

Manitoba Psychologist

THE PSYCHOLOGICAL ASSOCIATION OF MANITOBA /
L'ASSOCIATION DES PSYCHOLOGUES DU MANITOBA

PAM is legally constituted by the Psychologists Registration Act (R.S.M. 1987) as the regulatory body for the practice of all branches of Psychology in Manitoba.

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Volume 29, Number 1

Summer, 2012

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FROM THE REGISTRAR

Alan Slusky, Ph.D., C. Psych.

It is with great pleasure that I again have an opportunity to share with you an update on work being undertaken by PAM. The past 6 months have been quite busy with developments on both the local and national fronts.

With respect to local developments, as you all know, this year saw the launch of our Registry Information Management System (RIMS) and PAM's first online renewal. Although there were some glitches along the way, I am quite pleased to report that 88% of PAM registrants elected to renew their registration through this online system. In reviewing the feedback which was kindly provided by a number of you, it appears that there were some common difficulties

encountered along the way. The most common difficulties encountered included difficulties in securing a password, being unable to enter partial hours into the CE Form, being unable to enter multiple dates into the CE Form, and being forced to answer either yes or no to a question on the Registration Form involving the appointment of a Trustee to manage private practice files.

With respect to the login password issue, this appears to be primarily related to those who have an institutional e-mail address (e.g., a University or government agency). In discussing this issue with our IT development team, this has been a common issue for other regulatory bodies as well, and

the recommendation at this point is to create an email address outside of the institution (for example a gmail account). In the situations where registrants have done this, the problem has been easily resolved. With respect to multiple dates and partial hours on the CE Forms, both of these problems are being worked on and we anticipate that solutions will be forthcoming prior to next year's renewal.

The last issue, involving the appointment of a Trustee for private practice files, is in response to recent amendments being proposed by the Manitoba government to the RHPA and Personal Health Information Act. The issue of abandoned files has become a very serious problem in other health professions and in order to address this the Manitoba government has proposed amendments to the aforementioned Acts which will see regulatory colleges (i.e., PAM) being placed in the position of having to assume responsibility for the files of its registrants if they are abandoned. As you can imagine this could create substantial logistical difficulties and costs for the regulator. In order to avoid this, we are moving towards requiring those involved in private practice to enter into agreements with other private practice

colleagues, to ensure the timely and orderly transition of files to a Trustee, in cases where a registrant becomes incapacitated. This issue is part of a larger issue of establishing professional wills and in order to address this issue more fully, PAM Council is planning a Fall Town Hall Meeting (details to follow) wherein we will be discussing this issue in greater detail. For the purposes of the renewal page however, an additional option will be offered next year, enabling you to indicate "N/A" if you are not in private practice.

On the issue of a Town Hall, we will be scheduling a time in the Fall of this year to allow registrants to attend and discuss their thoughts and recommendations with respect to the RIMS system as well as Professional Wills. It is our hope to schedule this Town Hall meeting for the Fall in order to avoid the inclement weather that has, in the past, impacted on attendance at Town Hall meetings scheduled for the month of February. PAM Council is open to ideas from registrants about other potential topics of discussion for this Town Hall Meeting and I would encourage you to contact either myself or any of your PAM Council Members to offer further ideas for the agenda for this upcoming meeting.

On the national front, PAM continues to be an active member of the Association of Canadian Psychology Regulatory Organizations and this group has recently undertaken a project (which is being funded by the Federal government) to review the issues of substantial equivalence. As many of you are aware, the Agreement on Internal Trade has pushed regulators to begin to more closely assess the ways in which they determine the appropriateness of an applicant's education and training, for the purposes of registration. Many of our applicants do not come from CPA accredited training programs. This may be because they come from programs which CPA does not traditionally accredit. On the other hand they simply may come from clinical or counseling programs which are non-accredited. In any event, the movement of psychologists across the country, through the Agreement on Internal Trade, has created unique challenges for each regulatory body, and we are now working together to better understand the ways each province assesses its applicants for registration, so as to potentially put into place mechanisms to standardize some of these assessment procedures. This project will move towards completion over the summer

Town Hall Meeting This Fall

Topics to Include:

Abandoned Health Records

Professional Wills

New PAM Website

Update on RIMS

Details to Follow

and early Fall, and I will report to you on the conclusions and recommendations which come out of this project, in the next edition of the Manitoba Psychologist.

At its national meeting in June, ACPRO also heard from representatives of the Correctional Services of Canada, who reported on their requirements for registration in the province of practice. ACPRO was informed by CSC representatives that the vast majority of its current psychologists are in fact registered in their province of practice and that they are working diligently with those who aren't, to better understand the reasons for this and to continue to encourage such registration. Although the numbers of Psychologists who are not registered in the province of practice are few, this can create significant difficulties in the event of a complaint, and we are continuing to dialogue with CSC representatives on this important issue.

Finally, PAM Council continues to work closely with representatives of the

Manitoba Association of School Psychologists and Manitoba Association of Behaviour Analysts, towards developing rosters for each of these groups of Psychology practitioners. We are moving towards concluding our discussions with MASP, with very few outstanding issues remaining. Details of these discussions and the proposed School Psychology roster will be posted on the PAM website in the near future. Discussions with MABA are at an earlier stage, however PAM Council has made some clear proposals to this group, and we are working closely with them towards achieving a resolution to long outstanding challenges to registering practitioners in the area of Applied Behaviour Analysis.

With respect to the PAM website it has become clear to myself and your Executive Council that with the growth of information to be relayed to members and the general public, that the current PAM website was becoming rapidly outdated and confusing to its users. As such, PAM Council recently contracted with a local website

developer to revamp the PAM website and I am pleased to report to you that work is moving steadily and quickly towards a conclusion here. Once the new website is up and running (over the next 1 – 2 months) an email will be sent to you and at that point I would encourage you to visit the website and offer any thoughts or comments you may have about it. As is always the case, PAM Council is very concerned about its expenditures (given its primary revenue source) and I believe you will be quite pleased with the results, and the costs associated with them (which will also be detailed in next year's Treasurer's Report at the AGM).

In conclusion I wish all registrants a relaxing and warm summer. Please feel free to contact me directly (or any of your PAM Council Members) with any questions or thoughts about any of the above.



2012 CE Audit Under Way

Since 2006 and the introduction of the Continuing Education Program, the claims of a percentage of PAM's membership members are audited annually.

Twenty PAM members have now been selected for this year's CE audit. Members audited are asked to gather together original certificates and other original documents that serve to verify their attendance at, or participation in, events listed on the CE report they submitted with their recent registration renewal, and to forward these to the CE Committee.



For more information about PAM's CE requirements, visit (www.cpmb.ca) and click the Description and FAQ links under "Continuing Education".

SCHOOL PSYCHOLOGY IN MANITOBA:

Joint P.A.M./M.A.S.P. Proposal to Regulate School Psychology in Manitoba

On April 9, 2012, Dr. John Arnett, P.A.M. President, and Ms Mary Markesteyn, President of the Manitoba Association of School Psychologists announced that P.A.M. and M.A.S.P. had successfully negotiated the fundamental elements of a plan for regulation of school psychology within the overall regulatory framework of Psychology in Manitoba.

In a letter to Mr. Milton Sussman, Deputy Minister in the Manitoba Department of Health, Arnett and Markesteyn proposed use of the title "Registered School Psychologist" within a new College of Psychologists under RHPA and minimum requirements for entry to practice for Registered School Psychologists in all practice settings.

The letter went on to outline a scope of practice for school psychology, registration requirements for the independent practice of school psychology in all practice settings, resulting in full membership in the new College of Psychologists, and "grandparenting" requirements to bring experienced, permanently certified school psychologists into the new College. Dr. Arnett and Ms Markesteyn said that the only significant issue needing clarification was the number of hours of direct supervision required for full registration of non-grandparented school psychologists. But they expressed confidence that this issue could be negotiated successfully.

Details of the joint P.A.M./M.A.S.P. proposal follow.

Registration Requirements for Independent Practice in all Practice Settings

1. An approved Master's degree in psychology or school psychology. Applicants must meet the academic and practicum course requirements as listed in [Appendix B](#). This requirement recognizes and incorporates the current Manitoba Education certification academic requirements for school psychologists (refer to December 21, 2009 letter, page 2, from Ms. Arlene Wilgosh, Deputy Minister of Health);
2. Completion of 4800 hours of experience in an approved setting which includes:
 - a) 2400 hours of supervised practice experience in an approved setting leading to certification, and

- b) 2400 hours of practice experience in an approved setting after certification;
3. Successful completion of the Examination for Professional Practice in Psychology (EPPP);
4. Successful completion of an appropriate oral examination;
5. Successful completion of the jurisprudence examination, as established by the College;
6. Provision of satisfactory Child Abuse Registry and Criminal Records Check documentation.

School Psychology Scope of Practice

The practice of School Psychology is the application of psychological knowledge, skills, and judgment with children, youth, families, and learners of all ages and involves a comprehensive understanding of educational processes. The practice of school psychology includes:

- a. Diagnosis, treatment, management and prevention of mental and psychological disorders, dysfunctions and conditions
- b. Use of psychometric testing and psychological/behavioral assessment to inform treatments and enhancement of clients' behavioral, learning, developmental, emotional and interpersonal functioning;
- c. Enhancement of human adaptation, adjustment, learning and development;
- d. Use of evidence-based systemic, ecological, and developmental approaches; and
- e. Promotion of optimal learning, development, and mental health.

Interprovincial Mobility of Psychologists

The proposed new regulatory structure of professional titles for psychology in Manitoba would be unique in Canada. All other provincial and territorial jurisdictions grant the title "psychologist" but do not accord titles such as "school psychologist."

To ensure that the interprovincial mobility of psychologists isn't impeded, it is agreed that when transferring to a new provincial college that does not use a roster system, the college registrar will, for the purpose of verifying registration, designate all full college members as psychologists.



Graduate Psychology Program Requirements (Government of Manitoba Certification Requirements for Psychology School Clinician)

1. Core Requirements

Applicants for certification must demonstrate that, during their graduate studies they have satisfactorily completed all of the following areas of study and practical application (total of 27 credit hours in Core Areas):

Therapy Techniques	(6 credit hours)	Psychopathology	(3 credit hours)
Psychological Assessment	(6 credit hours)	Research /Statistics	(3 credit hours)
Psychology Practicum	(6 credit hours)	Professional Ethics	(3 credit hours)
Abnormal Psychology/			

2. Supplementary Requirements

In addition to the core requirements, applicants for certification must demonstrate that, during their graduate studies, they have satisfactorily completed a total of 12 credit hours from a combination of at least three of the following areas:

Behaviour Disorders/Behaviour Management	Community Psychology
Child/Adolescent Development	Learning Disabilities
Learning and Cognition	Neuropsychology
Cross Cultural Contexts	Theses Topic Relevant to School Activity (max: 3 credit hours)
Advanced Study in the Core Areas (max: 3 credit hours)	

Distinctions

P.A.M. Members recognized at this year's Canadian Psychological Association convention in Halifax included:

Dr. Jennifer Frain elected 2012-2013 President of the CPA.

Dr. Karen Dyck received CPA Award for Distinguished Contributions to Psychology as a Profession.

Special Section

2012 ANNUAL GENERAL MEETING

The 2012 Annual General Meeting of The Psychological Association of Manitoba was Wednesday April 25, 2012 at the Greenwood Inn in Winnipeg. Following a reception, Dr. John Arnett, P.A.M. President, called the meeting to order. Allied organizations—The Manitoba Psychological Society, Manitoba Association of School Psychologists, Canadian Register of Health Service Providers in Psychology—brought greetings, and the Annual General Meeting followed.

Reports to the AGM begin below and run to page 15.

President's Report

*John L. Arnett, Ph.D., C. Psych.
Psychological Association of Manitoba*

I would like to begin by sincerely thanking my P.A.M. Executive Council colleagues for their extraordinary contributions to the Association during this past year. At this time, I would like to personally recognize the following Council members: Drs. Neal Anderson, Grace Tan-Harland, Bruce Hutchison, Andrea Kilgour, Jennifer LaForce, and Mirosław Gryco. I also want to express my sincere appreciation to our Registrar, Dr. Alan Slusky, for his always superb judgment and counsel as well as his hard work throughout the year on behalf of the Association. Alan's skill and outstanding working relationship with government, various non-governmental agencies, and all Canadian regulatory bodies of psychology, as well as the regulatory of bodies of other disciplines, greatly facilitates the work of the Association. I also want to express my sincere appreciation to our outstanding legal advisers, Mr. Ted Bock from Aikins, McCaulay & Thorvaldson LLP who, since the departure of Mr. David Wright, has provided excellent counsel to the P.A.M. Executive Council and to Mr. Blair Graham from Thompson, Dorfman, & Sweatman LLP who has contributed

enormously for many years to the important work of the Complaints Committee. As all of you well know, the success of any organization depends significantly on the good work of administrative staff. Therefore, I want to acknowledge and express my appreciation to P.A.M.'s administrative staff whose important work contributes greatly to the success and effectiveness of the Association. Ms. Andrea Slusky has served as Assistant to P.A.M. Executive Council and the Registrar for the last many months, Ms. Lorna Leader has been the Assistant to the Complaints Committee. And Ms. Shirley Nicholson has provided bookkeeping services to the Association.

P.A.M. is, in large measure, a volunteer organization and its self-regulatory work would simply not be possible without the generosity of time and effort given freely by many Manitoba psychologists and lay individuals alike who serve on the various P.A.M. Committees. At this time I want to express my sincere appreciation and acknowledge the significant contributions of the following individuals for their work on these Committees:

- Registration and Membership Committee [Drs. Andrea Kilgour (Chair), Hal Wallbridge, William Davis, Kent Somers, Donna Chubaty, and Graham Watson]
- Complaints Committee [Drs. Michael Stambrook (Chair), Darryl Gill, William Leonhardt, Jule Henderson, Bruce

Tefft, Greg Tkachuk, Ms. Sandra Hayhow, Dr. Neil Arnason (Public member), Ms. Val Stanowski (Public Member), and Mr. Herb Thompson (Public member)]

- Inquiry Committee [Drs. James Newton (Chair), Robert Martin, Michelle Warren, Linda Trigg, Diane Hiebert-Murphy, James Ediger, Mr. George Webster (Public member), Dr. Neil Craton (Public Member), and Mr. Ian Hughes (Public Member)]
- Examinations Committee [Dr. Naomi Berger (Chair), Drs. Carey Mintz, Michael Burdz, and James Ediger]
- Publications Committee [Drs. Neal Anderson (Chair), Morry A. Schwartz, and Alan Slusky]
- Standards Committee [Drs. Neal Anderson (Chair) and Gary Shady]
- Continuing Education Subcommittee of Standards [Drs. Jane Bow (Chair) and Don Stewart]
- Jurisprudence Subcommittee of Standards [Drs. Hal Wallbridge (Chair), Lesley Graff, and Alan Slusky]
- Legislative Review Committee [Drs. Jay Brolund (Chair), Michael Stambrook, Alan Slusky, and John Arnett (ex-officio)]

During this past year, P.A.M. Executive Council and the Registrar have attended to the many aspects of operating the Association including, but certainly not limited to the following:

- Maintaining P.A.M.'s administrative office
- Budgeting and maintaining P.A.M.'s financial integrity

- Reviewing and processing registration and re-registration membership applications
- Publishing P.A.M. Newsletters
- Recruiting for vacancies on the various Committees
- Maintaining contact and open communication with government
- Attending meetings of the regulated health professions
- Responding to requests from the general public
- Attending meetings organized by the Office of the Manitoba Fairness Commissioner

The Roster system is... designed to more clearly differentiate professional psychology into the disciplines' various areas of focus, thereby enhancing public protection by better informing the public so that they may make a more informed choice of the most appropriate psychologist for their specific needs.

- Working with the various P.A.M. Committees
- Reviewing Appeals by individuals of decisions made by the Complaints Committee
- Attending to possible Standard violations, particularly with regard to possible violations of the Psychologists Registration Act
- Maintaining a watching brief on the evolution of the Regulated Health Professions Act (RHPA)
- Attending and representing P.A.M. at meetings of the Association of State and Provincial Psychology Boards (ASPPB) in relation to the regulation of psychology both nationally and internationally
- Attending and participating in meetings of the Association of Canadian Psychology Regulatory

- Organizations (ACPRO) regarding psychology regulation in Canada
- Etc.

The above activities are but a portion of the usual activities of P.A.M. Thus, as you can well imagine, a considerable amount of time and effort is required on the part of staff and the Executive Council, which meets on average every second week, to conduct the wide range of activities required of the Association.

P.A.M. Executive Council continues to work on reviewing and refining the Roster system of regulating the practice of psychology in Manitoba and maintaining communication with other provinces regarding our conceptualized regulatory reforms to

in order to help ensure the maintenance of regulatory symmetry and psychologist mobility across Canada. As you will recall, the Roster approach significantly broadens the traditional definition of what constitutes a "professional" psychologist beyond just clinical and counseling psychology and, thus, is intended to be more respectful and inclusive of the broad range of professional psychologists trained in our disciplines' institutions of higher education. The Roster system is also designed to more clearly differentiate professional psychology into the disciplines' various areas of focus, thereby enhancing public protection by better informing the public so that they may make a more informed choice of the most appropriate psychologist for their specific needs.

Under the Roster system, each area of professional psychology will be designated by a specific title that more descriptively reflects their professional area(s) of competence (e.g. school, clinical, counseling, ABA, Industrial/organizational, etc. psychologist), will have a defined scope of practice for the area as well as the requirement to meet minimum educational and training requirements, and to successfully complete appropriate examination processes for registration in the area. In this system, individual psychologists may be registered on multiple Rosters and thus be permitted to use multiple titles, provided that they meet the criteria for membership on each of the various Rosters. The details of title, scope of practice, minimal educational and training requirements, and the examination process will be worked out collaboratively by P.A.M. and each of the specific designated areas of professional psychology practice. The privilege of performing the designated RHPA Reserved Acts will be afforded to membership Rosters where the education and training justify the privilege of performing these acts in the context of public safety. The criteria for membership on some rosters/registers would likely be quite similar (e.g. clinical and counseling psychology) while for other areas of psychology the criteria would likely be significantly different (Counseling contrasted with Industrial/Organizational psychology). This approach to professional regulation will, of course, have to be approved by government as all regulatory authority is delegated to self-regulating professional bodies by government.

I am pleased to report that P.A.M.'s discussions with the Manitoba Association of School Psychologists (M.A.S.P.) are nearing successful

completion. However, until all the details are worked out and they are accepted by various government departments (i.e. Health and Education), complete resolution of the matter remains a work in progress. As you will recall, the objective was to work out an agreement that would bring the regulation of school psychology within the overall psychology regulatory framework in Manitoba. Considering that this has been a 30 year project so far, I believe that we are now very close to a successful resolution of the matter. Moreover, the process that was followed in the discussions with MASP provides a tangible example of the potential for success utilizing the new Roster regulatory framework. The specific details of the resolution remain as I outlined them in my Presidents Report last year, and hence I will not repeat them here.

I can also report that discussions are about to commence with the Applied Behaviour Analysts (ABA) group represented by the Manitoba Association of Behaviour Analysts (MABA). MABA has presented an initial proposal to P.A.M. that P.A.M. Executive Council is presently studying.

Most, if not all of you by this time, are aware that P.A.M. has introduced a new Registry Information Management System (RIMS) for P.A.M. registration and registration renewal. This system was implemented with the intent of reducing inefficiencies and resource costs (paper, stationery, postage, and staff support time) as well as late renewals secondary to misplacing registration forms and late deliveries by Canada Post. The system that we adopted was originally designed for the Nova Scotia Psychology Board by

SavvyTechWorx that has among its clients such organizations as Canada Post, UPS and FedEx. Security and ease of use were among our primary considerations. I would also point out that the system that P.A.M. adopted is consistent with the security requirements stipulated by the Winnipeg Regional Health Authority (WRHA), Manitoba e-Health, and the Government of Manitoba. By adapting a system that had already been developed for another psychology regulatory board we were able to acquire the system at a substantially reduced, and very modest, cost of \$4000. As you probably already know, the system permits you, as Registrants, to:

- Logon and change your own contact information
- Log and maintain a record of your Continuing Education Activities as they occur
- Renew registration online and pay with credit cards
- Store your information in a web-based system

The system also permits P.A.M. to track applicant documentation which is required by the Office of the Manitoba Fairness Commissioner.

As the system is new and has significant adaptive capability, P.A.M. welcomes your comments on how it might be further improved and modified to best meet your needs.

A comprehensive Code of Conduct draft document intended to govern the activities of Registrants is currently in the process of review by P.A.M. It has already been reviewed and modified by the P.A.M. Complaints Committee and is currently being carefully studied by P.A.M. Executive Council before being sent to the general

membership for comments and suggestions.

The Manitoba Association of Marriage and Family Therapists (MAMFT) has approached P.A.M. regarding the possible regulation by P.A.M. of Manitoba's marriage and family therapists. In Canada, Quebec is the only Province that currently regulates marriage and family therapists. However, the British Columbia College of Psychologists is considering the regulation of marriage and family therapists within their College. The MAMFT consists of approximately 50 full members, 50 associate members, and 50 students. The University of Winnipeg serves as the academic base for the educational program which appears to be a fairly rigorous program. Marriage and family therapists are employed in a variety of settings including clinics, agencies, and private practice. Consideration of their request is currently under review by P.A.M. Executive Council.

P.A.M. has extended the time period for Temporary Registration for the practice of psychology in Manitoba from 15 days to 30 days. This change permits the utilization of the Inter-jurisdictional Practice Certificate (IPC) which is an Association of State and Provincial Psychology Boards (ASPPB) sponsored mobility tool for temporary registration. Utilizing the IPC means that documentation vetting and primary source verification is done by ASPPB.

P.A.M. Executive Council approved for use in Manitoba the Model Standards

for Telepsychology Service Delivery that were adopted on June 4, 2011 by the Association of Canadian Psychology Regulatory Organizations (ACPRO). These standards recognize that with technological advances in telecommunications, health services are no longer always delivered in person. The standards maintain that psychologists are expected to practice according to applicable national and provincial ethical codes, practice standards within their home jurisdictions, and in accordance with local laws and regulations. Psychologists providing telepsychology services are expected

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(T)he process that was followed in the discussions with MASP provides a tangible example of the potential for success utilizing the new Roster regulatory framework.

(See Page 4, this issue.)

to maintain a license/registration in "good standing" in their home jurisdiction, ensure that they are legally entitled to deliver telepsychology services outside their home jurisdiction when they do so, inform clients to whom they may make a complaint if they wish to do so, be familiar with the local laws and practice standards in the jurisdiction where the telepsychology service is offered, carry appropriate liability insurance, be competent in the technology with which the service is being delivered, minimize the risk of someone impersonating a client and thereby gaining access to confidential health information, and make plans

with clients about what will happen in the event of a technological failure.

Over this past year, P.A.M. Executive Council has carefully reviewed the Associations banking arrangements and, following this review, decided to transfer our accounts from the Royal Bank of Canada to the Steinbach Credit Union (SCU). SCU offered lower service fees and higher interest rates on Association accounts. The security of the Association's accounts is 100% protected by the Deposit Guarantee Corporation of Manitoba which actually affords better protection than does the Canadian

Deposit Insurance Corporation (CDIC) that protects commercial bank accounts in Canada, including those of the Royal Bank.

As you are well aware, the work of the Association is always ongoing, given changes in practice standards, the introduction of

new laws and regulations that affect psychology, changes in the roles and activities of the various areas of professional psychology, and the maintenance of appropriate regulatory control necessary to protect the public. One very important responsibility and source of considerable work for P.A.M. going forward relates to the implementation of the regulation of psychology under the Regulated Health Professions Act (RHPA) that will occur in the second phase of the RHPA implementation process. P.A.M. needs to be ever vigilant to ensure that with the implementation of the Act and its regulations that all psychologists are permitted to practice fully within their

areas of expertise and competence and to ensure that no appropriately educated psychologist is inadvertently denied the privilege of using the title “psychologist” through an oversight or inadvertent omission.

In closing, I would once again like to sincerely thank my colleagues on P.A.M. Executive Council for their hard work and dedication to the Association over this past year. I also, once again, want to thank the psychologists and lay members of the various P.A.M. Committees for their hard work and dedication. As you know, Executive Council Members, as well as the psychologists and lay members who participate on the various P.A.M. committees are all volunteers and it is their dedication that makes the work of our self-regulating profession possible.

Treasurer’s Report for Fiscal Year 2011

*Grace Tan-Harland, Ph.D., C.Psych.
Treasurer, Psychological Association
of Manitoba*

I am happy to report that once again, the Association has been able to hold membership fees at the same rates, despite a deficit based on our actual 2011 expenditures.

As indicated in the 2010 Treasurer’s Report, anticipated but not yet expended legal costs related to the work of the Complaints and Inquiry Committees were mainly responsible for that year’s surplus. These costs did ultimately materialize in the 2011 fiscal year, resulting in an increase to the projected 2011 expenditures. As indicated by the Profit and Loss statement, our deficit as at December 31, 2011, stood at \$27,694.39. Fortunately, this amount is considerably less than our 2010 surplus. Council was therefore able to not increase membership fees, for the fourth year running. The only exception is again, in the category of C. Psych. Candidates. As previously

explained in the 2010 Treasurer’s Report, the fee in this category had become an outlier in proportion to fees in every other category.

Dr. Jackie Walker and Dr. John Walker have again served as lay auditors to our Association’s 2011 books, in accordance with our bylaws. Please see their Lay Auditors’ Report to the membership dated February 17,

2012. On Council’s behalf, I take this opportunity to thank them for their service to the Association.

The 2012 budget is presented in the document entitled Financial Statement 2011 and Budget 2012 posted on our website. As have been the case in other years, the largest budgeted expenditure continues to be

*There’s more Financial Information
on the PAM website:*

[http://www.cpmb.ca/documents/
2012%20Auditor%20Report.pdf](http://www.cpmb.ca/documents/2012%20Auditor%20Report.pdf)

[http://www.cpmb.ca/documents/2012%20Fin
%20Stmt%20and%20Budget.pdf](http://www.cpmb.ca/documents/2012%20Fin%20Stmt%20and%20Budget.pdf)

[http://www.cpmb.ca/documents/2012%20P
%20&%20L.pdf](http://www.cpmb.ca/documents/2012%20P%20&%20L.pdf)

that of legal costs related to the Association’s work with respect to complaints from the public. These costs, as you can see from past Financial Statements, remain difficult to predict from year to year. Council therefore continues to work on maintaining, and hopefully expanding upon, a reserve fund to mitigate potential future shortfalls.

TelePsychology Standards

Full text of Standards for Provision of TelePsychology, recently adopted by PAM, is at:

<http://www.cpmb.ca/documents/Telepsychology.Standards.4June2011.pdf>

Our Association continues to be at a time of many impending changes and much anticipated work. Its financial health is crucial to the success of this work, and of course, to its mandate as a regulatory body. Council therefore remains committed to safeguarding the financial health of our Association in its service to the public and to the membership.

Registration and Membership Committee Report

*Andrea Kilgour, Ph.D., C.Psych.,
Chair, Registration and Membership
Committee*

The committee membership of R&M for the past year has been Dr. Donna Chubaty, Dr. Bill Davis, Dr. Kent Somers, and Dr. Hal Wallbridge. As Dr. Wallbridge reported last year, we continue to see a trend over the past year of more complex applications for review. As well, a number of people over the past year have requested modifications or additions to their areas of practice competence. As more people are graduating from the Applied Behaviour Analysis program at the University of Manitoba, we have worked toward better clarifying the requirements for registration in this practice area.

I am pleased to announce the new registrants for the 2011-2012 administrative year.

Registered Psychologists

- Dr. Julie Beaulac
- Dr. Anna Bergen
- Dr. Teresa Grosko
- Dr. Richard Howes
- Dr. Lori Mac
- Dr. Sonia Marone

- Dr. Lesley Ritchie
- Dr. Sara Spevack
- Dr. Nicole Taylor
- Dr. Jennifer Theule
- Dr. Michael Zwiers

Psychologist Candidates

- Ms. Molly Bates
- Dr. Brenlee Cantor
- Dr. Matthew Decter
- Dr. Alanaise Goodwill
- Dr. Pam Holens
- Ms. Jeany Keats
- Dr. Amanda Lints-Martindale
- Dr. Tiffany Lippens
- Ms. Chantal MacDonald
- Dr. Janine Montgomery
- Dr. Leslie Thorne
- Dr. Aynsley Verbeke
- Ms. Bobbi Walling

Psychological Associate Candidates

- Ms. Jody Lambert
- Mr. Warren Zimmerman

Complaints Committee Report

*Michael Stambrook, Ph.D., C. Psych.
Chair, Complaints Committee*

The Complaints Committee of the Psychological Association of Manitoba (PAM) is composed of PAM members as follows: Drs. Daryl Gill, Jule Henderson, Bill Leonhart, Bruce Tefft, and Ms. Sandra Hayhow, and I as Chair, and public representatives Dr. Neil Arnason, Mr. Herbert Thompson and Ms. Val Stanowski. Dr. Gregg Tkachuk joined the Committee this year and we welcome his thoughtful contributions to the Committee deliberations.

As usual, we continue to be extremely well served by Mr. Blair Graham, Q.C. of Thompson Dorfman Sweatman LLP, as legal counsel to the Committee. Ms. Lorna Leader continues to provide the Committee with administrative and other support. Mr. Jeff Hirsch of Thompson Dorfman Sweatman LLP, assisted the Committee as well on one particular matter.

The work of the Complaints Committee fulfills one of the major functions of the regulatory mandate of PAM in monitoring and investigating the professional practice of Psychologists and psychological providers based on complaints that PAM receives.

I want to acknowledge here the very important, thoughtful, wise, and incisive analysis that Committee members engage in, in reviewing complex issues that arise in the complaint domain. Their responsibility is to review detailed and sometimes lengthy materials in determining the most appropriate outcomes given the professional issues that are evaluated in protecting the public and maintaining a high level of professional practice.

Each member of the committee is acknowledged here in providing a high level of service to the practice of Psychology in Manitoba. The wise counsel of Mr. Graham is deeply appreciated as was the more focal input from Mr. Hirsch. Ms. Leader has provided a very needed and important organizational role in shepherding the complaints through the process of review and ensuring that relevant information is before the Committee and that the process has good momentum and throughput. Her contribution is valued and herein acknowledged.

The Complaints Committee met seven times during 2011, and reviewed significant documentation and reports between meetings and has followed up with investigators, psychologists, complainants, and collateral sources.

In addition to deliberating on fifteen complaints, the Committee continued its review of the complaints process for improved efficiency, focusing primarily on the possibilities for informal resolution of complaints at the initial stages of the process and in implementing a case management model to increase its efficiency. The description of the complaint process on the website and the information brochure are in the process of amendment to reflect the process accurately.

An important new consideration arising from the current legislation and By-laws is that of 'cost recovery'. The costs associated with the investigation process and Hearings are significant for the Association and the legislation now allows the penalty phase of the process to contemplate cost recovery when there is a finding of guilt.

The members of the Committee and I wish to emphasize that timely responses by Members during the complaint process is an important element in reducing cost to the Association. In the future, the Committee will be proceeding with its deliberations on complaints even in the absence of a response from a Member when responses are not

received within a reasonable time frame as directed by the Committee.

The Committee members continued to provide input and comments to the Code of Conduct review through our representative Dr. Bill Leonhart. His contribution to shepherding this process for the Complaints Committee is commended.

Of the seven complaints closed in 2011, two were received too late in 2010 to be considered by the Committee in 2010, and three were received in 2011. Of the seven closed complaints, six were dismissed and one resulted in a censure to the Member. Of the eight complaints carried forward to 2012, three are matters which first came to the Committee agenda in 2011. The Committee directed that one complaint go through to the Inquiry Committee which subsequently held a Hearing in 2011.

The Complaints Committee heavily relies on the members of PAM to facilitate and assist the complaints

process. This is directed to the member Psychologists who had complaints against them and who responded in a timely manner with information and to the Investigators, Experts and Consultants who the Committee relies on to fulfill its regulatory duty. On behalf of the Committee, I wish to extend our thanks to those who have acted as Investigators, Experts, and Consultants in 2011. Drs. Carrie Lionberg, Jennifer LaForce, Del Ducharme, Don Stewart and Jaye Miles have provided invaluable support to the Committee.

The major issues that arise in Psychologists' professional practice that have resulted in complaints generally are associated with boundary issues, dual relationships, supervision issues, communication issues, reporting issues, and possible issues regarding practice competence.

An area of particular note in the complaints domain is in regards to providing assessments and consultations in areas where there is

possible conflict between parties, such as in parent-child/parental fitness, and custody assessments, and in providing "Independent Assessments". Psychologists who practice in these areas will need to be conversant in the relevant scientific and professional practice literature in the area of their practice. Clarity in communication, informed consent, appropriate assessment and consultation

Complaints Summary for 2011				
	2011	2010	2009	2008
Carried Forward (from previous year)	9	11	7	8
New Complaints	6	7	9	6
Total Reviewed	15	18	16	14
<i>Outcome of Committee Review</i>				
Closed	7	9	5	7
Carried Forward (to next year)	8	9	11	7
Total	15	18	16	14

strategies, and clear and timely reporting is important, and consultation with colleagues is seen to be an important 'check and balance' in situations where potential controversy may arise.

I would like the psychological community to be aware that the work of the Complaints Committee is intrinsic to our self-regulatory status and while it is frequently demanding, the work is rewarding and sharpens ethical thinking. I would invite Psychologists who have interest in playing an important role in this self-regulatory function of PAM to consider joining the Complaints Committee. Any member who has interest in this is invited to be in contact with me. I would encourage and invite Psychologists to consider being a part of this important function.

Inquiry Committee Report

*James H. Newton, Ph.D., C.Psych.
Chair, Inquiry Committee*

As you are aware, the Government of Manitoba enacted new by-laws for the Psychological Association of Manitoba on February 8, 2006. In doing so, the former Discipline Committee ceased to exist and two (2) new committees were created, one of which is the Inquiry Committee.

The task of the Inquiry Committee is to serve as a three (3) person hearing panel in those instances in which the Complaints Committee recommends charges be laid against a Member and that a hearing be held. One (1) hearing panel was convened during the 2011 - 2012 reporting period.

Hearing Panels are comprised of two (2) Psychologist Members and one (1) Lay Member of the Inquiry Committee, the members of which are:

Psychologist Members:

- Dr. James Ediger
- Dr. Diane Heibert-Murphy
- Dr. Leslie Koven
- Dr. Robert Martin
- Dr. James Newton
- Dr. Linda Trigg
- Dr. Michelle Warren

Lay Person Members:

- Dr. Neil Craton
- Mr. Ian Hughes
- Dr. George Webster

All of the members of the Inquiry Committee are volunteers and as such, freely contribute many hours to the demanding work of participating on panels. On behalf of the Association, I think each of them for their ongoing and valuable contribution time, commitment and expertise.

Standards Committee Report

*Neal D. Anderson, Ph.D., C.Psych.,
Chair, Standards Committee*

Since last AGM, the Standards Committee has addressed a range of issues. The Committee contacted several people who were not registered with the Psychological Association of Manitoba but who were seen to have presented themselves as psychologists. Our approach was mainly educative, involving a letter describing the terms of the Psychologists Registration Act and requesting that there be no further inappropriate use of terms and titles referred to in Section 11(1). Also, with

the backing of the Manitoba Association of School Psychologists (MASP), Standards contacted the Manitoba Department of Education to raise concern about a school division reportedly ordering a merging of its students' clinical and cumulative files, with the consequence that psychological and other personal health information and protected psychological test protocols would be stored along with general information about a student's educational history, and therefore accessible to all who had access to the cumulative file. At the same time, we expressed concern about School Psychologists in the same Division allegedly having been directed by the Division's Superintendent to instruct unqualified school staff in the administration and interpretation of psychological instruments (that only someone properly educated, trained, and regulated can appropriately conduct or interpret). Although psychologists working in schools are not currently regulated by P.A.M., we saw it as appropriate to raise concern, in concert with MASP, given the seriousness of the allegations.

Standards also carried forward to Manitoba's financial institutions regulator concern about the "Terms and Conditions of Referral" sent by an insurance company to Psychologists with certain patient referrals, as certain sections of the document were seen as asking psychologists to agree to future breach of Personal Health Information legislation, or at least breach of the spirit of PHIA. (A future issue of The Manitoba Psychologist will advise members to consider their ethical and legal position should they accept a referral under the insurer's terms.) The Committee was also recently in touch with the Sport Medicine and Science Council of Manitoba to raise concern that it oversees a "Sport Psychology"

program (providing “Sport Psych Skills Development Modules” and other “Sport Psych” services), but apparently without involvement of psychologists. The approach here as well was to provide the SMSCM Board with correct information about use of title and description of services containing the words “psychological”, “psychologist” or “psychology”, or derivatives thereof, under terms of the Psychologists Registration Act. We pointed out that, just as there’s a difference between a person talking about medicine or dentistry on one hand, and referring to himself or herself as a physician or dentist on the other, non-psychologists may speak about psychological matters, but only registered psychologists may refer to themselves as psychologists or to the work they do as psychological work.

Work on a Code of Conduct document for P.A.M. continues. A draft document is currently under review by the Complaints Committee and Executive Council. Finally, Dr. Jane Bow, Chair of P.A.M.’s Continuing Education Committee (a subcommittee of Standards) conducted an audit of continuing education claims by a randomly selected 10% of our membership. At the completion of her audit, Dr. Bow

and Council updated the information on our website.

This is my second report to an AGM as Chair of P.A.M.’s Standards Committee. I write on behalf of Gary Shady, Ph.D., C.Psych., and the Chairs and Members of the Continuing Education, Jurisprudence Examination Committees and Code of Conduct working group: Drs. Jane Bow, Don Stewart, Hal Wallbridge, Lesley Graff, and Alan Slusky, and thank them for their work.

Examinations Committee

Naomi Berger, Ph.D., C. Psych. Chair, Examinations Committee

The Examinations Committee of the Psychological Association of Manitoba is charged with organizing, implementing and reporting the results of oral examinations of candidates seeking registration to practice psychology independently in Manitoba. In addition, the Examinations Committee organizes, implements and reports on oral interviews for psychologists registered

to practice independently in other jurisdictions, who are now seeking to be registered in Manitoba under the terms of the Agreements on Internal Trade.

Two Thousand and Eleven was a busy year for the examinations committee, with nine oral examinations and two oral interviews taking place. Moving forward into 2012, two exams have already been administered, with others set to occur in the spring.

Sincere thanks are extended to the following volunteer oral examiners, who generously gave of their time and expertise to support the work of this committee: Drs. Paula Battle, Michael Burdz, Karen Dyck, James Ediger, Ali El-Khatib, Lesley Graff, Cynthia Jordan, George Kaokis, Glenna Lambert, Solange Lavack, Carey Mintz, Bailley Rayter, Linda Rhodes, Lorne Sexton, Gary Shady, Richard Shore, Teresa Sztaba, Michael Teschuk, and Norah Vincent.

The Examinations Committee is fortunate to have a strong and committed roster of volunteer oral examiners. However, to alleviate the demand on these individuals, additions to the examiners' roster are

Identify Yourself as a PAM Registrant in all Professional Materials

The few letters, “C.Psych.,” “C.Psych. (Candidate),” “P.A. (I.P.),” “P.A. (S.P.),” or “P.A. (Candidate)” after your name communicate your regulatory standing to members of the public and to other psychologists. They say that you have met PAM’s rigorous professional entry requirements and that you participate in ongoing update and improvement of your knowledge and skills. These letters say that you are required by law to deliver professional services competently and ethically, and that you are accountable to the public, through PAM, for your professional behaviour and activities. Be sure to identify yourself as a P.A.M. Registrant in all reports, correspondence, advertisements, etc.

always welcomed. Interested psychologists are encouraged to contact me for details.

Special recognition is also due to the members of an ad hoc committee aimed at standardizing the scoring of the oral examination. Thanks are extended to Drs. Michael Burdz, James Ediger and Carey Mintz, who have worked tirelessly on this project. I am pleased to report that we have made substantial progress in developing standardized scoring criteria. We hope that, with the approval of P.A.M. Council, a standardized approach to evaluation of oral examinations in Manitoba will be implemented in the near future.

Publications Committee Report

*Neal D. Anderson, Ph.D., C.Psych.
Chair, Publications Committee,
Psychological Association of
Manitoba*

The Psychological Association of Manitoba published Volume 28 of the The Manitoba Psychologist

(ISSN0711-1533) since last AGM. The general purpose of The Manitoba Psychologist is to foster communication within the psychological community and the wider public on regulatory issues as one means of helping P.A.M. to fulfill its responsibilities around protection of the public through regulation of Psychology in Manitoba. Volume 28 consisted of two issues, published in June and December 2011.

The June 2011 issue included highlights and reports from the 2011 AGM, and articles about ethical management of practice transitions such as retirement from practice and standards for Telepsychology, and announcements. The December issue ran pieces about P.A.M.'s new Registration and Renewal Database, updates on Vulnerable Persons legislation and P.A.M.'s CE program, as well as readings about such issues as addressing colleagues' mistakes, intervening with an impaired colleague, record keeping, and assessing "good character" for purposes of membership in a self-regulating professional body.

We expect that Volume 29 (2012-2013) of The Manitoba Psychologist will again be two issues, published Summer and Winter, with content directed at informing psychologists and the broader community about membership, standards, complaints, continuing education, and other regulation-related issues. We'll continue to email issues to members and selected non-members. We'll also post current and back-issues on the P.A.M. website, and mail hard copies to those who request it. The Publications Committee remains open to publishing materials in addition to the newsletter as directed by Council.

In this my fourth report to a P.A.M. AGM as Chair of the Publications Committee, I again write on behalf of the committee's other members, Drs. Alan Slusky and Morry A.J. Schwartz, and thank them for their work. As always, I invite members and others to contact me with feedback and suggestions.



Temporary Registration

Find information about P.A.M.'s new Temporary Registration category, as well as application instructions, at:

<http://www.cpmb.ca/documents/Temporary%20Licensure.pdf>

Temporary Registration is for Psychologists who wish to practice in Manitoba for a brief time.



The Psychological Association of Manitoba

May 17, 2012

Dear Registrant:

The Government of Manitoba has tabled new legislation to amend the RHPA and PHIA, to deal with the issue of abandoned health records. Included in this legislation is a stipulation that all regulated health professionals are responsible for ensuring that proper steps are taken to safeguard against the abandoning of health records, in the event the practitioner is rendered (for any reason) unable to practice. It is for this reason that the PAM registration renewals are now asking registrants (particularly those involved in private practice) to identify a fellow registrant as a trustee for their client files, in the event they become incapacitated, or retire. While the designation of such an individual is not currently mandatory (under current PAM regulations), it will become so, once Psychology comes under the RHPA. Please contact me if you have any questions regarding this requirement.

Full details of the tabled legislation can be found here: <http://web2.gov.mb.ca/bills/40-1/b030e.php>

Alan Slusky, Ph.D., C. Psych.

Registrar

The Psychological Association of Manitoba
162 - 2025 Corydon Ave., #253 Winnipeg MB R3P 0N5 *
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USING WORDS TO DECEIVE: 8 BOGUS APOLOGIES

Excerpted from the chapter "Ethics & Critical Thinking" in Ethics in Psychotherapy and Counselling: A Practical Guide, 3rd Edition, by Ken Pope, Ph.D., ABPP and Melba Vasquez, Ph.D., ABPP. 2007 Jossey-Bass/John Wiley & Sons.

Language can deceive by design. It conceals, misdirects, and creates the verbal equivalent of optical illusions... We present the patterns in extreme form so that they are easy to recognize.

We start with Jack, our hypothetical therapist... He stole therapy records of the clinic's famous clients, he altered them to make it look like the clients had described lurid sexual activity to their therapists, and then sold the records to tabloids. In his public statement, Jack says: "I stole the patient files, added some lies to them, and sold them. I have no excuses or explanations. I am solely responsible. I knew it was wrong and would hurt innocent people who trusted the clinic, and I did it anyway because I wanted the money. I apologize to everyone I've hurt. I will do whatever I can to try to make things right.

Here are some alternate statements that show common language patterns that can interfere with clear thinking about ethics.

1. Substitute the General for the Specific: In this pattern, both the specific individual and the specific act disappear. A description of a general category of acts and a vague reference in the third person replace (and hide) the specifics.

Example: "I believe that everyone knows that taking a patient's file without the patient's permission and using it for some purpose for which it was not intended is wrong. Anyone who does something like that is out of line."

2. Use a Conditional Frame for Consequences: The speaker shifts the focus to the question of whether the acts affected anyone. The apology is made contingent on how others reacted or were affected.

Example: "If my actions harmed, or even just offended, anyone--and I can well understand how that could happen--I apologize."

3. Use Denied Motivation as Misdirection: Instead of honestly stating the motivation, the speaker seeks self-exoneration by talking about what the motivation was not...

Example: "I can honestly say that at no time during these unfortunate events with the clinic records did I ever intend for anyone to be hurt."

6. Make Unimportant by Contrasting with What Did Not Occur: The speaker anchors the presentation in scenarios of extreme consequences that did not occur.

Example: "All of us have been concerned about the effects of recent events. As you know, allegations led to thorough investigations by several agencies. These investigations are now concluded. Let me assure you that, regardless of what you may have heard, no patient died or even suffered any physical injury whatsoever, whether chronic or acute, significant or trivial..."

7. Replace Intentional Unethical Behaviour With Language of Accidents, Misfortune, and

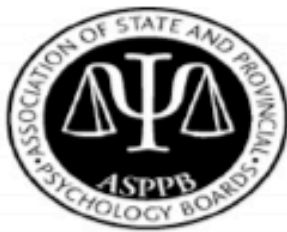
Mistakes: The speaker fails to mention making a conscious decision to profit by stealing charts... The description makes the speaker a victim of being an imperfect human, of lacking omniscience and infallibility...

Example: "I wanted to address the unfortunate events that have troubled us all lately, so that you would understand what occurred and why. To my great regret, I have realized now in hindsight--hindsight being 20/20--that in handling clinic records I made some mistakes..."

8. Smother the Events in the Language of Attack: Assuming that the best defense is a good offense, the speaker avoids responsibility by attacking others. Whatever the speaker may have done becomes trivial or justifiable in light of the terrible things other people have done.

Example: "Thank you for coming today. I will take just a few minutes of your time with the following statement about the recent events in which I have had to endure the most vicious attacks. It is a sad sign of our 'take no responsibility' culture that several patients who came to our clinic in need and were not turned away, have shown their gratitude for all we have done for them by trying to gain publicity for themselves--their 15 minutes of fame--and to enrich themselves at our expense by filing formal complaints..."





NEWS RELEASE

For Immediate release

July 11, 2012

ASPPB Receives Licensure Portability Grant from Federal Government

Peachtree City, GA – The Association of State and Provincial Psychology Boards (ASPPB) is pleased to announce that it has been selected to receive one of two Licensure Portability Grants offered by the Health Resources and Services Administration (HRSA), a division of the U.S. Department of Health and Human Services in the amount of \$349,785.00 each year for three (3) years. The primary purpose of this grant is to provide support for State professional licensing boards to carry out programs that will reduce statutory and regulatory barriers to telemedicine. The awarded grant funds will be used to continue the development and implementation of the ASPPB Psychology Licensure Universal System (PLUS).

As an integral means of addressing the barriers associated with telepsychology, ASPPB has developed an on-line application system, the PLUS, that can be used by any applicant who is seeking licensure, certification, or registration in any state, province, or territory in the United States or Canada that participates in the PLUS program. The PLUS also enables concurrent application for the ASPPB Certificate of Professional Qualification (CPQ) and the ASPPB Interjurisdictional Practice Certificate (IPC). All information collected as part of the application is deposited and saved in the Credentials Bank: a Credentials Verification & Storage Program (The BANK) where it can be accessed by the psychologist at a later date or forwarded to any other licensing board, organization, entity, or individual, upon request at any time in the future; therefore streamlining future licensing processes.

With the assistance of this grant from HRSA, ASPPB will be able to expand the number of ASPPB member jurisdictions using the PLUS online application, including storage of licensure related credentials for electronic transmission and later, to develop a specific program or mechanism to address the current cross-jurisdictional barriers to telepsychology.

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Alan Slusky, Ph.D., C.Psych.

Assistant to Executive Council and the Registrar

Andrea Slusky (Interim)

—As of May, 2011

Manitoba Psychologist

Manitoba Psychologist is published twice each year in Spring and Fall by the Psychological Association of Manitoba (ISSN0711- 1533) and is the official publication of the Psychological Association of Manitoba. Its primary purpose is to assist P.A.M. in fulfilling its legal responsibilities concerning the protection of the public and regulation of psychology in Manitoba. It also seeks to foster communication within the psychological community and between psychologists and the larger community.

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