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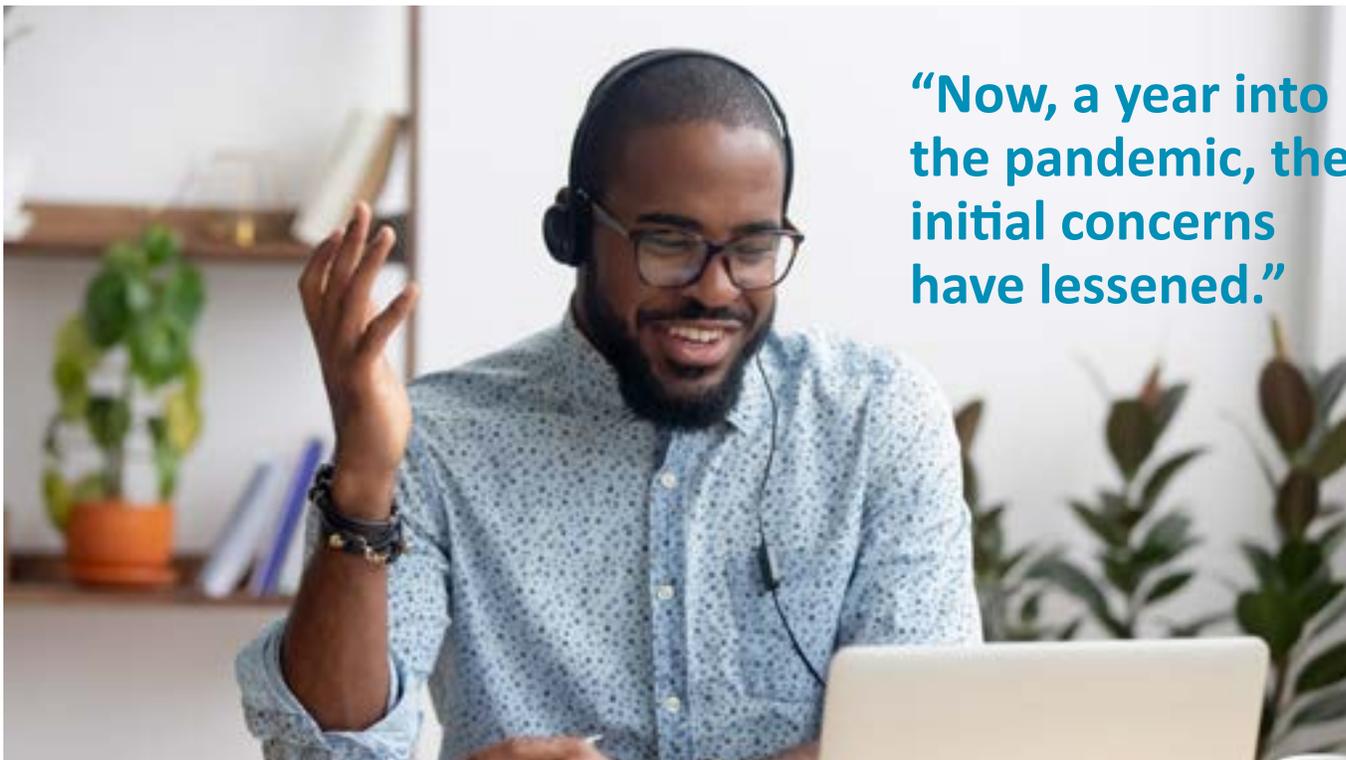
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## PRESIDENT'S MESSAGE

**It is indeed difficult to believe that almost a year to the day of writing this report, the first case of COVID-19 was identified in Ontario. While at first, not many of us saw this event as life altering, but just a few short weeks later the province was asking us to make substantial changes in our social, personal, and professional lives in ways that we had never done before.**

Initially, many members of the College were unsure of how to proceed. We had been taught to practice our profession in a face-to-face manner. Social distancing had never been an issue other than to respect professional boundaries of interaction. Now the task was to find safe and effective ways to practice using media that we were unsure would meet provincial standards of privacy. Furthermore, given that telehealth was not a medium that was part of our professional training, for many of us, we wondered whether we would be able to offer our clients services that would be effective.

Now, a year into the pandemic, the initial concerns have lessened. Training facilities have made adaptations to ensure that interns and practicum students receive quality experiences as they approach entrance into membership in the profession. Not all these experiences are the same



**“Now, a year into the pandemic, the initial concerns have lessened.”**

as they have been in the past, but we can say with confidence that new members have successfully learned to adapt to rapidly changing circumstances in creative and flexible ways. In similar fashion, more experienced members of the College have embraced technologies that bridged the physical distancing that the pandemic imposed upon them and their clients. The challenges that we have faced have provided new opportunities for growth and development. I commend the members of the College for finding the means for continuing to offer a high standard of service to the community.

I would also note how the College and its staff have pivoted to meet our legislative responsibilities. All committee work is conducted online. We are quickly moving toward a paperless operation. Oral exams and discipline hearings are now being conducted virtually. The Barbara Wand Seminar has been viewed online by a large proportion of the membership. Needless to say, what we are missing is the opportunity for senior staff and Council members to meet face to face with each other and members of the College. In the coming weeks, I am

going to explore the possibility of holding virtual town halls across the province to share views on our practice during the pandemic and other professional matters. I would encourage members to communicate with me and the Registrar, Dr. Rick Morris, about other ideas that could enhance the profession of psychology in the province.

As vaccinations become available, we see the first glimmer of hope that the pandemic will be ending. Public health projections suggest that a lower rate of infection is at least nine to twelve months away. In the interim, this is a good time to think about what we will take away from this experience. We have learned new ways of practice. Will they become the norm, or will we return to modes of service that were followed before the pandemic? Will telehealth be part of graduate training in the future? How can the College most efficaciously carry out its legislative mandate?

Michael Grand, Ph.D., C.Psych.  
President

# EQUITY, DIVERSITY AND INCLUSION (EDI) WORKING GROUP UPDATE



The College recently established an Equity, Diversity and Inclusion (EDI) Working Group to consider possible issues of racism, systemic discrimination or bias that may be present within the College and its regulatory processes, as well as the larger profession. I am pleased to Chair the Working Group joined by Dr. Kofi Belfon, Dr. Michael Grand, Dr. Tae Hart and Dr. Chris Mushquash, and supported by the Registrar & Executive Director and the Assistant to the Registrar, in this very important initiative. The members of the Working Group represent diversity of race, colour, being Indigenous, places of origin, religions, ethnic origins, sexual orientations, and gender identities; reflective of the diversity of our members and the clients we serve. In undertaking this task, the Working Group is first focusing on possible discrimination or bias in the College regulatory processes. It will then turn its attention outward toward the profession, in general.

The EDI Working Group has met four times discussing its role and how to best approach the task with which it has been charged. This included the development of a member survey regarding equity, diversity and inclusion within the College. I wish to thank all of you who took the

time to consider and respond to the questions raised in the survey.

In undertaking this task and in developing the survey, the Working Group agreed to a set of definitions to ensure a common understanding of “equity, diversity and inclusion” and to establish the scope of this initiative. The definitions reflect the Working Group’s focus on the potential for systemic prejudice, bias and discrimination related to race, colour, being Indigenous, places of origin, religions, ethnic origins, sexual orientations, and gender identities.

At the most recent meeting, the Working Group undertook to begin to review the survey results and the wealth of information your feedback provided. This information will greatly assist us to identify any regulatory practices that may reflect systemic prejudice, bias or discrimination.

The next meeting is scheduled for mid-February.

Donna Ferguson, Psy.D., C.Psych.  
Chair, EDI Working Group

# QUALITY ASSURANCE (QA) NEWS



## CONTINUING PROFESSIONAL DEVELOPMENT

The end of the 2019-2021 Continuing Professional Development (CPD) cycle for members with odd numbered Certificates of Registration is approximately six months away. This would be a reasonable time for those members to review their progress towards acquiring the required CPD credits. Those with even numbered Certificates are now approximately one quarter of the way through the 2020-2022 cycle.

Members who are authorized to practice, must ensure that they are keeping up with developments in their areas of practice and that their knowledge and skills are up to date. While College members are encouraged not to risk their health and the health of others by having any unnecessary in-person contact, they should take advantage of any continuing professional development activities that can be undertaken safely.

## CONTINUING PROFESSIONAL DEVELOPMENT (CPD) AUDITS

The Committee will be auditing the CPD records of 50 members. This number includes those who did not submit their Declaration of Completion for the 2018-2020 cycle as required, and those randomly selected. These audits are ongoing and, while the results of some audits are not yet

available, in most cases the CPD requirements have been met or exceeded.

Detailed results of the 2019 audit were provided in the [January 2020 e-Bulletin](#) to assist members in planning, carrying out and recording their CPD activities. As new and helpful information from the current audit becomes available, we will continue to provide updates.

The following is a summary of the recommendations made to members through the CPD audit process since the inception of the program:

- Monitor the maximum number of credits allowable in each category; the CPD program was designed on the principle that people learn best when learning occurs through a variety of modalities;
- Complete the required credits within the two-year cycle; one cannot “catch up” once the end of a cycle has passed;
- Indicate which activities satisfy the ethics and jurisprudence requirements and, when there is no apparent relationship between the name of the event reported and how it relates to ethics or jurisprudence, provide some explanation;

- Maintain records of the activities for which CPD credits are claimed. The College is flexible with respect to what information may be provided when a formal verification certification is not available. It is expected, however, that when less formal documents are available that would assist the QA Committee in verifying a member's activities, they must be provided. When reporting informal activities, it is important to provide details such as:
  - » Names and dates of events;
  - » Names of presenters and sponsoring organizations;
  - » Names of people involved in consultations, organizations and agencies within which consultations occurred and a brief description of nature of the consultations;
  - » Names of authors, articles, journals, and books for which credit for either reading or writing is being claimed;
  - » Copies of documents announcing internal workplace events attended either as a presenter or audience member;
  - » Copies of any correspondence relevant to agreements to present; and
  - » Copies of emails confirming attendance at events.

The Committee wishes to remind members that compliance with all aspects of the Quality Assurance Program is required of all members of the College, other than those with a Retired Certificate of Registration.

**That is, members with a Certificate of Registration for Autonomous Practice, Supervised Practice, Interim Autonomous Practice, as well as Academic and Inactive members, are required to fulfill the College's Quality Assurance requirements.** Members who are considering retirement must fulfill all requirements of the Quality Assurance Program, even if they intend to seek a Retired Certificate of Registration soon.

## PEER ASSISTED REVIEWS (PAR)

Physical distancing measures necessary to decrease the spread of COVID-19 have led to the postponement of in-person PARs. Members selected this year are being asked whether they would be willing to participate in a PAR via technology or wish to defer the review until it can be conducted safely in-person. Five PARs have been conducted via secure technology since the beginning of the pandemic and these reviews appear to have been conducted successfully.

In three of the PARs conducted, the members were seen to have clearly met the standards in all nine domains of the PAR. In the other two cases, the members were provided with remedial messages concerning:

- Security and maintenance of records of clients being treated by supervisees; and
- Unauthorized photocopying of proprietary test materials.

## SURVEYS

Surveys were sent to all members who recently submitted their Declarations of Completion of the Self-Assessment Guide and the Continuing Professional Development requirements, as well as those who participated in the first round of CPD audits. Over 700 members voluntarily completed these surveys and provided a great deal of detailed information. The Committee is reviewing the responses and will be using the information in the continuous process of program review. The Committee wishes to thank everyone who participated and looks forward to sharing what it has learned once the information has been analyzed.

# INFORMATION FROM THE PRACTICE ADVICE SERVICE

The Practice Advice Service of the College of Psychologists provides information to members of the College and members of the public regarding relevant Legislation, Regulations, Standards of Professional Conduct and other Guidelines. Answers are provided in response to specific inquiries and may not be applicable or generalize to all circumstances. Information is provided to support College members in exercising their professional judgement and is not an appropriate substitute for advice from a qualified legal professional.



We appreciate that the current situation is difficult for everyone and can present unique ethical challenges. In situations where the government agencies have not provided specific guidelines, members are expected to make reasoned decisions based upon the ethical principles underlying the usual rules, the existing information about COVID-19 precautions, and the particular circumstances of their clients, practices and communities. It is also recommended that one consult with colleagues around these or other issues that arise.

The pandemic is an increasingly active threat to community safety. The College, therefore, continues to recommend that members provide services virtually when this can be done effectively. When clients require in-person services members should undertake all necessary and appropriate safeguards. In situations where there is ambiguity about the requirements, we urge members to take a conservative approach to minimize the risk of community spread as much as reasonably possible.

## NON-PANDEMIC INQUIRIES

The top five areas of concern for those seeking advice from the College during the past seven months, in order of frequency, were:

- 1. Provision of Services Across Jurisdictions, Unrelated to the Pandemic** was the subject of more questions than any others and were equally divided with respect to members of the College providing services in other jurisdictions and those registered in other jurisdictions seeking to provide services in Ontario;

## NATURE OF INQUIRIES

Between June 1, 2020 and December 31, 2020, the College responded to a total of 1102 inquiries; approximately the same number as was received in the entire preceding full year. During this recent seven-month period, 161 of these queries were related to practicing during the COVID-19 pandemic with 1041 related to more general practice issues.

## COVID-19 INQUIRIES

The nature of inquiries received concerning the pandemic over the past seven months was very similar to those responded to since the beginning of the pandemic. Information provided in response to the most recent queries can be found in the [October 2020](#) edition of HeadLines and on the section of the College website dedicated to [COVID-19 Updates](#).

2. **Supervision**, with most of these queries relating to the supervision of the controlled act of psychotherapy; supervision of non-regulated individuals; and supervision of members of other regulated professions;
3. **Recordkeeping**, with most questions relating to issues of file retention and destruction; the nature of information which must be contained in the records; planning for leaving or closing a practice; and the designation of a successor health information custodian;
4. **Release of/and Access to Information**, with most queries relating to a client's right to access, or to authorize someone else to access, their record; release of test data; and substitute decision makers' authority with respect to access to records, most often in the context of a dispute about parental rights; and
5. **Authorized Area of Practice**, with queries relating to the specific services members with specified authorized areas of practice are permitted to provide.

While not making the "top 5" list, the following queries have been frequently asked and members may benefit from reviewing them, as the principles conveyed have wide application.

## FEES AND BILLING - NAMES ON INVOICES AND RECEIPTS

**Q:** *When conducting parenting sessions, in the context of child and adolescent treatment, is it permissible to issue an invoice or receipt under the child's name if the child has not participated in the session?*

**A:** The Professional Misconduct Regulation and *Standards of Professional Conduct, 2017* do not specifically address the issue of whose name to put on an invoice. Therefore, one must ensure adherence to the broader rules when deciding about how to proceed regarding what information to put on an invoice or receipt. The most important thing is to ensure is that

any document, including an invoice or receipt, could not reasonably be seen as, *20. Making a record, or issuing or signing a certificate, report, or similar document that the member knows or ought to know is false, misleading or otherwise improper.* [O.Reg 801/93 Professional Misconduct]

In cases where multiple members of a family are treated at different times and in different constellations, it would be reasonable to make a principled decision and apply the same logic whenever similar situations arise, regardless of the wishes of the particular client or what their insurance coverage allows.

In this particular case, if an intervention is intended to impart parenting skills to the parent, it might be reasonable to assume that *parenting work* is intended to help the parents change their behaviour and consider that the services were provided to the parents. This would be different than meeting with the parents in order to provide them with therapy progress information or information to help them support the work being done individually with the child.

Most of the time this question comes up in the context of a family with per-person insurance coverage limits. In situations like this, a parent may ask to revise invoices or receipts once a family member reaches their insurance coverage limit. One must be careful not to issue an invoice in a manner where it could be alleged that the person issuing the invoice was participating in something that could be seen as misleading.

Wherever possible, it might be helpful to ensure an invoice provides clear information about the nature of service and identifies those to whom the service was provided. If a person to whom the service was provided is different than the person who is the focus of the treatment, it may be appropriate to note on the invoice something like *services were provided to Mr. and Mr. Smith re: the treatment of their child James Smith*. Clients may also be asked to consult with their benefits providers about how to best maximize their coverage and the insurer's preferences with respect to billing.

While it may feel helpful to assist clients in maximizing their insurance coverage, insurers are becoming increasingly vigilant about such matters and this could result in denial of benefits to the client and a complaint to the College. It should be left to the client(s) and their insurers to work out issues about insurance coverage limits.

## CONFIDENTIALITY - INTRODUCING CLIENTS TO ONE ANOTHER

**Q:** *Is it permissible to introduce clients with similar concerns to each other, for the purpose of facilitating mutual support?*

**A:** This scenario presents some potential challenges.

Consent may be more complicated than might initially meet the eye. The clients in such a situation could decide to enter the relationship because of a perceived expectation by the therapist that they will agree and not want to disappoint the therapist by declining the invitation. For this reason, if this were to occur, such an opportunity would have to be presented in an entirely neutral manner.

To be fully informed consent, each client would have to be made aware of all the potential benefits and risks. These benefits would obviously include mutual support. On the downside, entering a relationship in which the client could be taking on further emotional (and perhaps other) demands should be presented as a risk to their own therapeutic relationship with the therapist and consequently to their therapeutic progress.

Confidentiality could also become a challenge when clients are introduced and encouraged to communicate. While each client would know that the other was seeing the same therapist, the therapist would have to be vigilant not to share any information about the other client without authorization. This would become difficult if they wished to talk about the other client or about interventions being used with them and it could become difficult to avoid inadvertently providing information, even in refusing to actively answer certain questions that could be posed.

Even if information about one client was never disclosed to the other, the therapist would have to be vigilant about avoiding the collection of information about one from the other without consent. Even with full consent, collection of such information could pose challenges to professional objectivity, if information arose about any conflict arising between these individuals or any adverse information about them. This would become a dual relationship in the same way as working with clients who are relatives or friends of one another would, and it's best to avoid dual relationships.

There are no specific prohibitions against introducing clients, but these are some of the challenges in managing such an intervention, without the safeguards of therapist mediated interaction between clients, as might occur in a therapist mediated mutual support group.



## RETIREMENT-PERMITTED ACTIVITIES

**Q:** *After retiring may a retired or former member hold themselves out as an expert at a trial involving a current client?*

**A:** A member of the College with a Retired Certificate of Registration or a former member may not provide any psychological services of any kind. They would however, be able to provide information regarding services provided while holding a Certificate of Registration Authorizing Autonomous Practice. If, for example, the court required the client to be reassessed or needed testimony about matters not addressed while the member held a Certificate of Registration Authorizing Autonomous

Practice, this would appear to be a new service and not one that should be provided unless one is authorized to provide psychological services.

The College is not in a position to require, and assure the public, that members with a Retired Certificate of Registration are maintaining their professional competence through continuing professional development. They are also not required to maintain their professional liability insurance coverage, which protects clients who may have a legitimate claim for financial awards as a result of a member's professional activities. This is obviously also the case for retired members as well.

## PRACTICE ADVICE TO SUPERVISEES

Practice advice is available to all members of the College regardless of their membership status. The College also is pleased to provide accurate general information about professional standards when it is sought by members of the community.

Recently, many of those seeking practice advice are supervised providers of psychological services, although this is not always immediately evident. While the College is interested in providing the best information possible to anyone offering a psychological service, we believe

it is important that supervisors be the first resource for supervisees to approach.

There is no expectation that members of the College "have all the answers" and there are many reasons for any member, including one who supervises, to use the College's resources. Supervisors should be aware of the gaps in knowledge and the challenges that their supervisees experience, so they can adequately plan for their training and determine the level of supervision necessary. It is recommended that supervisors be part of the "practice advice" conversation with the College so that they have the same information as the supervisee and receive the message first-hand.

Supervisors should ask their supervisees to discuss their needs with them before contacting the College and, when supervisees do contact the College, they copy their supervisor on emailed queries or participate in teleconference consultations. On occasion, a supervisee may wish to contact the College about concerns regarding a supervisor, without the supervisor's knowledge. In such cases, it would be hoped that, when appropriate, the area of concern already has been brought to the attention of the supervisor.

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## THE PERSONAL HEALTH INFORMATION PROTECTION ACT, 2004; UPDATES AND RESOURCES

The *Personal Health Information Protection Act, 2004 (PHIPA)* recently has been amended with some key changes. This include requirements to:

- establish and monitor an audit log for any electronic health records to record who accesses which parts of which client's records and when, so as to prevent snooping or other privacy breaches;
- provide client access to an electronic version of their record to facilitate portability of those records; and
- become familiar with the rules about sharing, or managing requests to disclose, information with

consumer electronic service providers who operate apps and on-line portals through which clients can access and store their personal information.

The amendments also provide new powers to the Privacy Commissioner of Ontario to access information from custodians (e.g., access to the electronic health record audit log), impose administrative monetary penalties for non-compliance with *PHIPA*, and a doubling of the fines for offences under *PHIPA*.

Some recent documents provided by the Health Professions Regulators of Ontario, an umbrella group of

Ontario Health Regulatory Colleges, contains information about *PHIPA* which will be useful for College members to review. The information was provided by Steinecke Maciura LeBlanc, a leading law firm with a focus on professional regulation. It was written as a general overview of the *Personal Health Information Protection Act, 2004* for regulated health professionals in Ontario. It is not intended to provide legal advice.

The document, [What You Need to Know About Privacy Law](#) is an excellent and relatively short summary of commonly discussed aspects of *PHIPA*.

A document entitled [The Personal Health Information Protection Act, 2004: A Guide for Regulated Health Professionals](#), provides more detail. This guide contains important information about, among other things, creating policies, procedures and practices relevant to the collection, use and disclosure of personal health

information; responding to requests for access and correction of information; and what to do in the event of a privacy breach. It also contains a number of sample documents, including a sample consent form which members may find useful.

This information was not prepared by the College and is intended only as general guidance to members. It may not be applicable to all situations. Where legislative interpretation in a particular situation is necessary, it should be sought from a lawyer authorized and qualified in this area.

For members who wish to find out more about any of the recent amendments to *PHIPA*, the website of the Office of the [Privacy Commissioner of Ontario](#) is a good source of additional information.

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## COUNCIL HIGHLIGHTS – DECEMBER 11, 2020

**Council met virtually on December 11, 2020. The information provided to members of Council for their discussion in anticipation of their deliberations and decision-making is posted at Council meetings is posted on the homepage of College website a week in advance of the meeting. Following the meeting, information is archived in the [Council Meeting Materials](#) Reference Library in the website.**

### POLICY ISSUES

#### **CFTA and Communication of a Diagnosis**

Council directed the Registration Committee develop a process to assess all candidates seeking registration through the provisions of the *Canada Free Trade Agreement (CFTA)* on their competence to perform the controlled act of communication of a diagnosis. This assessment is to be substantially similar to the evaluation process for new Ontario registrants. At this time, in addition to completing the application process, a practitioner registered in another Canadian jurisdiction must only successfully complete the Jurisprudence and Ethics Examination. Council is directing that these candidates also be assessed on their competence to perform the controlled act of communication of a diagnosis, since this is a restricted activity in Ontario.

#### **College Performance Management Framework**

The Ministry of Health has developed the College Performance Measurement Framework (CPMF). This Framework requires all 26 health regulatory Colleges in Ontario to prepare performance information, in a standard format for review by the Ministry and for posting on the College website by March 31, 2021. The Registrar provided Council with a copy of the CPMF.

### OTHER BUSINESS

The next meeting of Council will be held virtually on March 19, 2021.

# ORAL EXAMINER THANK YOU

The College would like to thank the following who acted as Oral Examiners in December 2020:

Cheryl Alyman  
Patricia Behnke  
Kofi-Ien Belfon  
Cheryl Birch  
Laura Brown  
Ian D.R. Brown  
Mary Caravias  
Mark Coates  
Audrey Cooley  
Dorothy Cotton  
Mary Susan Crawford  
Janice Currie  
Janine Cutler  
Jenny Demark  
Elizabeth Dettmer  
Angela Digout Erhard  
Deanna Drahovzal  
Lynette Eulette  
Donna Ferguson  
Jennifer Gaddes

Robert Gauthier  
Sara Hagstrom  
Allyson Harrison  
Tae Hart  
Joyce Isbitsky  
Jennifer Karp  
Marilyn Keyes  
Paula Klim-Conforti  
Maria Kostakos  
Louise LaRose  
Jane Ledingham  
Bruno Losier  
Maggie Mamen  
Marnee Maroes  
Mandy McMahan  
Lise Mercier  
Karin Mertins  
Samuel Mikail  
Delyana Miller  
Denise-Lotte Milovan

Walter Mittelstaedt  
Melanie Morrow  
Mary Ann Mountain  
Elissa Newby-Clark  
Ian Nicholson  
Adrienne Perry  
Marjory Phillips  
Michelle Picard-Lessard  
Milan Pomichalek  
Janet Quintal  
Linda Reinstein  
Michelle Sala  
Angela Saunders  
Mary L. Stewart  
Sheila Tervit  
Wanda Towers  
Tammy Whitlock  
Pamela Wilansky



**THANK YOU**

# ELECTIONS TO COUNCIL 2021

Nominations are now being accepted for the Council elections being held on Wednesday, March 31, 2021. The three-year term of the newly elected Council members will begin on June 18, 2021; the first scheduled Council meeting following the election. The College encourages and welcomes all members from the eligible districts to consider this opportunity to serve the public interest and contribute to the profession.

## ELECTIONS WILL BE HELD FOR THE FOLLOWING DISTRICTS

- Electoral District 5 (GTA East): This district is composed of the addresses within the City of Toronto which have postal codes beginning with M1, M2, M3, and M4, and the City of Vaughan, Town of Richmond Hill, Town of Markham, City of Pickering, City of Ajax, Town of Whitby and City of Oshawa.
- Electoral District 6 (GTA West): This district is composed of the addresses within the City of Toronto which have postal codes beginning with M5, M6, M7, M8, and M9 and the City of Mississauga and the City of Brampton.
- Psychological Associate (Non-Voting): This seat is elected from the constituency of all Psychological Associates. Please note this is a separate seat from District 7 (Psychological Associate) for which an election was held in March 2020.

To check your voting district, log into your [account](#) and view the “My Profile” section.

## IMPORTANT DATES IN THE ELECTION PROCESS

- December 15, 2020 – Nominations for elections open
- February 12, 2021 – Eligible voters notified of Candidates nominated to date
- March 1, 2021 – Last day to submit nominations for election. Candidates to submit one-page Candidate Statement/Biography
- March 15, 2021 – Voting site link with Candidate Statements/Biographies sent to eligible voters

## PSYCHOLOGICAL ASSOCIATES PLEASE NOTE

Psychological Associates may choose to vote in their geographic district or District 7 (Psychological Associate). Please check your current voting district by logging into your account and viewing the “My Profile” section. Your current voting district and the date when this may be changed is listed in the Member Information section.

If you are a new Psychological Associate, please use the [Psychological Associate Declaration Form](#) to declare your voting preference – geographic district or District 7. If no Declaration is made, you will automatically be assigned to District 7.

Please note: All Psychological Associates are eligible to vote in the election for the Psychological Associate (Non-Voting) seat taking place this March.

## LINKS

- [Election to Council 2021 Webpage](#)
- [Nomination Form District 5](#)
- [Nomination Form District 6](#)
- [Nomination Form Psychological Associate \(Non-Voting\) Seat](#)
- [Election Bylaw](#)
- [Psychological Associate Declaration Form](#)

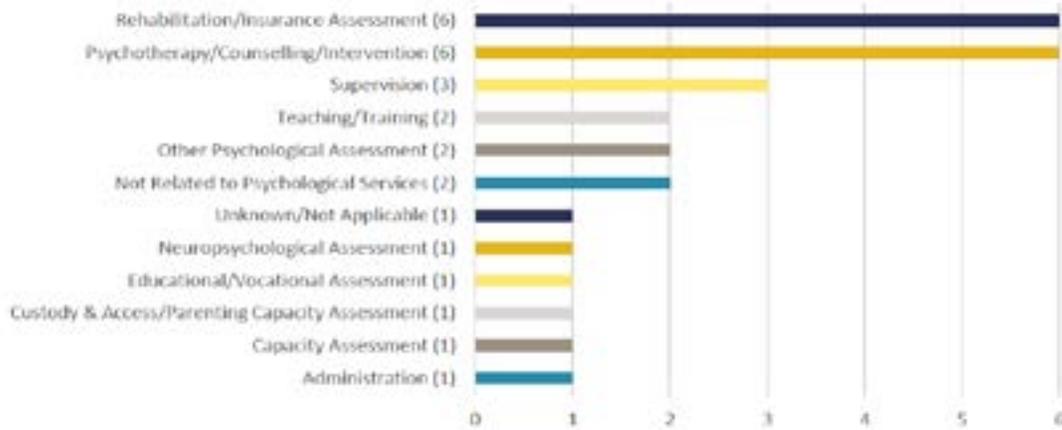
Questions? Email Caitlin O’Kelly at [cokelly@cpo.on.ca](mailto:cokelly@cpo.on.ca) or call 416-961-8817 ext. 228

# INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

## SECOND QUARTER, SEPTEMBER 1, 2020 – NOVEMBER 30, 2020

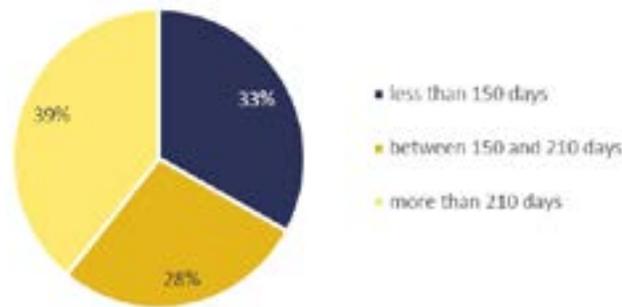
### New Complaints and Reports

In the 2nd Quarter, the College received 27 new complaints. The nature of service in relation to these matters is as follows:



### Timeline Snapshot

There are currently 115 open and active Complaints and Registrar's Investigations. Most of these cases have been open for less than 210 days, with 33% open under 150 days.

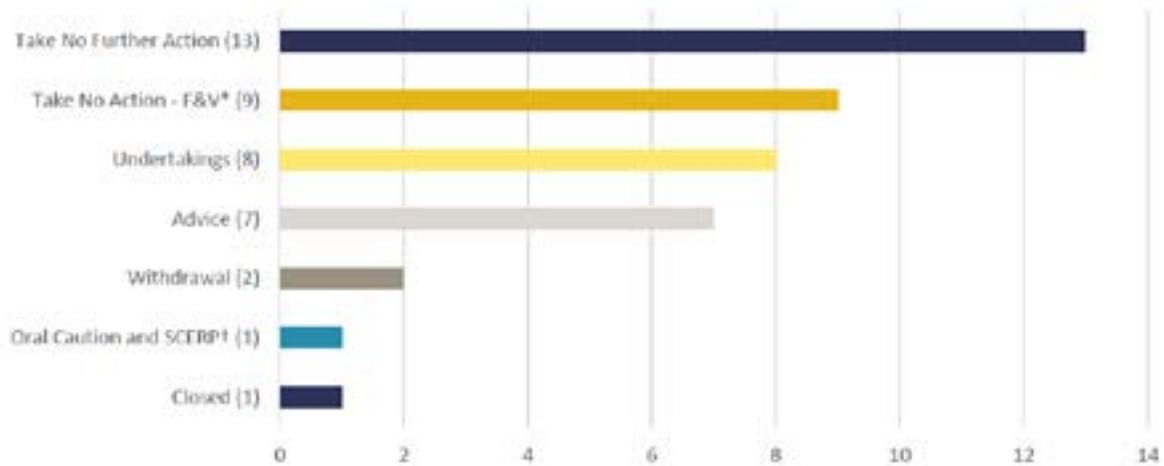


### ICRC Meetings

The ICRC met on September 17, October 20 and November 18, 2020 to consider a total of 28 cases. The ICRC also held 21 teleconferences to consider 65 cases.

## ICRC DISPOSITIONS

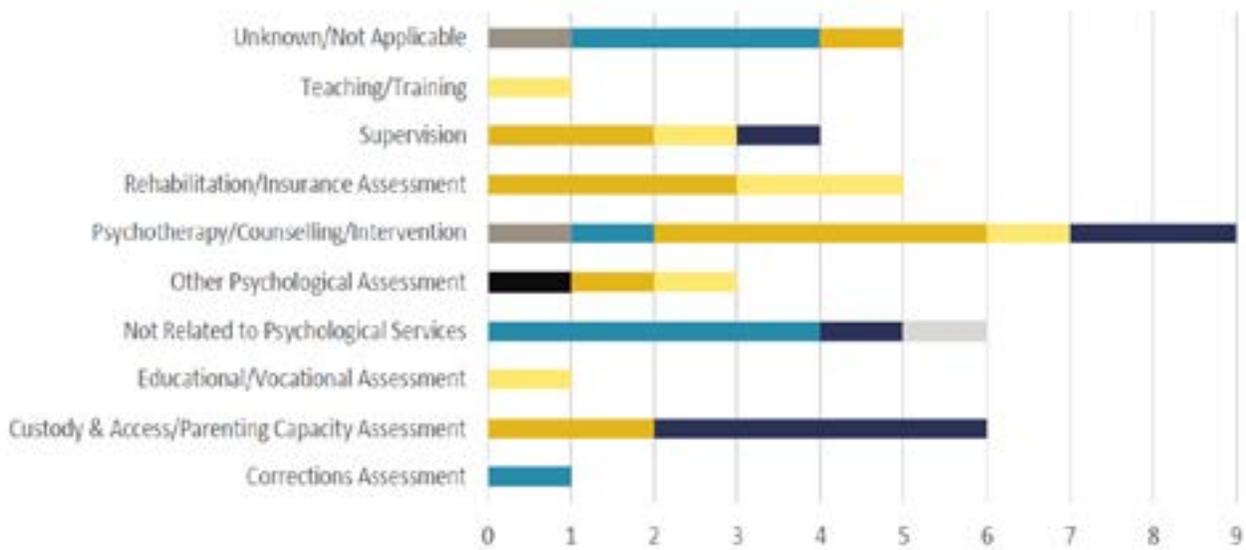
The ICRC disposed of 41 cases during the 2nd quarter, as follows:



\*F&V: Frivolous, vexatious, made in bad faith, moot or otherwise an abuse of process, pursuant to s.26(4) of the Health Professions Procedural Code.

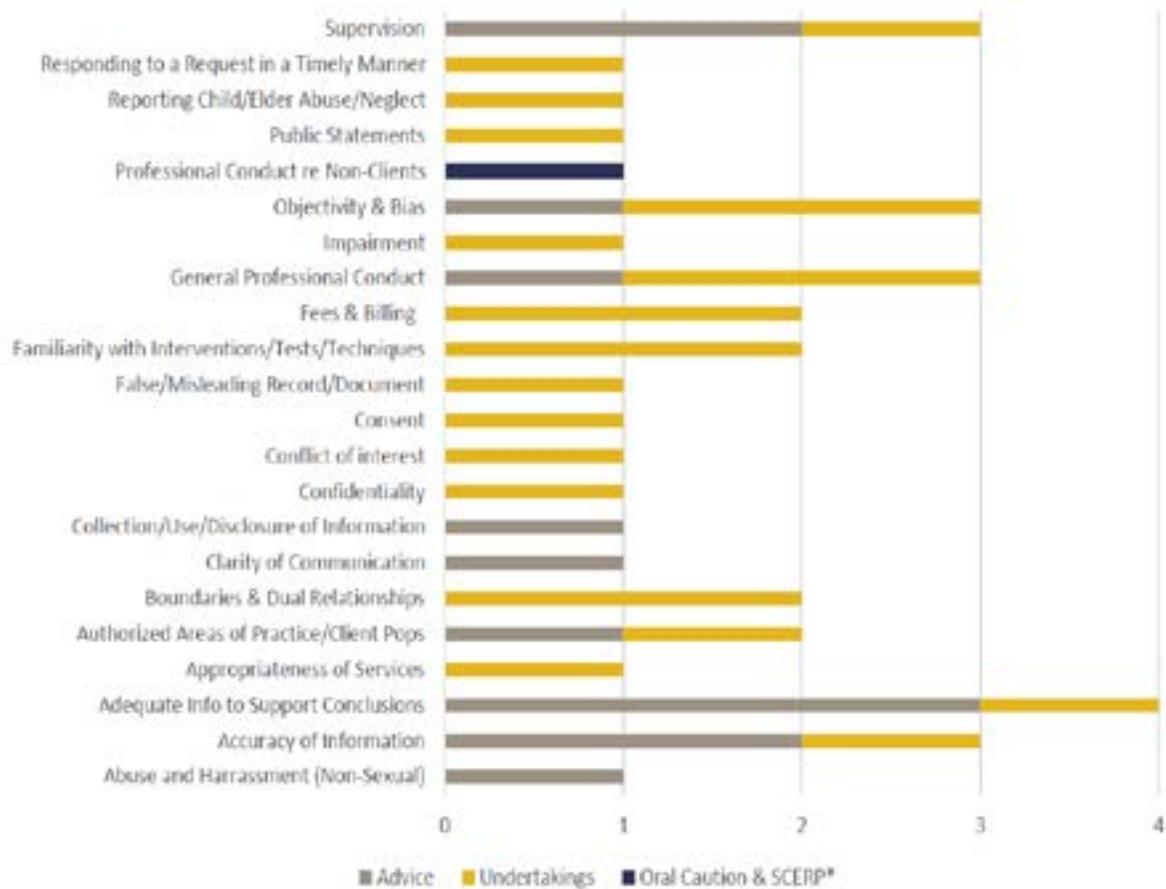
†SCERP: Specified Continuing Education or Remediation Program.

The dispositions of these 41 cases, as they relate to nature of service, are as follows:



## Disposition of Allegations

The 41 cases disposed of included the consideration of 109 allegations. The ICRC took some remedial action with respect to 37, or 34%, of these allegations.



## Health Professions Appeal and Review Board (HPARB)

In the 2nd Quarter, three HPARB reviews of ICRC decisions were requested. The College received five HPARB decisions regarding ICRC decisions. Two ICRC decisions were confirmed, one request for review was withdrawn, and two were dismissed as being frivolous, vexatious, made in bad faith, moot or otherwise an abuse of process.

# INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE (ICRC) DECISIONS

The following are summaries of some recent decisions of the Inquiries, Complaints and Reports Committee reflecting three different dispositions. They are provided for educational purposes. Information in these summaries has been altered to protect the privacy of both members and complainants, and to protect the confidentiality of the investigation process. The relevant substance of the allegations and outcomes remain unchanged.

## **Advice offered to a Non-Client: Decision – *Not to Investigate the Allegations (F&V)***

The complainant alleged that a member gave advice to someone about his relationship with his partner when neither were the member's clients.

The panel of the ICRC considering this matter did not believe that it had the jurisdiction to proceed with an investigation. There was no indication that the member provided psychological services to the complainant or his partner. The member's conduct did not appear connected to any psychological or professional activities. Rather, the conduct appeared to arise in a purely personal context. As such, the panel considered the complaint to be *frivolous, vexatious, made in bad faith, moot or otherwise an abuse of process*, and decided to take no further action.

## **Appropriateness of Conclusions: Decision – *Advice***

A client complained that a member's report was inadequate because it was inconsistent. In the report, the member indicated that the client demonstrated several symptoms congruent with a particular DSM-5 diagnosis but concluded that no treatment was required.

The panel of the ICRC considering this matter was concerned that there appeared to be a disconnect between the reported findings and the conclusion. The

panel recognized that it may have been reasonable not to make the DSM-5 diagnosis, however without a clear explanation of why the noted symptoms did not support a diagnosis or any treatment, the report's conclusions did not appear to be adequately supported. The panel noted that such gaps in a report can cause confusion for clients and uncertainty with respect to their entitlement to benefits. The panel decided to provide the member with *Advice* in this regard.

## **Professional Conduct: Decision - *Acknowledgement & Undertaking***

The College received a complaint from an individual to whom the member was providing psychotherapy. The client alleged that the member made insensitive and inappropriate comments during the course of therapy.

The panel of the ICRC considering this matter noted that the specific comments alleged, and admitted to by the member, could be perceived as judgmental and inappropriate. The panel also believed that some of the comments could have represented an erosion of therapeutic boundaries. The panel therefore determined that an *Acknowledgement and Undertaking*, which included a coaching program, would be appropriate to address and remediate these concerns.

# DISCIPLINE COMMITTEE



## SECOND QUARTER, SEPTEMBER 1, 2020 – NOVEMBER 30, 2020

### REFERRALS TO DISCIPLINE

There were no referrals to the Discipline Committee in the 2nd quarter.

### HEARINGS

1. Dr. Erick Roat: [https://members.cpo.on.ca/public\\_register/show/21355](https://members.cpo.on.ca/public_register/show/21355)

At a Hearing held on November 25, 2020 the Discipline Panel decided to reinstate Dr. Roat's Certificate of Registration. The Panel's decision with reasons will be posted as soon as it is available.

### ONGOING MATTERS

1. Dr. Martin Rovers: [https://members.cpo.on.ca/public\\_register/show/3067](https://members.cpo.on.ca/public_register/show/3067)

A referral was made to the Discipline Committee on June 29, 2020. A Pre-Hearing Conference for this matter was held on December 7, 2020.

2. Dr. Darren Schmidt: [https://members.cpo.on.ca/public\\_register/show/21702](https://members.cpo.on.ca/public_register/show/21702)

A referral was made to the Discipline Committee on July 14, 2020. This matter is currently at the pre-hearing conference stage.

# CHANGES TO THE REGISTER

## CERTIFICATES OF REGISTRATION

The College would like to congratulate those **Psychologist** and **Psychological Associate** members who have received Certificates of Registration since October 2020.

### Psychologists - Certificate of Registration Authorizing Autonomous Practice

|                            |                                     |                               |
|----------------------------|-------------------------------------|-------------------------------|
| Lisa Nicole Alli           | Karen Marla Gordon                  | Mirella Pugliese              |
| Kelly Yuan An              | Jessica Lauren Gottlieb             | Kristen Margaret Reinhardt    |
| Melisa Arias-Valenzuela    | Michael Joseph Grossman             | Miguel Jonathan Robichaud     |
| Casey Jane Batchelor       | Bahar Haji-Khamneh                  | Suzanne Marie Robinson        |
| Marie-Ève Bégin Galarneau  | Richard Henry Hauer                 | Christopher Anthony Rodrigues |
| Michael Best               | Leigh Curtis Henderson              | Alan Rokeach                  |
| Ana Bilanovic              | Todd Hoffman                        | Julia Ryan                    |
| Jason Lorne Bloom          | Elena Ivanova                       | Berenice Nimet Saracoglu      |
| Natalina Borghese          | Emily Marie Johnson                 | Luke Hameluck Schneider       |
| Katrina Nicole Bouchard    | Mélanie Joly                        | Caroline Séguin Leclair       |
| Jenna Elizabeth Boyd       | Kristina Erika Kampe                | Amy Marie Shannon             |
| Jaclyn Pearl Cappell       | Abirami Ravichakaravarthy Kandasamy | Gilla Kim Shapiro             |
| Julian Caza                | Kelly Rae Katsuras                  | Valerie Shaughnessy           |
| Felicia Michiko Chang      | Jake Aaron Keithley                 | Gagandeep Shergill            |
| Saeid Chavoshi             | Amanda Jean Kerry                   | Sarah Sinclair                |
| Anne Duxbury Chinneck      | Susanna Konsztowicz                 | Peter Maxwell Slepian         |
| Diane Chisholm             | Christine Elizabeth Lambert         | Milena Spasojevic             |
| Emily Caroline Copps       | Kathleen Wai Yin Lee                | Michael Spilka                |
| Pamela McLeod Corey        | Leah Hart Litwin                    | Carly Rose Surchin            |
| Kimberley-Anne Cullen      | Sarah Yu-Tsu Liu                    | Jason Matthew Taller          |
| Correne DeCarlo            | William James MacMurray             | Kathleen Tallon               |
| Alexandre Desmarais-Gagnon | Kristin Maich                       | Andreea Tamaian               |
| Rachel Driscoll            | Khuraman Mamedova                   | Sangeeta Arya Tanwar          |
| Ellen Elizabeth Drumm      | Nicole Brena Marshall               | Vandana Janveja Tara          |
| Amanda Lee Dyson           | Erica Robyn Masters                 | Amanda Dora Jean Timmers      |
| Marie Faaborg-Andersen     | Fiona Anne Meek                     | Tyler Tulloch                 |
| Melanie Elizabeth Fenwick  | Melissa Nicole Mohan                | Kiran Kumar Vadaga            |
| Maura Alys Ferguson        | Iris Hilda Molloy                   | Alexander Thomas Vasilovsky   |
| Skyler Sharp Fitzpatrick   | Genevieve Mary Hirst Monaghan       | Katherine Heather Jean Vink   |
| Nathalie Freynet           | Jaclyn Nofech-Mozes                 | Mark Wade                     |
| Natalie Gayle Frost        | Lauren Michelle O'Driscoll          | Katherine Wilson              |
| Mandy Leigh Fulton         | Dragana Ostojic-Aitkens             | Daniela Wong Gonzalez         |
| Jillian Glasgow            | Konstantinos Papazoglou             | Tammy Lai Ha Wong Ko          |
| Maria Glowacka             | Farena Soshana Pinnock              | Aisha Yorke                   |

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### **Psychological Associates - Certificate of Registration Authorizing Autonomous Practice**

|                      |                           |                        |
|----------------------|---------------------------|------------------------|
| Richa Ahuja          | Erika Rae Hilderley       | Jesse Samuel Roberts   |
| Debra Darlene Barrie | Josée Adrienne Labonté    | Jill Ann Schroeder     |
| Souha Hassan Bawab   | Jenna Dee Ellen Malone    | Laura Joanne Stevens   |
| Brian Michael Crowe  | Nicole Laurene Notarfonzo | Danielle Rose Valcheff |
| Lauren Ann Drvaric   | Larissa Katherine Pipe    |                        |

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### **Psychologists - Certificate of Registration Authorizing Interim Autonomous Practice**

|                       |                    |                        |
|-----------------------|--------------------|------------------------|
| Ana Adelstein         | Laura Flanigan     | Jean-Robert Roussel    |
| Alex Auerbach         | Myriam Gagnon      | Emilie Sheppard        |
| Geneviève Boudreault  | Bethany Keleher    | Ann Claude Simoneau    |
| Kimberly Burnside     | Joyce Li           | Kailyn Maria Turner    |
| Avital Burstein       | Carey Mintz        | Jean Chrysostome Zanga |
| Jennifer Cieslak      | Abigail Muere      |                        |
| Jeannine Crofton      | Shauna Pupp        |                        |
| Gurmeet Kaur Dhaliwal | Christiane Rouhana |                        |

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### **Psychological Associates - Certificate of Registration Authorizing Interim Autonomous Practice**

No Certificates were issued in this period.

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### **Psychologists - Certificate of Registration Authorizing Supervised Practice**

|                               |                                       |                               |
|-------------------------------|---------------------------------------|-------------------------------|
| Jeanelle Ali                  | Casey Louise Fulford                  | Nicole McGill                 |
| Elizabeth Aram                | Katherine Gardhouse                   | Ian Vance McPhail             |
| Jennifer Barnes               | Lara Mackenzie Genik                  | Geoffrey Mok                  |
| Richelle Bird                 | Sarah Haller                          | Stephanie Montgomery-Graham   |
| Anna Bowers                   | Kimberley Michelle Hara               | Orrin-Porter Morrison         |
| Jennifer Brownstein           | Shiming Huang                         | Emma Murray                   |
| Ashley Brunsek                | Jennifer Ann Hunter                   | Mathilde Noël Thériault       |
| Aziza Byron-Alhassan          | Rawa Jamil                            | Laura Olszowy                 |
| Laura Lee Cestnick Kelly      | Nicholas Kerman                       | Aliza A. Panjwani             |
| Shanna Deasley                | Tamara Eva Kornacki                   | Preeyam Parikh                |
| Stella Dentakos               | Christianne Danielle Laliberte Durish | Melissa Parlar                |
| Alexandra Sarah Drawson       | Sabrina Lemire-Rodger                 | Gillian Potter                |
| Allison Eades                 | Shirley Ley                           | Jala Rizeq                    |
| Johanna Every                 | Christianne Macaulay                  | Lilia Arely Rodriguez Alcocer |
| Holly Fernandes               | Ashley Jessica Malin                  | Michael Saxton                |
| Catherine Lindsay Fitzsimmons | Julia McArthur                        | Hera Schlagintweit            |

Heather Rae Schultz  
Ellen Shumka  
Angela Rosa St. Hillaire  
Seyedeh Azin Taheri  
Rachel Tomlinson

McKenzie Kathleen Vanderloon  
Gursharan Kaur Virdee  
Jordana Waxman  
Odette Weiss

Emily Williams  
Aranda Christine Wingsiong  
Robi Lynn Wirove  
Melissa Wuerch

*The College wishes to thank those members who generously provided their time and expertise to act as primary and alternate supervisors for new members issued Certificates*

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#### **Psychological Associate - Certificate of Registration Authorizing Supervised Practice**

Shrimattee Alicia Ault  
Etti Daskal  
Arzu Ferguson

Mary Friesen-Walton  
Ipek Gulru Kaptanoglu  
Kathleen Larion

Colleen O'Brien  
Maria Soubbotina  
Frederick Walter

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#### **Retired**

Angela Theresa Biason  
Laura Monie Champion  
Janet Sandra Champion de Crespigny  
Mary Conforti  
Ashley Marie Di Battista  
Kathleen Fox

Sylvia Geist  
Hargulshan Singh Malik  
Giuliana Malvestuto-Filice  
Robert Frederic Mathews  
Divna Peric-Todorovic  
David Winston Reid

Martin Neal Resnick  
Wayne Donald Richardson  
Lois Pauline Rosine  
Isabel Joan Shessel  
Birendra Kumar Sinha

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#### **Resigned**

Virginia Grace Mary Bourget  
Arthur Edwin Brown  
Catherine Kimiyo Currell  
Michael DiFranco  
Christina A. M. Fiedorowicz  
Jill R Goldberg-Reitman  
Margaret James

Jerry Andrew Jedrzekiewicz  
Serge Keravel  
Jeannie Johnson LeMesurier  
Philippe Lemieux  
Marianne LoPresti  
Stefan Bohdan Losztyn  
Marilyn Morinis

Dennis David Morrison  
Judy Oleniuk  
Sheila Taylor Macpherson Rempel  
Wendy (Gwendolen) Richardson  
James Joseph Roche

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#### **Deceased**

The College has learned with regret of the death of the following members and extend condolences to the family, friends and professional colleagues of:

Ivan Kiss

Brenda Mann

William Thomas Melnyk