

The Psychological Association of Manitoba

2021 Annual Report



- 2021 Annual General Meeting Minutes
- President's Report
- Treasurer's Report
- 2021 Financial Statements and Budget
- Lay Auditor's Report
- Registration & Membership Committee Report
- Publications Committee Report
- Examinations Committee Report
- Complaint Committee Report
- Inquiry Committee Report

**PSYCHOLOGICAL ASSOCIATION OF
MANITOBA Virtual Annual General
Meeting of the Membership
April 29, 2021 by Zoom Conference**

Present: Sonia Marrone (Chair), Valerie Holms (recorder), Lorne Sexton, Connie Boutet, Diane Hiebert-Murphy, Andy Lubusko, Kerri Walters, Hal Wallbridge (Registrar), Lesley Phimister (Deputy Registrar) and 49 members

The meeting was called to order at 7:05 p.m.

1. Opening Remarks & Approval of Agenda

Dr. Marrone began by thanking Lesley Phimister for all her work in preparing our virtual AGM.

MOTION (Dr. Michael Stambrook/ Dr. Pam Holens) that the proposed agenda be accepted. CARRIED. Voting conducted using Zoom Poll: 98% in favour

2. President's Report:

Dr. Marrone summarized her report, stating that she believed herself to be “standing on the shoulders of giants” in her new position as President. She talked about the many changes in PAM as well as in the world around us this past year. She personally thanked Dr. John Arnett and Dr. Alan Slusky for their significant contributions to PAM and welcomed Dr. Hal Wallbridge as our new Registrar.

Dr. Marrone mentioned that the work with the RHPA has been continuing with Dr. Wallbridge working with contacts in the Department of Health. She stated that once we come under the RHPA there will be significant changes. PAM will need volunteers to participate in the expansion of our organization.

Dr. Marrone thanked the Truth and Reconciliation Task Force members. She talked about the work being emotional, thoughtful, challenging and courageous. She invited other interested people to reach out and join the task force as they are still looking for members.

MOTION (Dr. Lisa Schwartzman/Dr. Trish Furer) to receive the President's Report. CARRIED. Voting conducted using Zoom Poll: 96% in favour.

3. Recognition of Dr. Alan Slusky and presentation of award (Dr. Hal Wallbridge)

4. 2020 Treasurer's Report & Presentation of 2021 Budget Auditor's Report

Dr. Lubusko presented the 2021 the budget is based on a twelve-month period ending December 31, 2021

He responded to the question, "do we have a policy regarding how much to hold in reserve?" with the response that we hold up to two years of yearly income in the reserve and we will most likely keep about 1 ½ years of income in reserve, on average, in the future.

MOTION (Dr. Michael Stambrook/Dr. Lorraine DeWeile) that the Auditor's, Treasurer's Report and 2021 budget for the year ending December 31, 2020 be received. CARRIED. Voting conducted using Zoom Poll: 96% in favour.

5. Registration & Membership Committee

Dr. Sexton introduced the members of the committee. He also recognized members of our association who have passed on in the last two years.

MOTION (Dr. Alan Slusky/Dr. Lesley Graff) to receive the report of the Registration and Membership Committee. CARRIED. Voting conducted using Zoom Poll: 96% in favour.

6. Recognition of Dr. John Arnett and presentation of award (Dr. Lorne Sexton)

7. Committee Reports

The following reports (prepared by the committee chairs, in parentheses) were distributed to members prior to the meeting for review: *Complaints (Dr. D. Feldgaier), Inquiry (Dr. J. Newton), Standards (Dr. H. Wallbridge), Publications (Dr. D. Chubaty), and Examinations (Dr. Kelly Penner Hutton).*

Members were given the opportunity to provide comments, corrections, and further discussion on these reports. Dr. Marrone acknowledged the commitment of committee chairs and members, recognizing all of the time they've spent volunteering for our profession.

MOTION (Dr. Lisa Schwartzman/Dr. Andy Lubusko) to receive the reports of the Complaints, Inquiry, Publications, Examinations, and Standards. CARRIED.
Voting conducted using Zoom Poll: 94% in favour.

8. Council Elections and Recognition of Drs. Diane Hiebert-Murphy, Connie Boutet and Valerie Holms

Dr. Marrone thanked the three members who stepped down from Council. Dr. Wallbridge introduced the three new members of Council, Dr. Kent Somers, Dr. Anne-Marie Brown-DeGagne and Dr. Kirsten Wirth.

9. Adjournment

A MOTION (Dr. Alan Slusky/Dr. Lesley Graff) was made to conclude the business portion of the meeting, at 8:03 PM. CARRIED

President's Report

Sonia Marrone, C.Psych, PAM Council President

I am pleased to provide a report to members regarding the progress of PAM over the past year. As for many of us, 2020 was a year of unprecedented change and uncertainty. While 2021 was also a year filled with much uncertainty and challenges, we had a bit of experience under the new conditions and could start to find some solid ground despite the shifting conditions of the pandemic. In that same vein, PAM has been able to forge ahead over the past year despite the formidable changes that defined the previous year.

I am pleased to report that the PAM office will be moving to a new location in June 2022 to 1661 Portage Avenue. Taking into consideration the growth of the organization and the need for an accessible, secure and professional office, we were pleased to be able to obtain space in this building which has ample parking for committee meetings, a much larger board room space to accommodate meetings of all sizes as well as 24-hour on-site security.

Regulated Health Professionals Act (RHPA)

As I write another update on the progress of the RHPA, I find myself anticipating the responses of members who have read about these updates for decades. Many past PAM Presidents have provided members updates on this important hallmark work. I write to you with the sincere belief that this is likely to be one of the last updates on progress and that next year's President's report will look quite different. As Dr. Wallbridge has explained in his report, over the past three months, PAM has worked closely with the Manitoba Legislative Review Unit and Manitoba Health, Seniors, and Active Living (HSAL) to bring Psychology under the RHPA with meetings occurring monthly and sometimes weekly to amend the draft regulations. Dr. Wallbridge has been a key contributor to this work as well as the PAM Legislative Review committee (Drs. Sonia Marrone [Chair]; Diane Hiebert-Murphy; Lorne Sexton; Kerri Walters; Harold Wallbridge).

It is important to communicate to members that there are multiple perspectives that must be considered when drafting legislation such as the perspectives of the government, the regulator as subject matter experts on the profession itself and the public at large. It is these three perspectives that have shaped and influenced the various drafts of the regulations. In some cases, the regulations were modified to reflect the broader needs of Manitobans even though it did not meet the standards that PAM would ideally want to see reflected in these regulations. For example, the title of Psychologist will be used for both master's level and Ph.D. prepared applicants with the distinction of Registered Psychologist and Registered Associate Psychologist to reflect to the public the difference between the membership categories and level of education.

The government staff from the HSAL Legislative Unit have diligently engaged PAM in reviewing the draft legislation which have included both the General Regulations and Practice Regulations. Currently, the draft regulations are with legislative drafters who review the current draft, identify any questions or concerns and may send it back to HSAL for further consultation with PAM to resolve or amend the draft

further. Depending on the depth and significance of the questions, this process can happen several times. I have been impressed with the level of consultation and collaboration with HSAL on the final stages of the draft regulations with much shorter duration between drafts with increasingly minor or simple questions or changes coming back from the drafters – a sign that we are getting closer to a draft that can be released for public consultation. 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. We will continue to provide updates to PAM members as the situation progresses.

Need for Volunteers

The need for more members to consider volunteering has never been greater particularly as we move closer to transitioning to the College of Registered Psychologists of Manitoba. As such, Council has been pondering ways to engage all PAM members to consider volunteering with PAM. The opportunities for earning CE credits, connecting with colleagues, or learning more about self-regulation has never been greater and will increase under the RHPA with the formation of the **Continuing Competence Committee**. Time commitments range from a couple of hours per year to a monthly commitment by serving on a committee. The Publication committee has also been including a volunteer spotlight in each issue to express gratitude for their work, but also to help provide information to members who might be interested in volunteering but may have questions about what is involved. We hope to be able to organize additional opportunities to reach out to members who might be interested in volunteering. If you are interested in volunteering or have questions, please contact feel free to contact me directly at dr.sonia.marrone@gmail.com or contact Dr. Hal Wallbridge at registrarcpmb@gmail.com.

The life force of self-regulation is the many members, staff and consultants who run things from behind the scenes. I would like to take this opportunity to express my sincere gratitude and appreciation for the remarkable efforts of PAM staff, Council, committee members and legal counsel reps. Of note, Dr. Hal Wallbridge, Registrar and Ms. Lesley Phimister, Deputy Registrar have done a remarkable job of collaborating to ensure that the PAM office runs smoothly and attending to the daily volume of calls and emails from the public, applicants, members, and volunteers.

I would like to thank each Committee Chair as well as our Legal Counsel Representatives – Terra Welsh from Thompson, Dorfman, & Sweatman LLP (TDS) and Nicole Watson from MLT Aikins. In December 2021, PAM Complaints Council said farewell to Blair Graham from Thompson, Dorfman, & Sweatman LLP (TDS) who is retiring from a very successful career in law. Blair has been legal counsel to the Complaints committee for more than 20 years. The Complaints Council bid him farewell at a small gathering which was a precious gift given the inability to gather for much of the past two years. Thank you to Blair for many years of legal counsel and such a strong dedication to the regulation of psychology in Manitoba.

Treasurer's Report

Andrew Lubusko, Ph.D., C.Psych.

As has been the case for several years now, PAM continues to be in a relatively strong financial position. We continue to have a reasonably healthy reserve fund, and Council has continued to work hard to ensure that we operate within annual revenue. That being said, our annual total income is relatively low in comparison to our operational costs, and there are a number of increased operational expenses facing PAM in the coming years. As a result, Council made the decision to increase fees in order to maintain a balanced budget and a healthy reserve fund. As noted in last year's Treasurer's Report, PAM fees (application, membership and exam fees) have not increased in several years and have been lower than most everywhere else in Canada.

While our income has been relatively stable, our operational costs have begun to increase. Although there were some savings the past two years associated with the COVID-19 pandemic (e.g., decreased operational costs related to in-person meetings and travel), these will disappear as health mandates and restrictions are eased and things gradually begin to return to normal. Other operational costs have gradually increased over time and have included the hiring of a new Registrar, Dr. Hal Wallbridge, in January 2021; increased hours, duties, and salary for our Deputy Registrar, Ms. Lesley Phimister; the ongoing work of preparing to move Psychology under the new Regulated Health Professions Act (RHPA), which will likely involve additional costs in terms of possibly hiring additional office staff, updating PAM's policies and regulations, website, database, and cybersecurity; developing 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); and moving the PAM office to a new location (1661 Portage Ave) with more office space and improved security.

In addition to these upcoming operational costs, PAM has also faced some significant financial costs related to legal and complaints-related matters (i.e., additional legal counsel related to an appeal, hiring investigators to assist in a complex complaint, a potential inquiry, etc.). These costs were somewhat greater than anticipated. While technically, these costs are outside of regular operational expenses (i.e., special projects, the costs of which are paid from the reserve fund as opposed to the annual operating budget), the fact is that our general revenue no longer meets our operational expenses. Even without these recent legal/complaints costs, we have been relatively stagnant in terms of our revenue, and gradually increasing operational costs are beginning to cut into our reserve fund savings. Over the past few years, total income has increased from \$234,000 (2018, 4%) to \$241,000 (2019, 3%), \$253,000 (2020, 5%), and \$259,000 (2021, 2%), which is about 3.5 percent on average. There is also some decreased revenue from PAM having adopted a more flexible approach in refunding membership fees when people change registration categories partway through the year. This past year, due to legal and complaints related costs, we had anticipated a deficit of approximately \$25,000. The actual number was around \$70,000.

Meanwhile, our total expenses (including fluctuating legal/complaints costs) have increased from \$210,000 (2018, 4%) to \$184,000 (2019, -12%), \$243,000 (2020, 32%), and \$327,000 (2021, 35%), which is around 14.8 percent on average. Even without legal/complaints costs, there has been an

increase in operational/office costs: \$149,000 (2018, 10%), \$149,000 (2019, 0%), \$187,000 (2020, 26%), and \$199,000 (2021, 6%), which is about 7.2 percent on average, which is an underestimate as it does not take into account some necessary legal/complaints operational costs. In other words, there has been a gradual increase in operational costs that exceeds our revenue, and, as noted, these operational costs are expected to increase even more in the coming years.

As noted in the financial summaries and in the email from the Registrar in February 2022, the annual fee for full members has remained the same since 2015, and it has fluctuated in the past due to operational needs. For example, it was \$950 in 2014 and \$985 from 2011 to 2013. Annual fees across the country range from \$1200 (BC) to \$655 (PEI). PAM's new fee is slightly higher than the national average (\$881, excluding Quebec) but the same as Saskatchewan, which is a comparable province. If our financial situation improves and the savings/reserve fund begins to exceed 200% of our annual budget, Council would again consider a reduction in fees. As noted, the projected increased revenue from this fee increase will also not be sufficient to fully address our current deficit, which we expect will take two to three years to resolve (if there are no other major unforeseen expenses). This is summarized in the Financial Statement and Budget, which includes estimated projections for 2023 and 2024. As noted, for the time being, the plan is to have a Reserve Fund Contribution (e.g., 4 percent) as a regular operational expense.

In addition, as noted in the Registrar's statement, the proportional increase for Psychologist and Psychological Associate (Independent Practice) Candidates is larger. To soften the impact of this increase, we are implementing it in two phases: \$500 for next year and \$750 for the following year. This fee has been out of step with the rest of the country, where the annual candidate fee is typically the same as the regular fee (5 provinces). Council has decided to continue to be a province that charges a lower candidacy fee than the regular fee. There will also be an increase in the various fees associated with the application process. When calculating the typical total cost from initial candidacy to final registration, however, Manitoba remains comparable to other Canadian provinces: \$2,950 versus the Canadian average of \$2,800 (ranging from \$4,325 for BC to \$2,000 for Newfoundland).

As has been established over the past few years, we continue to expect we will use savings (i.e., our reserve fund) to cover the cost of unexpected matters (i.e., atypical legal, complaints, and inquiry related matters) and for special projects such as the transition to the RHPA, the TRC, etc.

Apart from the increase in fees, there are no significant changes from how we functioned financially in previous years. 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 2022-2024 budget.
- *Late fees* are listed separately in the detailed statement. It is grouped together under *Membership Dues* on Financial Statement 2021 & Budget 2022-2024.
- As done previously, the salaries for the Registrar and Deputy Registrar are listed as separate lines on the Financial Statement and Budget (as opposed to being 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).

- 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, it is listed 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, \$3,97.79, the amount of the depreciation and amortization.
- Legal fees are expected to again be high in the coming year. As noted last year, factors included an increased cost to the quarterly retainer fee paid to TDS, salary increase to the Complaints Committee Assistant, increased honoraria paid to Complaints Committee members, and costs pertaining to a highly complex complaints investigation (e.g., hiring investigators, with around \$55,000 allocated in 2021, with some additional costs/invoices anticipated). These numbers can be seen in the Financial Statement 2021 & Budget 2022-2024.
- \$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. The money had been allocated in 2021, but was deferred.

Warm Regards,

Andy Lubusko

PAM Treasurer

PAM Financial Statement 2021 and Budget 2022-2024

	Budget 2021	Actual 2021	Budget 2022	Budget 2023	Budget 2024
<u>INCOME</u>					
<i>membership dues</i>	225,000.00	231,596.00	277,800.00	287,700.00	296,750.00
<i>exam fees</i>	8,000.00	7,004.00	16,600.00	16,600.00	16,600.00
<i>application fees</i>	10,000.00	11,633.00	16,000.00	16,000.00	16,000.00
<i>interest</i>	10,000.00	5,379.40	4,000.00	4,000.00	4,000.00
<i>rent from COPOM</i>	3,600.00	3,600.00	3,600.00	3,600.00	3,600.00
<i>misc income</i>	0.00	137.90	0.00	0.00	0.00
<u>TOTAL INCOME</u>	256,600.00	259,350.30	318,000.00	327,900.00	336,950.00
<u>EXPENSES</u>					
Meetings	500.00	-	3,500.00	3,750.00	4,000.00
PAM Dues	3,700.00	3,547.01	3,700.00	3,700.00	3,700.00
Office expenses	25,000.00	20,660.04	36,000.00	25,000.00	28,000.00
Registrar	48,999.96	48,999.96	50,000.00	50,000.00	50,000.00
Deputy Registrar	54,600.00	65,856.00	69,000.00	69,000.00	72,000.00
Space rental/ storage	37,000.00	37,106.01	38,000.00	50,000.00	50,000.00
TOTAL OFFICE COSTS	165,599.96	176,169.02	193,000.00	194,000.00	200,000.00
Legal to Council	7,000.00	22,798.60	22,000.00	22,000.00	22,000.00
Legal to Inquiry	7,000.00	-			
Complaints Committee Costs	95,000.00	128,262.63	80,535.35	80,535.35	80,535.35
TOTAL LEGAL/COMPLAINTS	109,000.00	151,061.23	102,535.35	102,535.35	102,535.35
Travel (ASPPB, ACPRO)	-	-	5,000.00	5,000.00	5,000.00
Project expenses	6,000.00	-	6,000.00	6,000.00	6,000.00
Reserve Fund	-	-	12,720.00	13,116.00	13,478.00
Contribution (4%)					
TOTAL EXPENSES	284,799.96	327,230.25	326,455.35	328,101.35	334,713.35
Ordinary Expense					
Surplus (Deficit)	(28,199.96)	(67,879.95)	(8,455.35)	(201.35)	2,236.65
Depreciation & amortization		3,397.79	3,397.79	3,397.79	3,397.79

* moving costs to new office in 2022

* office/travel costs are based on pre-pandemic levels (i.e., costs associated with travel and in person meetings)

* additional Inquiry or Council legal expenses associated with ongoing and complex complaints

* project expenses - allocated for project development (e.g., \$3000 each for website and TRC Task Force); deferred in 2021

* the plan is to keep our savings/reserve fund at approximately 200% of our annual budget in order to handle unexpected expenses

* there may be additional costs associated with the transition to RHPA (e.g., additional office support)

**Psychological Association of Manitoba
Balance Sheet**

December 31, 2021

ASSET

Current Assets

<i>Cash to be deposited</i>		-
<i>Steinbach CU</i>		76,015.91
<i>Community Reg Savings</i>		460,881.03
Accounts Receivable	1,633.00	
Total Receivable		1,633.00
Prepaid Expenses		-
Security Deposit		2,907.66
Total Current Assets		541,437.60

Capital Assets

Computer Equipment	9,832.05	
Accum. Dep'n: Computer	-6,776.63	
<u>Net - Computer</u>		3,055.42
Office Furniture & Equipment	13,836.17	
Accum. Amort. -Furn. & Equip.	-7,805.90	
<u>Net - Furniture & Equipment</u>		6,030.27
Total Capital Assets		9,085.69

Other Non-Current Assets

Leasehold Improvements	5,807.48	
Accum Amortization Leaseholds	-2,903.75	
<u>Net - Leasehold Improvements</u>		2,903.73
Total Other Non-Current Assets		2,903.73

TOTAL ASSET	553,427.02
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LIABILITY

Current Liabilities

Accounts Payable	36,664.46
Visa payable	534.44
Total Current Liabilities	37,198.90

TOTAL LIABILITY	37,198.90
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EQUITY

Owners Equity	
Retained Earnings - Previous Year	587,505.86
Current Earnings	- 71,277.74
Total Owners Equity	516,228.12

TOTAL EQUITY	516,228.12
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LIABILITIES AND EQUITY	553,427.02
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PAM Income and Expenses 2021 (as of 31-Dec-2021)

	Budget 2021	Actual 2021		
<u>INCOME</u>				
<i>membership dues</i>	225,000.00	230,396.00		
<i>membership dues late fees</i>	0.00	1,200.00		
<i>exam fees</i>	8,000.00	7,004.00		
<i>application fees</i>	10,000.00	11,633.00		
<i>interest</i>	10,000.00	5,379.40		
<i>rent from COPOM</i>	3,600.00	3,600.00		
<i>misc income</i>	0.00	137.90		
<u>TOTAL INCOME</u>	256,600.00	259,350.30		
<u>EXPENSES</u>				
Meetings	500.00	-		
PAM Dues	3,700.00	3,547.01		
Office expenses	25,000.00	20,660.04		
Registrar	48,999.96	48,999.96		
Deputy Registrar	54,600.00	65,856.00		
Space rental	37,000.00	37,106.01		
TOTAL OFFICE COSTS	165,599.96	176,169.02		
Legal to Council	7,000.00	22,798.60		
Legal to Inquiry	7,000.00	-		
Complaints Committee Costs	95,000.00	128,262.63		
TOTAL LEGAL/COMPLAINTS*	109,000.00	151,061.23		
Travel (ASPPB, ACPRO)	-	-		
Project expenses**	6,000.00	-		
Reserve Fund Contribution (4%***)	-	-		
TOTAL EXPENSES	284,799.96	327,230.25		
Ordinary Expense				
Surplus (Deficit)****	(28,199.96)	(67,879.95)	Depreciation & amortization	3,397.79

Office Expense breakdown

<i>advertising</i>	236.44
<i>alarm</i>	268.80
<i>bank fees</i>	474.15
<i>bookkeeping</i>	5110.05
<i>business fees/licenses</i>	383.16
<i>cleaning</i>	945.00
<i>computer</i>	5021.61
<i>ent/meals</i>	515.92
<i>gifts</i>	329.82
<i>insurance</i>	2955.64
<i>internet</i>	1209.00
<i>milage/parking</i>	30.55
<i>office supplies</i>	1016.26
<i>postage/courier</i>	265.26
<i>printing</i>	300.00
<i>shredding</i>	281.92
<i>telephone</i>	1316.46

Complaints Committee breakdown

<i>asst</i>	13734.35
<i>legal</i>	57308.28
<i>honouraria</i>	1980.00
<i>investigations/hearings</i>	55240.00

* additional Inquiry or Council legal expenses are expected due to ongoing complex complaints
 ** \$6,000 allocated for website/database development and TRC Task Force (\$3,000 each). This was deferred till next year.
 *** The plan is keep our savings (Reserve Fund) at approximately 200% of our annual budget to handle unexpected expenses (i.e., complaints/inquiry and special projects)
 **** The total deficit is \$71,277.74 when including depreciation and amortization (i.e., \$67,879.95 + \$3,397.79))

March 11, 2022

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, 2021 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. The recent decision to increase membership dues is prudent considering the large 2021 deficit and is necessary to maintain a healthy reserve fund to cover unanticipated expenses.

The budget proposed for the 2022 year is realistic given the 2021 deficit.

In our opinion, these financial statements present fairly the financial position of the organization as at December 31, 2021 and results of its operation, changes in net assets and cash flows for the year ending in December 31, 2021.

Sincerely,

Dr. Jackie Walker, C.Psych.

Jackie Walker

Dr. Wiebke Peschken, C.Psych.

Wiebke Peschke

Members
Psychological Association of Manitoba

Registration & Membership Committee Report

Kent Somers, C.Psych, Chair

The PAM Registration & Membership Committee meets monthly to review candidate, associate candidate, temporary, reciprocity and oral exam applications, competency change requests, oral exam outcomes and determining any conditions, exam and candidacy extension requests, supervision plans, and registration queries from potential applicants.

This past year the Committee provided assistance with the creation and updating of the following applications and guidelines: inactive and resignation forms, reciprocity application, record of supervision hours, new candidate application and revised oral exam application.

I would like to thank my committee, Drs: James Ediger, Lesley Koven, Amanda Lints-Martindale, Darren Neufeld, Karen O'Brien and Hal Wallbridge (ex-officio) who provide their time and thoughtful consideration to the often-complex task of overseeing a psychology registration program. I would also like to thank Lesley Phimister, Deputy Registrar, who provides invaluable support to the Committee.

In Memoriam

Rayleen De Luca, C. Psych. (1942-2022)

Robert McIlwraith, C.Psych. (1951-2021)

Robert Smith C. Psych. (1948-2021)

Congratulations and Welcome to the Following New Members

Registered Psychologist

Stanley Bird
Richard Marlin
Afsheen Anwar
Stephen Kappler
Julia Riddell
Julian Torres
Ryan Nicholson
Daniel Schellenberg
Duong Ramon
Joanna Bhaskaran
Katterina Powers
Michelle Keiski
Kevin Barber
Kylee Clayton
Seint Kokoyi
Sarah Germain
Sarah Rigby
Virginia Newton
Marysia Lazinski
Michelle Choch
Alicia Nijdam-Jones
Tara Galagher

Psychological Associate-Independent Practice

Steve Burton
Aaryn Viczko

Psychologist Candidate

Ashley Daniel
Ryan Heckert
Christopher Edmonstone
Chantel Mayo
Jessica Dupasquier
Katherine Kovachik
Brooke Beatie
Jennifer Ritter
Alyssa Altomare
Karmen McDivitt

Life Members

C.T.Yu
M.Kaye Kerr

**Publications Committee Report
Donna Chubaty, C.Psych, Chair**

As Chair of the Publications Committee, I would like to express my sincere appreciation to Ms. Lesley Phimister (Deputy Registrar) for her ongoing diligence, organization and hard work in the production of *Manitoba Psychologist*. I would also like to thank Registrar Dr. Hal Wallbridge for his contributions and valuable feedback.

Since the last AGM, we have published two issues of *Manitoba Psychologist*. In addition to last year's AGM reports, topics have included the examination and registration process as well as practice issues related to the COVID-19 pandemic. The Publications Committee particularly appreciates the informative contributions from the Complaints Committee and the Continuing Education Committee to last year's newsletter. 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, C.Psych, Chair

Thank-you to everyone who volunteered to serve on an Oral Examination committee this past year. Without your dedication, we would not be able to welcome new Psychologists to our profession. 2021 continued to be a busy year for oral examinations with fourteen taking place, as well as five oral interviews for reciprocity applicants. All Oral Examinations were held virtually (e.g., on Zoom).

We switched our process this year so that applications for Oral Examinations are considered at three times during the year (January, April & October.) This approach should make it easier on volunteers as they will know when to expect Oral Examinations throughout the year (e.g., in the two months following each application deadline). Exams are held from October -June.

We are still looking to expand our list of volunteers and have a representative volunteer pool for competency areas. If you are interested in serving on an examination committee please contact Lesley Phimister, Deputy Registrar for more information.

The Association would like to thank the following who acted as examiners in 2021

*thank
you*

Chairs

Naomi Berger
Jessica Senn
Ali El-Khatib
Michelle Warren
Kelly Penner Hutton
Valdine Scott
April Buchanan
Valerie Krysanski

Examiners

Gillian Alcolado
Dell Ducharme
Michael Burdz
Garry Fisher
Connie Boutet
Ali El-Khatib
Jennifer Frain
Jo Ann Unger
Craig Yury
Shanna Trinke
Darcy Cantin
Terri-Lynn Mackay
David Willoughby
Laura Jakul
Kate Williamson
Claire Milgrom
Alexis Faller
Debbie Whitney
Brigitte Sabourin
Sharon Goszer-Tritt
Leonard Greenwood
Matthew Bailly

Complaints Committee Report Steven Feldgaier, C.Psych, Chair

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 2021, the Committee received 9 new complaints involving a range of issues including professional conduct, consent, professional relationships, representation to the public, confidentiality, fees/billings, office practices, supervision, dual roles, and assessment procedures amongst others. These issues are consistent with those of previous years and tend to reflect many of the primary activities of psychological practice. In addition to these 9 new cases, 14 cases were also carried over from the previous year.

Membership: As I have noted in all of my 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. Their continued presence on the Committee also clearly reflects their strong view that public participation in regulatory matters is essential and beneficial to strengthening public trust in the activities of the Committee,

This year also saw Drs. Lois Edmund, Adrienne Leslie-Toogood, and Linda Rhodes continue as psychologist members of the Committee. At the same time, we said farewell midway through the year to Dr. Lesley Ritchie who had served with us for a number of years. During her tenure with us, the Committee was most appreciative of her calm, thoughtful approach throughout our deliberations along with her ability to distill complex matters into practical and straightforward issues. The Committee was pleased to also welcome Dr. Carmen Bodkyn into the fold following Dr. Ritchie's departure and she has already become an active and contributing member to our discussions. 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's deliberations.

Beyond the expertise and thoughtfulness that all Committee members bring to their responsibilities, I wish to, once again, 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. In addition, in recent times, we have also restructured some of the operations of the Committee so that for each new complaint that comes before us, two members of the Committee volunteer to take the lead on summarizing the information submitted to the Committee by both the complainant and the psychologist. This approach has served to reduce some of the work previously done by the Chair but in doing so, it has also added to the time devoted by Committee members.

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 wishes to express its gratitude to Drs. Jennifer Laforce, Daryl Gill, Pamela Holens, Diane Hiebert-Murphy and Hal Wallbridge (prior to his becoming Registrar) for agreeing to assist on cases active during this past year. The role of an investigator is critical to the functioning of our Committee as investigators are called upon to devote considerable 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. Remediation Supervisors also play a vital role in carrying out the educative aspect of the Committee's work when specific issues need to be addressed. We rely on the willingness of those who provide ongoing assistance when called upon and we greatly appreciate their support. In many instances, the work of the Committee could not be effectively and efficiently completed without this additional support. Our Committee, once again, would ask that PAM members consider our Committee's requests to serve in these roles when opportunities arise.

As I have repeatedly noted in the past, 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. Doreen's exceptional skill set, her thoroughness in approach, and calm demeanor have served to keep us well organized, on track, and focused on our work. The Committee very much appreciates all of her hard work on our behalf. 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 ensuring that the work gets done and in moving our agenda 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 during this past year. As I have noted in previous reports, Blair's 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. As I have noted in the past, Blair has also made my job as Chair much easier as well. I have had the opportunity to learn much from him and his input is always wise and most helpful. This past year also proved to be Blair's last year serving as legal counsel to the Committee as he retired in June after providing his expert advice to us for over thirty years. I think that all members of the Committee would agree with me that not only was Blair a consummate professional in his capacity as legal counsel, but he was also a caring and wonderful person to work with. We all wish Blair well in his future endeavors

With Blair's retirement, the Committee was very pleased to welcome Ms. Terra Welsh as the Committee's new legal counsel. Terra has quickly settled into her role and has already demonstrated her legal expertise and wisdom to the Committee regarding a number of complex matters. We look forward to having Terra serve as our counsel for many years to come.

Finally, the Committee would like to extend our gratitude to Dr. Hal Wallbridge, PAM Registrar during the 2021 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.

Complaint Statistics 2017 - 2021

	2021	2020	2019	2018	2017
Number of Complaints Reviewed	23	25	20	13	15
Carried Forward (from previous year)	14	12	10	7	10
New Complaints	9	13	10	6	5
Outcome of Committee Review					
Closed	15	11	8	3	8
Carried Forward (to next year)	8	14	12	10	7
Appeals	2	2	2	2	

In 2021 the Committee closed 15 cases with cases taking, on average, just under 16 months from opening until closure. However, the range overall remains quite broad going from a low of 1 month to, at the higher end, a case that continued for 71 months. On a positive note, however, 10 of the 15 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. However, in a series of related complaints made against one psychologist charges were drafted and forwarded on to the Inquiry Committee for their deliberation in 2021 with the psychologist subsequently surrendering his registration to practice as a psychologist. While many cases were dismissed as noted above, 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. 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 Newton, 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 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