, 2023)

**Richard Walker, Public Representative, Chair**

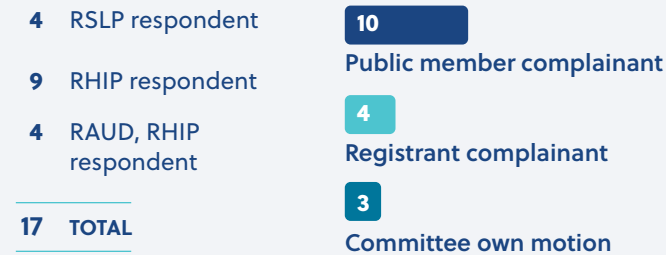
**Dave Williams, Public Representative**

# Complaints & Investigations Statistics FISCAL YEAR 2022/2023

## 46 New Complaints Received



## 17 Closed Inquiry Committee Cases



## Breakdown of Profession-specific Panel Meetings



- 13 Speech-Language Pathology
- 10<sup>1</sup> Hearing Instrument Dispensing
- 0 Audiology

<sup>1</sup> Includes instances where the respondent is a dually registered RAUD, RHIP and the matter falls within the scope of practice for the respondent's RHIP license.



# Complaints & Investigations Statistics

FISCAL YEAR 2022/2023

## How Inquiry Cases Were Resolved

11

Resolved under section 33(6)(a) of the *Health Professions Act*:  
No further action

19

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

15

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

No cases were resolved under section 33(6)(d) of the *Health Professions Act* by citation to a discipline hearing or by settlement agreement for a non-registrant in 2022/2023.

## 29 Closed Non-Registrant Cases

(Unlawful Practice / Unlawful Use of a Reserved Title)

17 Former registrant respondent

12 Non-registrant respondent

29 TOTAL

23 Cases that went before the Inquiry Committee (prior to revised approach to managing these cases, as outlined on page 20)

5

Public member complainant

7

Registrant complainant

17

Committee own motion

## 2 Closed Registrar Stream Cases<sup>1</sup>

2 RSLP respondent

2 TOTAL

<sup>1</sup> Resolved under section 32(3) of the *Health Professions Act*.

1

Public member complainant

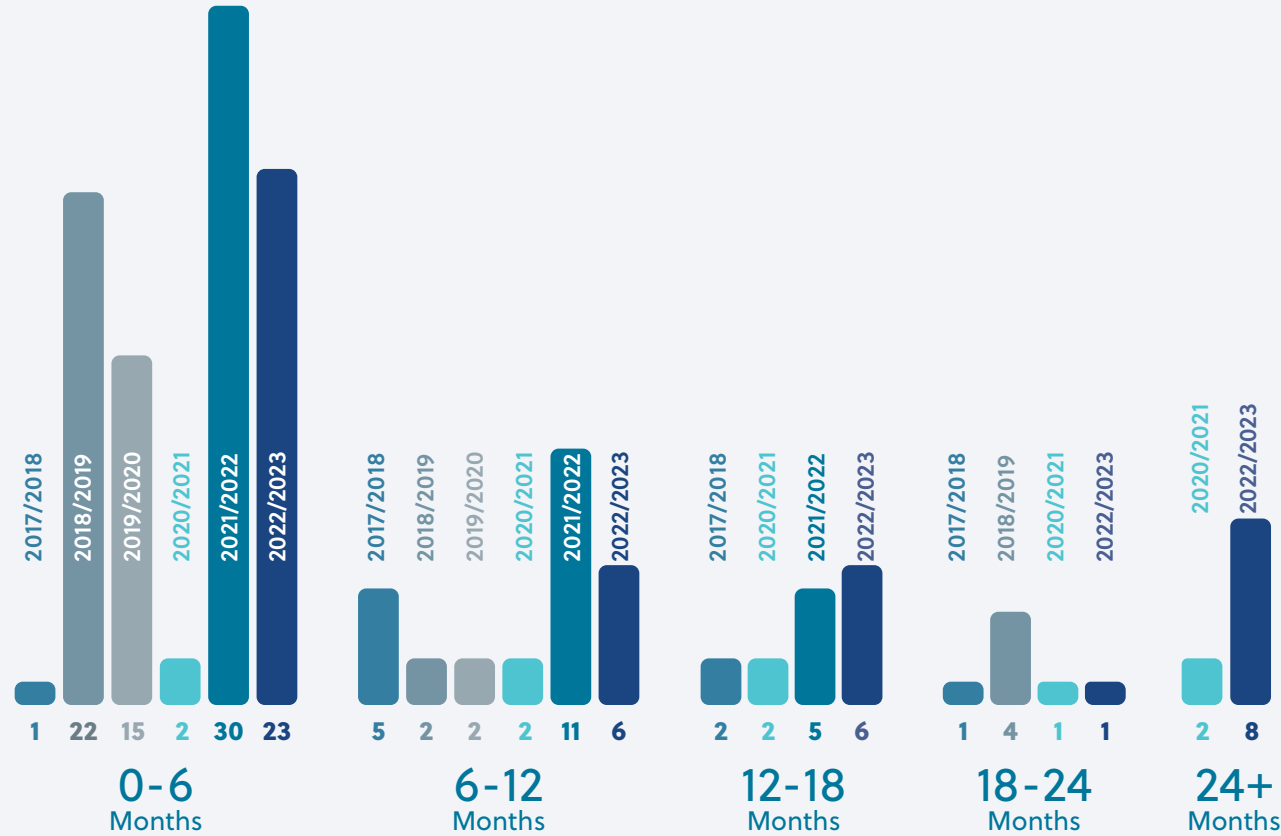
1

Registrant complainant

# Complaints & Investigations Statistics

FISCAL YEAR 2022/2023

## Time to Disposition



## Time to Close<sup>1</sup>

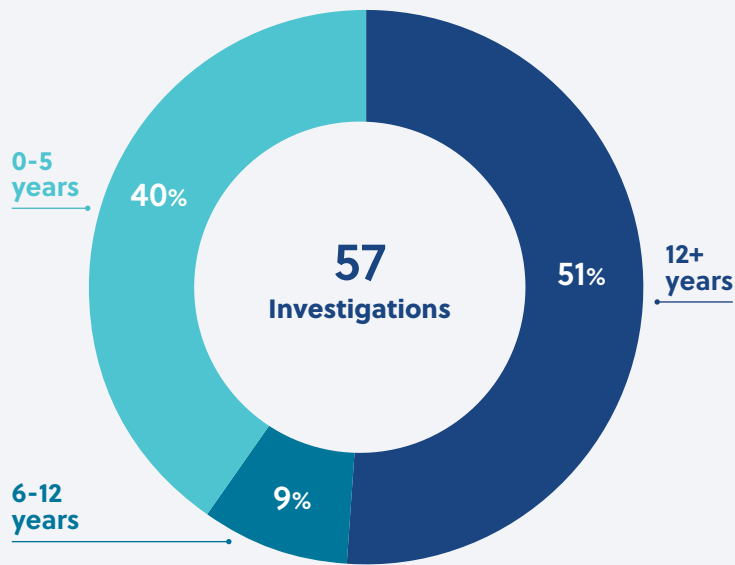


<sup>1</sup> Case files that remained open after the Notice of Disposition and until the terms of an undertaking and consent agreement were completed by the respondent.

# Complaints & Investigations Statistics FISCAL YEAR 2022/2023

## Investigations by Registrant Years of Practice

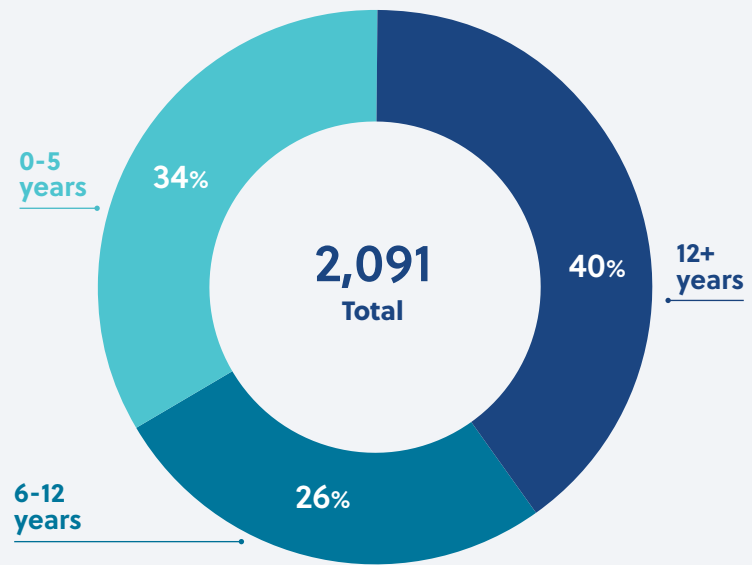
April 1, 2022 – March 31, 2023



- 29 Registrants with 12+ years of practice
- 5 Registrants with 6-12 years of practice
- 23 Registrants with 0-5 years of practice

## Registrant Base by Years of Practice

As at March 31, 2023



- 842 Registrants with 12+ years of practice
- 548 Registrants with 6-12 years of practice
- 701 Registrants with 0-5 years of practice

# 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 2022/2023.

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.

## Committee Members

**Wendy Duke**, RSLP

**David Roberts**, RHIP

**Jocelyn Stanton**, Public Representative, Acting Chair

**Doug Steventon**, Public Representative

# Governance Advisory Committee

Submitted by **Dan Miller**, Public Representative, 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 & CEO, Board Chair and Vice-Chair, Board members, committee chairs, and committee members; and preferred Board and committee member competency frameworks and evaluation tools.

## YEAR IN REVIEW

The Governance Advisory Committee met four times in 2022/2023, resulting in a number of regulatory and advisory committee appointment recommendations.

In support of committee and staff recruitment efforts, the Governance Advisory Committee continues to finalize competency and experience matrices for all regulatory committees provided with statutory decision-making authority under the *Health Professions Act*. Matrices for the Board, the Quality Assurance & Professional Practice Committee, the Registration Committee, and

the Inquiry Committee received Board approval in 2018, 2021, 2022, and 2023 respectively. Competency and experience matrices help ensure nominees and appointments are aligned with the skill sets required for each committee to fulfill its mandate.

Supporting the Board, the Governance Advisory Committee plays a key role in ensuring the College and its committees abide by governance best practices, acting fairly and impartially in fulfilling its public protection mandate under the *Health Professions Act*. The Committee's work requires a principled approach, objectivity, thoroughness, and sound judgment. Thank you to all Committee members for their commitment and hard work.

## Committee Members

**Jamie Hack**, RSLP

**Leigh Ingram**, RAUD, RHIP

**Tom Kim**, Public Representative

**Rachel Ling**, Public Representative

**Dan Miller**, Public Representative, Chair

**Jon Waterhouse**, RHIP

# Finance & Audit Committee

Submitted by **Dan Miller**, Public Representative, 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 Finance & Audit Committee met quarterly during 2022/2023. 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, 2023.

In 2021, recognizing the rapid and successful evolution of the College, as well as the prospect of amalgamation with other health profession regulatory colleges, the Board passed a motion to transition from an annual unaudited review of its financial statements to a full audit for the 2021/2022 fiscal year. Consequently, this year marks the second fully audited financial statements in the College's history. The fiscal year ended with a larger deficit than anticipated; however, the College's liquidity position remains relatively stable.

Under the direction of the Committee, staff continue to develop risk management strategies. This includes the creation and/or revision of several finance and audit policies, ensuring more robust and comprehensive financial controls are in place.

The annual financial statements for the fiscal year ending March 31, 2022, reviewed and prepared by KPMG, received Board approval on June 23, 2023. Complete financial statements are available on the [CSHBC website's Publications page](#).

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 Committee members for their commitment and hard work.

## Committee Members

**Nathan Doidge**, Public Representative

**Charles Fontaine**, RAUD, RHIP

**Dan Miller**, Public Representative, Chair

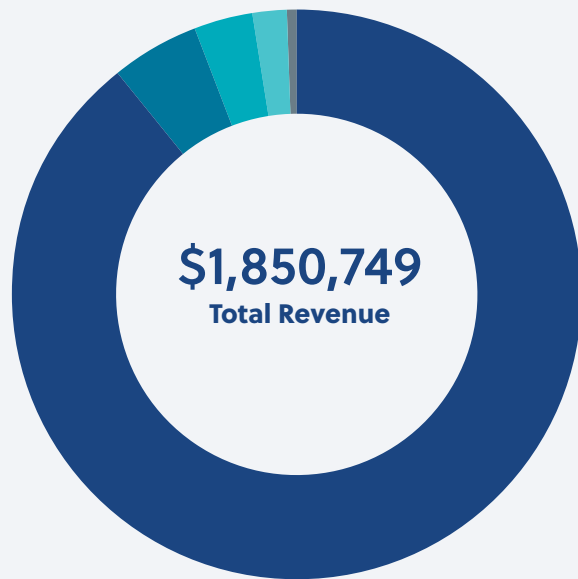
**Martin Sattler**, RHIP

**Shelby Thiessen**, Public Representative

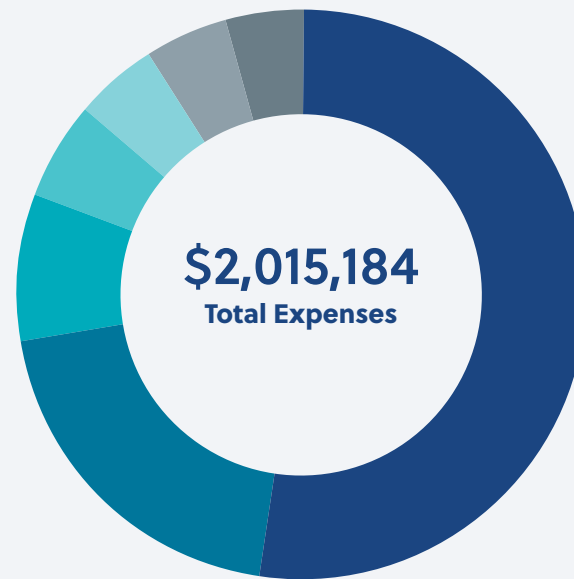
**Chelsea Van Tol**, RSLP

# Revenue & Expenses

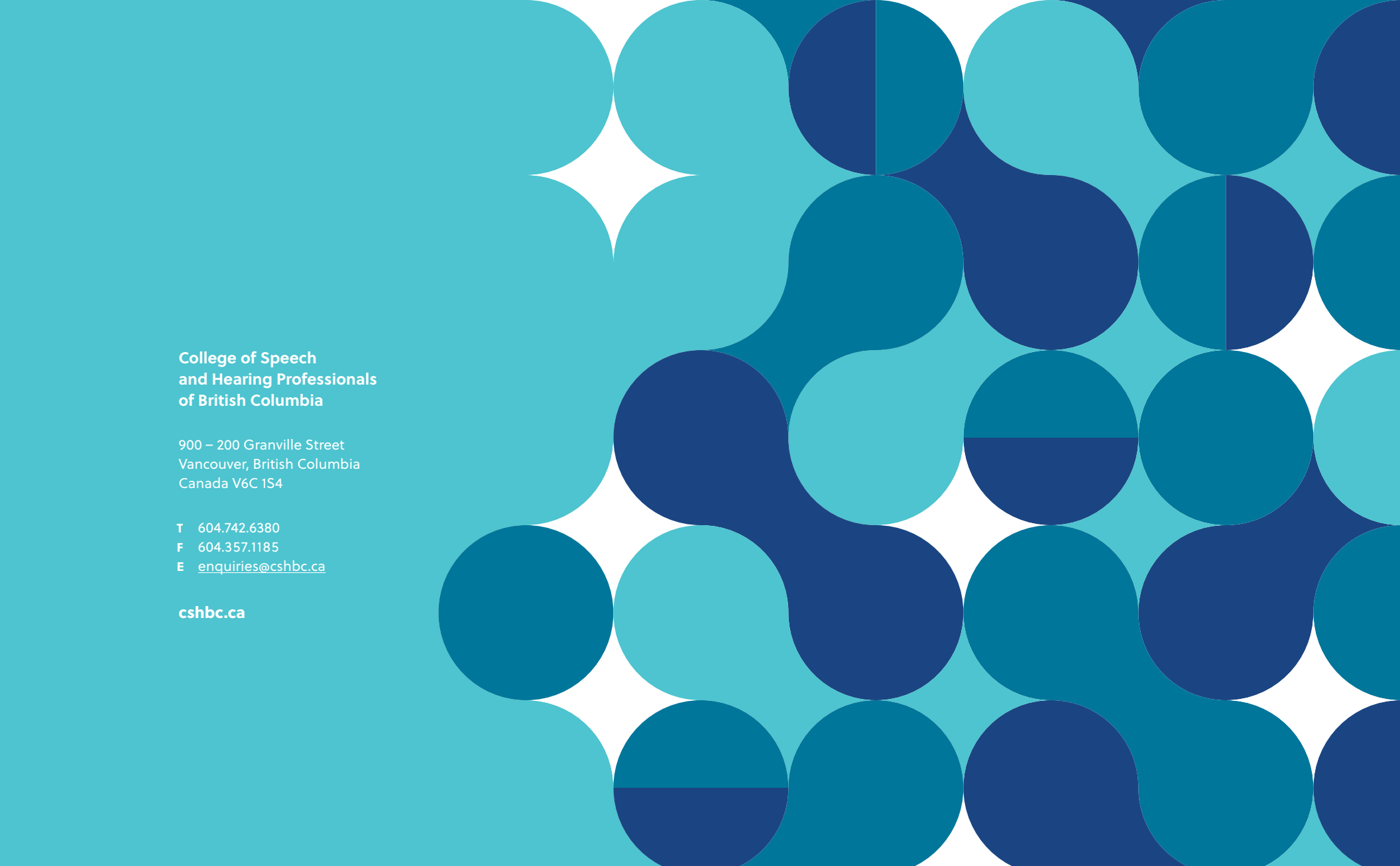
FISCAL YEAR 2022/2023



- 88.8%**  
Renewal Fees
- 4.9%**  
Registration Fees
- 3.4%**  
Application Fees
- 2.5%**  
Certified Practice Certificate Fees/  
Late Renewal Fees/  
Examination Fees/  
Other
- 0.4%**  
Interest Income



- 52.4%**  
Wages
- 20%**  
Finance &  
Administration
- 8.5%**  
Quality Assurance &  
Professional Practice
- 5.3%**  
Inquiry & Discipline
- 4.9%**  
Board & Governance
- 4.7%**  
Amortization
- 4.2%**  
Registration



**College of Speech  
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