

## Practice Advisory Services at the College

One of the services offered by the College is a Practice Advisory Service staffed by a dedicated Practice Advisor, Ms. Julie Hahn ([practiceadvice@cpo.on.ca](mailto:practiceadvice@cpo.on.ca)). This service provides information and resources to members to assist them to make ethical decisions in challenging practice situations. Calls and e-mails are also received from members of the public who have queries regarding the standards of practice governing the practice of psychology in Ontario. The Practice Advisory Service receives approximately 1000 requests per year. Some of the most common questions received relate to topics such as consent to treatment with children, the limits of authorized areas of practice, access to information, telepsychology, mandatory reporting, and responsibility in supervisory relationships.

The goal of the service is to provide answers to inquiries as quickly as possible. At times however, some of the more difficult or complex questions may require some research, deliberation and consultation. To facilitate the efficiency of the service, we have recently instituted a centralized queue for emailed practice advice questions. This will permit us to answer email inquiries in sequence and permit more efficient tracking of the various email inquiries received. Of course, if an inquiry is noted as being urgent or requiring immediate attention it will be prioritized. E-mail practice advice may be requested at the following address: [practiceadvice@cpo.on.ca](mailto:practiceadvice@cpo.on.ca). College members are also welcome to seek practice advice by telephoning the College (416-961-8817) and asking to speak with the Practice Advisor.

The Practice Advisory Service does not handle inquiries regarding concerns about the nature of the service being offered by a member of the College. Such inquiries should be directed to the College's Investigations and Resolutions team at: [invhear@cpo.on.ca](mailto:invhear@cpo.on.ca) or by telephoning the College and asking to speak with a member of the Investigations and Resolutions Team.

The Practice Advisory Service may not be able to answer all questions posed. In such cases efforts are made to point members and the public in the right direction. For example, when questions involve legal interpretation, the lawfulness of certain activities, or how to be protected from a legal or disciplinary action related to their services, members are advised to seek advice directly from a qualified legal professional who has expertise in professional regulation, health law, and or any other area of legal practice related to the concern. Many members have access to pro bono legal advice for such purposes through their professional liability insurance coverage.

We welcome your inquiries and any feedback you may have about our Practice Advisory Service.

---