

The Psychological Association of Manitoba

2020 Annual Report



- **President's Report**
- **Treasurer's Report**
- **2020 Financial Statements and Budget**
- **Lay Auditor's Report**
- **Registration & Membership Committee Report**
- **Publications Committee Report**
- **Examinations Committee Report**
- **Standards Committee Report**
- **Complaint Committee Report**
- **Inquiry Committee Report**

President's Report
Submitted by: Sonia Marrone, Ph.D., C.Psych.
President, Psychological Association of Manitoba

To say this past year has been a year of unprecedented change and uncertainty would be an understatement. Not only our province, but our country and the entire globe had to pivot in all areas of life to respond to the global pandemic on a scale that was precedent setting in all respects. None of us could have imagined how quickly such swift and significant changes could be implemented in every aspect of living. In lockstep with changes in response to the pandemic, PAM has also faced a number of significant changes and I am honoured to provide an update to PAM membership regarding a myriad of important updates since the last AGM.

PAM Council, Committee and staff changes

In September 2020, Dr. John Arnett stepped down as PAM President. Dr. Arnett served as PAM Council President since 2010 and served as a Council member since 2008. On behalf of PAM Council, I would like to extend my deep appreciation for Dr. Arnett's significant contributions to Council and to PAM as an organization. He was passionate about Psychology's inclusion under the Regulated Health Professions Act (RHPA) and played a pivotal role in moving PAM toward becoming a College of Psychologists.

In October 2020, Dr. Alan Slusky resigned from his position as Registrar – a post he held since 2008. This was a significant loss for PAM Council as Dr. Slusky held many years of organizational knowledge and memory, brought much expertise to Council regarding the RHPA, and served as a national and international representative of Manitoba as a regulator of Psychology. On behalf of Council, we thank Dr. Slusky for his profound contributions to PAM and for his continued willingness to assist PAM with transitioning to a new Registrar.

In December 2020, Dr. Maxine Holmqvist stepped down as Examinations Chair. She dedicated much time and care to her role resulting in a record number of examinations being completed in 2020. She was fervent about making it seamless for examiners to be able to do their work with as few barriers as possible meaning that she often took on the task of liaising with examiners and the applicant to identify a date for the exam. In December 2020, Dr. Kelly Penner-Hutton agreed to assume the role of Examinations Chair.

During the recruitment of a new Registrar, I would like to sincerely thank Ms. Lesley Phimister for taking on an expanded role and for ensuring that PAM continued to run smoothly while the position was filled and while adjusting to a new President. Your commitment, dedication and patience was remarkable and a touchstone for Council. I would also like to thank Dr. Lorne Sexton who provided a great deal of consultation and support regarding registration and membership-related questions to myself and Lesley during the recruitment of a new registrar. In November 2020, a Registrar Recruitment committee comprised of Drs. Lorne Sexton; Kerri Walters; Andy Lubusko and myself completed the successful recruitment of the next PAM registrar. I would like to sincerely share my gratitude for the efforts of this committee who spent many evenings and weekends drafting a job description, reviewing applications, and interviewing applicants. We were very pleased to offer the position to Dr. Harold Wallbridge who accepted the position and commenced his post on January 4, 2021. Dr. Wallbridge has served PAM in several volunteer roles since 2003 including serving as a Vice President on Council, Chair of Registration and Membership as well as Chair of Standards Committee.

I have continued to be amazed at Dr. Wallbridge's ability to skillfully and quickly grasp the complex tasks associated with the Registrar role including the rapidly evolving issues regarding the RHPA. He has diligently rolled up his sleeves since he started in January and quickly transitioned to the role of Registrar in a way that only a conscientious and focused individual like Dr. Wallbridge could. I have been struggling to keep up to him since much like I would struggle to keep up with him on the running trails!

Given the many significant changes to PAM over the past year, I would like to extend my sincere gratitude and appreciation for the remarkable efforts of PAM staff, Council, committee members and legal counsel reps. As I transitioned into the role of President, I met with each Committee Chair as well as our Legal Counsel Representatives – Blair Graham and Tara Welsh from Thompson, Dorfman, & Sweatman LLP (TDS) and Nicole Watson from MLT Aikins. I was humbled by the remarkable contributions from all those who participate in the running of PAM - many of whom are members who volunteer countless hours to contribute to the regulation of Psychology and to keep PAM moving forward as we enter a very exciting epoch.

Regulated Health Professionals Act (RHPA)

Since the last President's Report in 2020, there has been continued progress with Psychology coming under the RHPA. The PAM Legislative Review committee (Drs. Diane Hiebert-Murphy [Chair]; Sonia Marrone; Lorne Sexton; Harold Wallbridge] continues to work closely with the Legislative Review Unit, Manitoba Health, Seniors, and Active Living (HSAL) to bring Psychology under the RHPA. Although progress was stalled early during the pandemic, HSAL has been able to resume this work with PAM. Currently, the General Regulations are with the Legislative Drafter and Council is working closely with HSAL to make changes on initial feedback from drafters. The Practice Regulations is next to be reviewed by the Legislative Drafter. This legislation includes regulations for transitioning the practice of Psychology to the RHPA under the College of Psychologists as well as lists the Reserved Acts for Psychology. Once the legislative drafters have completed all of the final changes and modifications, the regulations will be approved by the Minister and then will be made available by Manitoba Regulatory Accountability for 60 days for public consultation. During this period, the draft of the regulations will be available on the Manitoba Regulatory Consultation Portal (<https://reg.gov.mb.ca/home>) for review by the public for 60 days at which time, PAM members will be notified to review the proposed regulations. After this period has concluded and any final amendments are made, then the regulations will receive Royal Assent and approval by the Cabinet.

There will be many changes to PAM when this very long process concludes and we transition to the College of Registered Psychologists of Manitoba. As developments occur with the RHPA, you will receive updates on the process. One such change that I would like to highlight is the significant expansion of continuing education under the RHPA which will become Continuing Competence Committee of which the scope will be greatly expanded based on the legislation's enhanced expectations of members and reporting on competency. I would respectfully ask that PAM members give some consideration to serving on this important committee as Council will be seeking additional volunteers over the coming months for this and other important work as we transition to forming the College.

Continued

PAM Truth and Reconciliation Commission Report Task Force

In November 2019, Council approved the formation of a task force to provide recommendations and guidance regarding the practice of psychology with Indigenous Peoples of Canada based on the calls to action of the Truth and Reconciliation Commission of Canada's Report (2015) and the Canadian Psychological Association's report titled "Psychology's Response to the Truth and Reconciliation Commission of Canada's Report" (2018).

On June 1, 2020, the first meeting of this task force was held virtually via Zoom with the following members in attendance: Dr. Sonia Marrone (Chair); Dr. Margaret Penfold; Dr. Alicia Ordóñez; Dr. Lindsay Woods; Dr. Dell Ducharme; Ms. Stephanie Sinclair; Ms. Amanda Fowler-Woods; Ms. Aleah Fontaine. The task force has met several times since that time to review the TRC Report and CPA Report in detail and further meetings will be held in 2021 to draft a report based on this work which will include recommendations for Council. Although reviewing the extensive TRC report has been challenging in terms of the volume of information but also in terms of the emotional toll this has taken on the members, the work of this task force has been made meaningful by the courageous and important contributions from members across several sectors coming from a range of clinical and professional experience and from different areas of academia and fields of practice.

It would be remiss not to again mention that this past year has been filled with uncertainty, dread, sadness, and difficult moments. The composition of Council and PAM staff has profoundly changed in a short period of time and I am aware that I stand on the shoulders of giants as I take on the role of President during a significant transition for PAM. I am delighted to serve the community in this capacity and am exceptionally grateful for the opportunity to collaborate with so many remarkable individuals.

Respectfully Submitted,

Sonia Marrone, Ph.D., C.Psych.
President, Psychological Association of Manitoba

Treasurer's Report
Andrew Lubusko, Ph.D., C.Psych.
Treasurer, Psychological Association of Manitoba

Despite the challenges of the COVID-19 pandemic, it has been a financially healthy year for PAM. We continued to operate within annual revenue. With the pandemic, office expenses (e.g., meals, meetings, travel, etc.) were lower than expected. With the departure of Dr. Slusky from the Registrar position in September 2020, the salary for the Registrar position was lower than anticipated; however, this was offset by increased work hours for the Deputy Registrar. Total legal expenses were significantly higher than expected. Whereas Legal to Inquiry and total Complaints Committee costs were lower (e.g., a pending Legal to Inquiry that did not occur), Legal to Council was higher due to some additional legal costs related to complaints and appeals.

There has been no increase to fees, and we have continued to try to keep our budget very close to expenses (despite sometimes unpredictable Inquiry expenses) to minimize collecting more fees from members than what is needed to operate effectively. That being said, our fees have not increased in several years and are lower than most everywhere else in Canada. This includes membership fees, exam fees, and application fees. Even though PAM has maintained a healthy reserve fund, there are a number of increased expenses that will be facing our organization in the near future. These include costs associated with transitioning PAM under the Regulated Health Professions Act (RHPA) (e.g., increased hours and duties for current staff and possibly hiring additional office staff); modernizing the PAM website, database upgrades, and cybersecurity; modernizing and streamlining the examination process; and PAM's Task Force on implementation of recommendations from the Truth and Reconciliation Commission of Canada (TRC) (e.g., providing continuing education and resources to the membership).

As has been established over the past few years, we continue to expect we will use savings for (a) atypical Inquiry costs and (b) special projects (currently only the RHPA Consultant; however, the plan is to begin implementation of the items noted in the previous paragraph). There is no change to this policy for 2021. We did use some money from savings this year to cover unexpected legal costs.

There are no significant changes from how we functioned financially last year. These are minor changes and discrepancies you will find in this year's statements:

- We are continuing to rent limited space and access to the College of Podiatrists of Manitoba (COPOM). This item appears under *Income* in the 2021 budget.
- *Late fees* are listed separately in the detailed statement. It is grouped together under *Membership Dues* on Financial Statement 2020 & Budget 2021.
- Continuing with the format started by the previous Treasurer, I have separated the Deputy Registrar salary as a separate line on the Financial Statement and Budget (whereas before it was grouped under Office Expenses). This was done simply to provide greater clarity and visibility to all members of significant line items. (This information always was separately listed on the detailed statement and available to all members).

Continued

- As in previous years, our bookkeeper, Grant, continues to include an entry for *Depreciation and Amortization* of computers, office equipment and leasehold improvements. Given this is a noncash item, I have listed it separate from the Budget and Financial Statement. Grant included it in his Income statement. The difference between these two formats for Total Expenses and Surplus is exactly, \$3,676.11, the amount of the depreciation and amortization.
- Legal fees are expected to be significantly higher in the coming year. Factors include an increased cost to the quarterly retainer fee paid to TDS (increased by \$5,000.00 quarterly), salary increase to the Complaints Committee Assistant (10 percent increase), costs pertaining to a highly complex complaints investigation (e.g., hiring investigators, currently allocated \$20,000.00 – with more costs anticipated). These numbers can be seen in the Financial Statement 2020 & Budget 2021.
- \$6,000.00 has been allocated for preliminary project development - \$3,000.00 each for 1) modernizing the PAM website and databases and 2) PAM's TRC Task Force.
- Next year's budget is currently forecasting a deficit of approximately \$28,000.00. Council is currently working on determining the best course of action and appropriate level of fees.

Warm Regards,

Andy Lubusko

PAM Treasurer

2020 Financial Statements

PAM Income and Expenses 2020 (as of 31-Dec-2020)

	Budget 2020	Actual 2020
INCOME		
<i>membership dues</i>	218,000.00	222,718.00
<i>membership dues late fees</i>	0.00	1,200.00
<i>exam fees</i>	3,000.00	7,740.00
<i>application fees</i>	7,000.00	9,750.00
<i>interest</i>	12,500.00	7,691.39
<i>rent from COPOM</i>	3,600.00	3,600.00
<i>misc income</i>	0.00	0.00
TOTAL INCOME	244,100.00	252,699.39
EXPENSES		
Meetings	3,500.00	500.00
PAM Dues*	3,700.00	1,969.00
Office expenses	28,000.00	21,890.36
Registrar	48,999.96	40,833.30
Deputy Registrar	32,000.00	42,672.00
Space rental	37,000.00	37,482.06
TOTAL OFFICE COSTS	145,999.96	142,877.72
Legal to Council	5,000.00	37,651.16
Legal to Inquiry	7,000.00	-
Complaints Committee Costs	69,000.00	55,833.08
TOTAL LEGAL/COMPLAINTS	81,000.00	93,484.24
Travel (ASPPB, ACPRO)	6,000.00	-
Project expenses		
TOTAL EXPENSES	240,199.96	242,507.07
Ordinary Expense		
Surplus (Deficit)	3,900.04	10,192.32

Office Expense breakdown	
<i>alarm</i>	537.60
<i>bank fees</i>	283.53
<i>bookkeeping</i>	5642.01
<i>business fees/licenses</i>	45.00
<i>cleaning</i>	945.00
<i>computer</i>	2019.19
<i>ent/meals</i>	579.50
<i>gifts</i>	1645.56
<i>insurance</i>	2869.80
<i>internet</i>	1209.00
<i>milage/parking</i>	25.85
<i>office supplies</i>	3530.39
<i>postage/courier</i>	571.98
<i>printing</i>	127.00
<i>shredding</i>	485.42
<i>telephone</i>	1373.53

Complaints Committee breakdown	
<i>asst</i>	11285.00
<i>legal</i>	42748.08
<i>honouraria</i>	1800.00

Depreciation & amortization 3,676.11

* invoice from ASPPB for \$1,220.00 was not received until Feb 2021

**Psychological Association of Manitoba
Balance Sheet**

December 31, 2020

ASSET

Current Assets

<i>Cash to be deposited</i>		-
<i>Steinbach CU</i>		86,364.13
<i>Community Reg Savings</i>		537,029.69
Accounts Receivable	1,524.00	
Total Receivable		1,524.00
Prepaid Expenses		-
Security Deposit		2,907.66
Total Current Assets		627,825.48

Capital Assets

Computer Equipment	8,292.57	
Accum. Dep'n: Computer	-5,467.16	
<u>Net - Computer</u>		2,825.41
Office Furniture & Equipment	13,836.17	
Accum. Amort. -Furn. & Equip.	-6,298.33	
<u>Net - Furniture & Equipment</u>		7,537.84
Total Capital Assets		10,363.25

Other Non-Current Assets

Leasehold Improvements	5,807.48	
Accum Amortization Leaseholds	-2,323.00	
<u>Net - Leasehold Improvements</u>		3,484.48
Total Other Non-Current Assets		3,484.48

TOTAL ASSET	641,673.21
--------------------	-------------------

LIABILITY

Current Liabilities

Accounts Payable	54,144.56
Visa payable	22.79
Total Current Liabilities	54,167.35

TOTAL LIABILITY	54,167.35
------------------------	------------------

EQUITY

Owners Equity	
Retained Earnings - Previous Year	577,313.54
Current Earnings	10,192.32
Total Owners Equity	587,505.86

TOTAL EQUITY	587,505.86
---------------------	-------------------

LIABILITIES AND EQUITY	641,673.21
-------------------------------	-------------------

PAM Financial Statement 2020 and Budget 2021

	Budget 2020	Actual 2020	Budget 2021
<u>INCOME</u>			
<i>membership dues</i>	218,000.00	223,918.00	225,000.00
<i>exam fees</i>	3,000.00	7,740.00	8,000.00
<i>application fees</i>	7,000.00	9,750.00	10,000.00
<i>interest</i>	12,500.00	7,691.39	10,000.00
<i>rent from COPOM</i>	3,600.00	3,600.00	3,600.00
<i>misc income</i>	0.00	0.00	0.00
<u>TOTAL INCOME</u>	244,100.00	252,699.39	256,600.00
<u>EXPENSES</u>			
Meetings	3,500.00	500.00	500.00
PAM Dues	3,700.00	1,969.00	3,700.00
Office expenses	28,000.00	21,890.36	25,000.00
Registrar	48,999.96	40,833.30	48,999.96
Deputy Registrar	32,000.00	42,672.00	54,600.00
Space rental/ storage	37,000.00	37,482.06	37,000.00
TOTAL OFFICE COSTS	145,999.96	142,877.72	165,599.96
Legal to Council	5,000.00	37,651.16	7,000.00
Legal to Inquiry	7,000.00	-	7,000.00
Complaints Committee Costs	69,000.00	55,833.08	95,000.00
TOTAL LEGAL/COMPLAINTS	81,000.00	93,484.24	109,000.00
Travel (ASPPB, ACPRO)	6,000.00	-	-
Project expenses	-	-	6,000.00
TOTAL EXPENSES	240,199.96	238,830.96	284,799.96
Ordinary Expense	-	-	-
Surplus (Deficit)	3,900.04	13,868.43	(28,199.96)

Depreciation & amortization

3,676.11

expected expenses from savings in 2021

additional Inquiry or Council legal expenses

RHPA consultant / possible additional office support for transition to RHPA

there may be some variability in the hours worked by the Deputy Registrar and Complaints Committee Assistant

preliminary expenses allocated for project development (e.g., \$3000 each for website and TRC Task Force)

March 26, 2021

Lay Auditor's Report

To the Members of the Psychological Association of Manitoba:

We have audited the statement of the financial position of the Psychological Association of Manitoba as of December 31, 2020 and the statements of operations and net assets for the year that ended. These financial statements are the responsibility of the Association's management. Our responsibility as lay auditors is to express an opinion on these financial statements based on our audit.

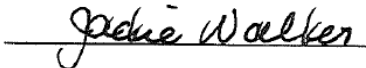
In conducting the audit, we reviewed the financial statements and the Treasurer's reports. We examined the evidence supporting the amounts and disclosures in the financial statements considering the documents on file used for bookkeeping. We also reviewed the minutes of the Council concerning issues related to the Treasurer's reports and financial decisions. In our opinion the treasurer's reports, the documentation concerning decisions, and the minutes of Council suggest a prudent use of Association funds and careful attention to financial decisions. The Council has taken measure to control expenditures while continuing to provide a high quality of service to members and the public. There is a healthy amount in reserve to cover unanticipated expenses.

The budget proposed for the 2021 year is realistic given the experience in 2020.

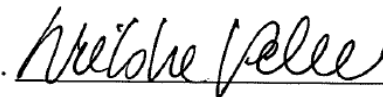
In our opinion, these financial statements present fairly the financial position of the organization as at December 31, 2020 and results of its operation, changes in net assets and cash flows for the year ending in December 31, 2020.

Sincerely,

Dr. Jackie Walker, C.Psych.



Dr. Wiebke Peschken, C.Psych.



Members
Psychological Association of Manitoba

Registration & Membership Committee Report

Lorne Sexton, C.Psych, Chair

PAM's Registration & Membership Committee for the past year consisted of Dr. Anne-Marie Brown-De Gagne, Dr. Bill Davis, Dr. James Ediger, Dr. Kent Somers, Dr. Hal Wallbridge and myself as Chair. Dr Wallbridge, as newly appointed Registrar, remains an ex-officio member. Recent additions to the Committee are Dr. Amanda Lints-Martindale, Dr. Lesley Koven, and Dr. Karen O'Brian. Ms. Lesley Phimister, Deputy Registrar, provides invaluable support to the Committee. The Registration & Membership Committee meets monthly and reviews new applications as well as requests from existing PAM Members to expand areas of competency.

Respectfully Submitted,
Lorne Sexton, C.Psych
Chair, Registration & Membership Committee

Registrations 2020-2021 Membership Year

In Memoriam	C.Psych.	C.Psych.	C.Psych (Cand.)
Geraldine Brousseau (2020)	Judy Kienas	Janice Hansen	Sarah Germain
Jim Nickels (2021)	Chad Graves	Karis Callaway	Morena Miljkovic
Resignations/Retirement	Heather Finnegan	Cheung, Kristene	Julia Riddell
Craig Turner	Michelle Conan		Robert Santos
Matthew Keough	David Willoughby		Joanna Bhaskaran
Linda Trigg	Hayley Chartrand		Kevin Barber
Life Members	Kathryn Sexton		Katie O'Connell
Eric Ellis	Heather Simister		Susan Doyle
Rosemary McVicar	Pamela Black		Karli Pedreira
Christine Sexton	Kristin Reynolds		Seint Kokokyi
Psychological Associate Candidate	Ross McCallum		Tara Conway
Marissa Costa	Caelin White		Sarah Rigby
Jessa Hogarth	Lindsay Arnal-Wishnowski		Emily Cameron
Psychological Associate (IP)	Melissa Chalmers		Brenlee Cantor
Darcy Cantin	Carmen Bodkyn		Nicole Haverstock
Colleen Bakker	Maia Kredentser		Karen Ott VandeKamp
Caleb Meller	Rene Hiebert		Alyssa Altomare
	Megan Hebert		Damien Dowd
	Dale Dirkse		

Publications Committee Report

Dr. Donna E. Chubaty, Chair

As Chair of the Publications Committee, I would like to express my appreciation to Ms. Lesley Phimister (Deputy Registrar) for her ongoing hard work in the production of Manitoba Psychologist. I would also like to thank Dr. Alan Slusky for his multiple contributions to the content during his tenure as Registrar. In that regard, I welcome our new Registrar, Dr. Hal Wallbridge, to the Publications Committee. Since the last AGM, we have published two issues of Manitoba Psychologist. In addition to last year's AGM reports, topics have included practice issues during COVID-19 as well as use of social media. The next issue of Manitoba Psychologist is anticipated to include annual reports from the current AGM. The purpose of the newsletter is to provide information about regulatory issues both for the psychological community and the wider public, consistent with PAM's central responsibility to protect the public. Content will continue to focus on membership, standards, ethical issues, complaints, continuing education, and other regulation-related matters. Issues are e-mailed to members and selected non-members, with current and back issues available on the PAM website. Anyone with feedback and/or suggestions is more than welcome to contact me.

Respectfully Submitted,

Dr. Donna E. Chubaty
Chair, Publications Committee

Examinations Committee Report

Kelly Penner Hutton, Ph.D., C.Psych.

Thank-you to Dr. Maxine Holmqvist for her work as Chair of the Examinations Committee over the past two years. 2020 a busy year for the examinations committee with 19 Oral Examinations and 5 Oral Interviews being held during this challenging time (double the amount for the previous year). 75% of the Oral Examinations were conducted virtually and a number of new processes had to be established to facilitate this change.

Joint discussions with the Registration and Membership Committee regarding potential modifications to the exam processes were suspended due to the pandemic but are expected to resume in the future.

Thank-you to everyone who volunteered to serve on an Oral Examination committee this past year and to candidates for their patience. In addition, thank-you for your flexibility and willingness to use a new virtual medium for conducting examinations. Many psychologists served on more than one committee or chaired a committee. Your dedication and contribution to our profession are much appreciated.

With the number of examinations increasing, we are in need of more volunteers (specializations are especially under-represented in our pool of volunteers). If you are interested in serving on an examination committee please contact Lesley Phimister, Deputy Registrar for more information.

Sincerely,

Kelly Penner Hutton, Ph.D., C.Psych.
Examinations Committee (Chair)

Standards Committee Report

Hal Wallbridge, Ph.D., C. Psych. - (Chair)

A central task of the P.A.M. Standards Committee is looking into situations where a person who is not a Registered Psychologist in Manitoba appears to have contravened C.C.S.M. c. P190 (The Psychologists Registration Act (Manitoba)), which states that the professional designation "C. Psych." may only be used in Manitoba by persons duly Registered with the Psychological Association of Manitoba. The Act provides that it is an offense for any person not registered under the Act to refer to him/herself as a Psychologist or to describe the services he/she provides using the words "psychological", "psychologist" or "psychology." The approach taken by Standards is normally educational when such situations arise, and that has been the case again this year.

This report summarizes the activities of the Standards Committee over 2019 and 2020 (the report was not submitted last year after to the AGM was cancelled due to the COVID-19 pandemic). The following issues have been addressed by the Standards Committee:

1. A person in another health care profession was offering workshops titled "The Psychology of Eating". This individual was advised that a small adjustment in the title of this workshop would avoid any perception that the workshop was being provided by someone who was a psychologist.
2. A company offering services in athletic coaching described a service as "Sports Psychology". They were advised that the use of the term "Psychology" is restricted when this could be perceived as a service delivered by someone with expertise in professional psychology.
3. An individual with a PhD in experimental psychology was employed as a psychometrist under the supervision of a psychiatrist. The individual identified themselves as a "Psychological Consultant". The individual was advised providing a psychological service without being registered with PAM or being supervised by a registered psychologist was a violation of the Psychologist Registration Act.
4. A medical clinic advertised providing a Sports Medicine service that included "sports psychology" as an element. They were advised that the use of the term "psychology" is controlled under the Psychologist Registration Act.

I wish to thank those persons who have brought these matters to our attention and for the contribution they have made to maintaining professional standards that protect the public.

Hal Wallbridge, Ph.D., C. Psych. - (Chair)
Standards Committee

Standards Committee

Hal Wallbridge, Ph.D., C. Psych. - (Chair)

Continuing Education Sub-Committee of Standards

Jane Bow, Ph.D., C.Psych.

Don Stewart, Ph.D., C.Psych. (Chair)

Jurisprudence Examination Sub-committee of Standards

Hal Wallbridge, Ph.D., C.Psych. (Chair)

Lesley Graff, Ph.D., C.Psych.

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

Complaints Committee Report for the Year 2020

Steven Feldgaier, Ph.D., C. Psych.

Chair, Complaints Committee

Purpose of the Committee: One of the major functions of PAM is to respond to complaints from the public. The Committee's response is regulated by our By-law #1, which seeks a process that is fair to both the person with a complaint, and the psychologist who responds. During its deliberations the Committee then relies on the same documents that our members use in their work: PAM's Code of Conduct and the Practice Guidelines for Providers of Psychological Services along with the Canadian Code of Ethics for Psychologists amongst others when needed.

Nature of Complaints: In 2020, the Committee received 13 new complaints involving a range of issues including professional conduct, consent, professional relationships, representation to the public, confidentiality, fees/billings, office practices, supervision, and assessment procedures amongst others. In addition to these 13 new cases, 12 cases were also carried over from the previous year with many of the same issues.

Membership: As I have noted in previous reports, we continue to be very fortunate in having dedicated Committee members who have now served with us for a number of years and have brought thoughtful reflection, expert guidance, and much experience to our deliberations. Our 3 members representing the public remain: Dr. Neil Arnason, Mr. Glenn Matsumoto, and Ms. Val Stanowski. Their broad range of perspectives and years of experience serving on the Committee have been much appreciated by us all. The psychologists on the Committee continue to be: Drs. Lois Edmund, Adrienne Leslie-Toogood, Linda Rhodes and Lesley Ritchie. The psychologists on the Committee not only provide a broad range of expertise but their experience working in various settings and with differing client groups have served the Committee well as we continue to address increasingly complex cases. Ms. Monika Allan has also continued as a member in her capacity as a Psychological Associate and she has very ably brought this much-needed perspective to our Committee as well. Beyond the expertise and thoughtfulness that all Committee members bring to their responsibilities, I wish to also highlight the increasing amount of time that Committee members must devote to the effective operation of the Committee. In addition to the monthly meetings which typically last between two and three hours, each Committee member devotes countless hours each month in reviewing documents, consulting our various guidelines noted above, and preparing for in-depth discussions and deliberations on each case before us.

Assistance to the Committee: At various times, other members of PAM agree to serve in a variety of important roles as Investigators, Expert Opinions, and Remediation Supervisors. The Committee would like to acknowledge and thank Dr. Lesley Enns for her continued assistance once again during this past year in providing remediation supervision to a PAM member. The Committee wishes to also express its gratitude to Drs. Hal Wallbridge, Jennifer Laforce, Daryl Gill and Pamela Holens for agreeing to serve as investigators during this year. The role of an investigator is critical to the functioning of our Committee as investigators are called upon to devote much time and effort into delving more deeply into the complexities of a case and then providing the Committee with much needed information and insight into the issues at hand. We rely on the willingness of those who provide ongoing assistance when called upon and we greatly appreciate their support. Our Committee requests that PAM members consider our Committee's requests to serve in these roles when opportunities arise. Your willingness to offer assistance would be much appreciated by the Committee and, in many instances, the work of the Committee could not be effectively and efficiently completed without this additional support.

Continued

As I noted in my report last year, the Committee would also not function as effectively as it does if it wasn't for the superb assistance of Ms. Doreen Phimister, Complaints Committee Assistant. That is even more evident this year as the number of cases has continued to rise, their complexity has increased, and the overall amount of work for the Committee has also expanded. Doreen keeps us well organized, on track, and looks after the ongoing operations of the Committee exceptionally well. The Committee very much appreciates all of her hard work on our behalf. Doreen has continued in this position for a number of years now and her vast experience and broad knowledge has served our Committee very well. As I would also note again this year, my role as Chair has been made much easier as Doreen continues to be invaluable to me in keeping things organized and moving forward.

As we have done in previous years, the Committee wishes to once again express its immense gratitude to Mr. Blair Graham, our legal counsel. His legal acumen, years of experience providing guidance to the Committee, and his very supportive nature has been very much appreciated by the Committee. As cases have become increasingly complex Blair is literally called upon at every meeting to provide us with a legal opinion on one matter or another. In addition, he has also very ably carried out his role in serving as a much-needed liaison between the Committee and legal counsel representing other parties in many of our cases. On a personal note, Blair has also made my job as Chair easier as well. I have had the opportunity to learn much from him and his input is always wise and most helpful. Blair has indicated his intent to retire from the Committee midway through 2021. I will await next year's report to have more to say on this and will provide him with a proper send off at that time. During the 2020 year, the Committee was also very pleased to welcome Ms. Terra Welsh who will serve as the Committee's new legal counsel. Terra has joined us for the past few meetings and is becoming increasingly acquainted with the work that we do. We are looking forward to her increasing involvement in the coming year.

Finally, the Committee would like to extend our gratitude to Dr. Alan Slusky, PAM Registrar during the 2020 year, as well as PAM Council for its ongoing support of the Committee's important work. The Committee also wishes to extend its appreciation to Ms. Lesley Phimister, PAM Deputy Registrar, for her assistance as well. The Committee looks forward to working with Dr. Hal Wallbridge, the new Registrar, during the coming years.

Continued

Number of Complaints: The chart below indicates that the number of new complaints in 2020 was higher than in the previous few years.

Complaint Statistics 2016 – 2020

	2020	2019	2018	2017	2016
Number of Complaints Reviewed	25	20	13	15	18
Carried Forward (from previous year)	12	10	7	10	7
New Complaints	13	10	6	5	11
Outcome of Committee Review					
Closed	11	8	3	8	8
Carried Forward (to next year)	14	12	10	7	10
Appeals	2	2	1		2

In 2020 the Committee closed 11 cases with cases taking, on average, just over 14 months from opening until closure. However, the range overall remains quite broad going from a low of 3 months to, at the higher end, a case that continued for 69 months. On a positive note, however, 7 of the 11 cases were closed in less than one year. While the Committee continues to work diligently to close cases in a timely fashion, in a number of instances cases can take extended periods of time due to the need for both an Investigator and also extensive legal involvement. While the Committee continues to examine ways in which to move things along more quickly, speed can never be a substitute for us doing a thorough and comprehensive investigation and undertaking careful and thoughtful deliberations which lead to a fair and appropriate disposition of each case.

Outcome of Complaints: Many complaints are dismissed as the Committee's deliberations frequently conclude that no professional misconduct, ethical breach, or other possible violation has been sufficiently demonstrated. For example, none of the 11 complaints that were closed in 2020 resulted in charges being drafted. However, in one case, the member agreed to a Censure and in several others the Committee (while dismissing the complaint), provided the member with further direction in strengthening their professional practice in order to avoid further potential complaints. One case also resulted in the Committee accepting the voluntary surrender of a member's registration following an interim suspension and subsequent conviction on criminal charges. Other outcomes can include a Caution, or an agreement for additional education, or further training. While the Committee recognizes its critical role in protecting the public and when necessary, utilizing the various sanctions available to it, the Committee also sees its role as one in which it can provide members with education, information, and suggestions for strengthening their practice.

Online Resources: PAM's website has information to help both our members, and the person who is making a complaint. There is a form for making a complaint, and for making an appeal of the Committee's decision. In addition, members can access PAM's Code of Conduct, Practice Guidelines, the Canadian Code of Ethics for Psychologists amongst other information that can be found throughout the PAM website and in its newsletter. The Committee would also encourage members to consult with colleagues on matters of concern.

Sincerely,

Steven Feldgaier, Ph.D., C. Psych.
Chair, Complaints Committee

Inquiry Committee Report

James H. Newton, Ph.D., C. Psych. Chair

As I have reported previously, the task of the Inquiry Committee is to serve as a three (3) person panel in those instances in which the Complaints Committee recommends charges be laid against a member and that a hearing be held.

During the current reporting period no hearing panels were convened.

The Committee currently has one (1) unfilled position and is seeking an additional psychologist member to complete its compliment of lay person and psychologist members.

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 when asked to do so. On behalf of the Association, I thank each of them for their ongoing and valuable contribution of time, commitment and expertise.

Respectfully submitted,

James H. Newton, Ph.D., C. Psych. Chair

Inquiry Committee