



The e-Bulletin

THE COLLEGE OF PSYCHOLOGISTS OF ONTARIO
L'ORDRE DES PSYCHOLOGUES DE L'ONTARIO
Regulating Psychologists and Psychological Associates

April 2017

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The March Council meeting involved discussions of some significant motions.

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Barbara Wand Seminar in Professional Ethics, Standards and Conduct June 2017

Registration is now open for the Barbara Wand Seminar being held in Ottawa on June 26, 2017. This is again being offered at no charge to members and graduate psychology students. [Register Here](#).

[READ MORE](#)

Elections to Council 2017

Elections to Council were held on March 31, 2017. The College would like to welcome Marilyn Keyes, Ph.D.,C.Psych - District 4 (East) and Christine DiZazzo, M.Ps.,C.Psych.Assoc. - District 7 (Psychological Associate).

[READ MORE](#)

Council Highlights

Highlights from the Council meeting held on March 24, 2017 are now available.

[READ MORE](#)

Membership Renewal

Membership renewal is now open. Members are asked to complete the online [Practice Update Form](#) and submit fees by June 1 to avoid a late fee. The help desk is available from 9 to 5 each day.

[READ MORE](#)

Oral Examination and Corporation Fee Reductions

In the fall, the College consulted the membership on a proposal to implement the following fee reductions:

- Jurisprudence Examination fee reduced from \$270 to \$200
- Oral Examination fee reduced from \$740 to \$550
- Professional Corporation Application fee reduced from \$500 to \$350
- Professional Corporation Renewal fee reduced from \$350 to \$250

At the March Council meeting the results of the consultation were reviewed and the proposed fee changes were approved effective June 1, 2017.

The College wishes to thank all those who participated in the consultation as your input is very important to our Council deliberations.

Quality Assurance Self-Assessment Guide (SAG) 2017 Continuing Professional Development Program (CPD)

The Quality Assurance Program has been undergoing significant review and revision resulting in a delay in release of the SAG and the CPD documentation. Members participating in the program this year will shortly receive and email when the materials are ready. Due to the delay, the deadline for submission will be adjusted. The College appreciates members' patience as we complete this process.

[READ MORE](#)

Standards Of Professional Conduct 2017

Earlier in April, the College distributed the new Standards of Professional Conduct. Since that time, minor formatting and other non-substantive changes have been made. We encourage members who downloaded a copy to [update here](#).

Inquiries, Complaints and Reports Committee Activities

The ICRC met on December 12, 2016, January 26, 2017 and February 27, 2017.

[VIEW ICRC REPORT](#)

Council Meeting Materials Available for Download

The College posts the materials which support the items for discussion at the quarterly Council meetings. These materials are available one week prior to the meeting and are maintained, along with the approved minutes, in the Resources section of the [website](#).

Changes to the Register

Since January 2017, there have been many changes to the College Register as new Certificates of Registration were issued or members retired or resigned.

[VIEW CHANGES TO THE REGISTER](#)

Upcoming Council Meetings

June 23, 2017
September 15, 2017

We welcome observers. Materials will be posted to the website one week in advance. Please advise the College of your wish to attend by calling 416-961-8817 or emailing cpo@cpo.on.ca

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[VISIT OUR WEBSITE](#)

President's Message

The March Council meeting involved discussions of some significant motions. These related to member consultations that occurred over the past few months pertaining to examination and corporation fees, the Standards of Professional Conduct 2017, and the Continuing Professional Development (CPD) component of the Quality Assurance Program. I am pleased to report that these motions were passed. The College has distributed information regarding the new Standards and information on corporation and examination fees is available in this eBulletin. Continuing Professional Development materials will be available shortly. In addition, the Council approved the budget for the fiscal year 2017-2018.

The Council engaged in a conversation regarding sending representatives to the mid-year meeting of the Association of State and Provincial Psychology Boards (ASPPB); meetings that the College usually attends. At issue was the concern that the meeting is being held in Tennessee, a state which passed laws in 2016 that are discriminatory to the LGBT community regarding accessing therapy services. After a fulsome discussion, the Council voted unanimously not to send a delegation to the meeting this year. As well, the College has sent a letter to ASPPB outlining our concerns and we have also communicated these concerns to the Association of Canadian Psychology Regulatory Organizations (ACPRO).

A Council training workshop occurred the day before the March meeting. In the morning, we were privileged to participate in presentations related to Bill 87, Protecting Patients Act, 2016. First, Dr. Rick Morris, Registrar, provided Council with information about the recommendations of the Sexual Abuse Task Force commissioned by the Minister of Health and Long-Term Care that was released in the fall. Following this, Mr. Stephen Cheng, Manager (A), Regulatory Policy Unit with the Health System Labour Relations and Regulatory Policy Branch of the Ministry of Health and Long-Term Care helped us to understand more about what Bill 87 hopes to achieve. In the afternoon, we participated in a presentation on Board governance by Mr. D'Arcy Delamere, Public Member of Council. This prompted some interesting discussion about the governance model and practices of the Council, and ideas about how we can become more effective.

Since the Council meeting, two districts participated in College elections. I am pleased to congratulate Christine DiZazzo M.Ps., C.Psych.Assoc. who was successful in District 7 (Psychological Associates), and Marilyn Keyes Ph.D., C.Psych. who was successful in District 4 (East). Our new Council members will take their seats at the next meeting of Council in mid-June.

Thanks to all of you who were part of the election process by letting your name stand, nominating colleagues, and voting. We appreciate and encourage participation in these important aspects of professional self-regulation.

While we are pleased to be joined by our two new Council member colleagues, we are sad to be saying good-bye to the members leaving Council. Mr. Robert Gauthier has been the representative from District 7 for nine years and during this time has participated on most College Committees and major task forces. Throughout his term of office Robert was a member of the College Executive leading the College as President, for two terms, from 2013-2015. Also leaving Council is Dr. Gilles Hebert, representative of District 4. During his term of office, Gilles served on numerous College Committees and working groups and readily took on the additional responsibilities associated with being a member

of the Executive Committee. Ms. Astra Josie Rose has been a public member on Council since 2014 and during this time she has served on a variety of Committees generously contributing her talents, ideas and time. We thank Robert, Gilles and Josie for the work they did, for the College, on behalf of all of us.

This is the season of Committee turn over and recruitment in the life of the College. The College relies on its members for much of the work that it does. I encourage you to consider volunteering – it is a rewarding experience that brings new learning.

Finally, the College Executive is hosting a reception in London on the evening of May 16. If you practice or live in the area, consider coming out; it would be great to meet you and talk about your practice of psychology in that community. Please hold the date and watch your e-mail for more details about this event.

Lynette Eulette Ph.D., C. Psych.
President

Election to Council 2017

The Election to Council was held on March 31, 2017 for positions in two districts: Electoral Districts 4 (East) and District 7 (Psychological Associate).

The College wishes to congratulate:

District 4 (East)
Marilyn Keyes, Ph.D., C.Psych. - Elected

District 7 (Psychological Associate)
Christine DiZazzo, M.Ps., C.Psych.Assoc. - Acclaimed

To introduce these members of Council, reproduced below are the Biographical and Candidate Statements which they submitted as part of the election process.

Marilyn Keyes, Ph.D., C.Psych. – District 4 (East)

BIOGRAPHY

Please allow me to introduce myself. I obtained my license for Autonomous Practice with the College of Psychologists of Ontario, in 2002, yet the process of registration with the College is still fresh in my mind. I came to the profession of psychology later in life, and I received my BA and MA as a full-time mature student at Carleton University in Ottawa. Then I completed the requirements for a Ph.D. in clinical psychology at the University of Ottawa.

My practical training introduced me to working as part of an interdisciplinary team, first in a correctional facility and then a psychiatric hospital. My internship was at the Centre for Psychological Services at the University of Ottawa, where we provided therapy to members of the public, combined with a placement in the Federal Government providing career counseling to executives.

Following graduation I was fortunate to be retained in the government position as a part time employee. As well, I was honoured to be accepted as part of the Ottawa Couple and Family Institute (OCFI team). I divided my time between the Federal Government position, and private practice where I provided individual and couple therapy to an adult population. Eventually, I let the government position go to devote all my time to my practice at OCFI.

The government position allowed me to experience firsthand the unique challenges of working for a large institution with management expectations that sometimes created conflicting service goals as well as the confidentiality issues of third party payment for services. Meeting the Standards of Practice and Ethics of the College and the standards of business (serving two masters) can be a challenge that requires diplomacy, confidence, and sometimes the willingness to take a stand. Providing the best care possible for the client, while working within the corporate structure, can create circumstances that highlight the importance of not only knowing the Standards of Practice, but developing a fundamental understanding of their purpose in order to use good judgment in their application.

I discovered that working in private practice, where psychologists enjoy much more freedom, reduces the conflict but enhances the need for rigorous self-monitoring and, once again, judgment. Every day there are decisions to be made about boundaries and competencies.

CANDIDATE STATEMENT

I am proud to be a member of a profession that is deeply concerned with ethical and compassionate treatment of those whom we service. I am well aware of the power our position affords us, and possible consequences of inattention or misuse of this power. Hence the need for a regulatory body to protect the public. I believe that regulation of the profession by those within this community, who understand its needs and challenges, is imperative. Such a body can set clear guidelines and be a place to seek assistance which allows psychologists to be confident in their decisions and in the quality of their service. I would like the College to be seen by its members as much more than a regulatory body. I hope that members see the College as available to approach with their concerns, confident in receiving an attentive, responsive, reception.

Christine DiZazzo, M.Ps., C.Psych.Assoc. – District 7 (Psychological Associate)

BIOGRAPHY

As a Psychological Associate I worked for school boards in Ontario for many years (first for the former Stormont Dundas and Glengarry Board as a Psychometrist, and then for the Ottawa Carleton District School Board). Since 2007, I have been in private practice. Recently, I cut down significantly on my practice. In both public and private settings I was always acutely aware of the difficulties in accessing qualified and regulated mental health professionals. This has been particularly true for children and youth, a population that research has shown to be chronically under-served. I feel strongly about ensuring that school-aged children have access to timely assessment and psychotherapeutic services that will promote success for them first in their academic careers and, then to meet the challenges that they will face throughout their lives. Similarly, through a lifespan perspective, I recognize the necessity of having robust mental health services as these individuals transition into adulthood and then later life. This strong belief has led me into many advocacy roles. When I worked for the OCDSB I was an active member of my union, the Ontario Secondary School Federation. As a PA, I have been a member of OAPA since its founding and now sit on its Board. While I understand that as a member of Council I would have to leave the Board of OAPA, I am proud to have served and done my small part for advancing the concerns of Master+Apprenticeship psychological professionals as well as advocating for the provision of services to meet the needs of students by competent professionals. I served a term on Council several years ago (2006-2009). It is my hope that in making the transition at this time from a primarily advocacy role to one with a focus on the public interest and the profession's guiding regulatory frameworks I can make a contribution to the profession while highlighting the skills that PAs have to offer.

CANDIDATE STATEMENT

We stand at an interesting point in our profession. Aware as we are of the serious mental health needs of our population, we find that there is a limited pool of individuals with the necessary training to meet their needs. Most school boards and even most private practitioners have long waiting lists for

psychological assessments and treatments. Ensuring that the public has access to well-trained individuals to meet these needs has always been a priority of mine. I have been pleased in recent years to note the growing number of OAPA members, a sign that qualified Masters prepared psychological practitioners are seeking registration. It is my belief that all psychological professionals in Ontario need to make common cause to ensure the availability of quality psychological supports and I look forward to an opportunity to facilitate that cause at the regulatory level.

Council Highlights – March 24, 2017

Policy Issues

Continuing Professional Development

During the September to December 2016 period, the College conducted a consultation with the membership regarding the proposed Continuing Professional Development (CPD) Program as developed by the Quality Assurance Committee. Council reviewed and approved the program requirements. The 2017 Self Assessment Guide and Professional Development Plan (SAG) is being finalized for distribution to members with odd registration numbers. The implementation of the CPD will coincide with the distribution and completion of the 2017 SAG.

Standards of Professional Conduct 2017

Council approved the revised *Standards of Professional Conduct 2017* to be adopted as the standards of the profession effective September 1, 2017. The new *Standards* are the result of much discussion, deliberation including a number of member consultations. A copy of the new *Standards* can be downloaded [here](#).

Jurisprudence and Ethics Examination Committee (JEEC) Conflict of Interest Policy

The *Conflict of Interest and Reasonable Perception of Bias (JEEC)* policy, developed by the Jurisprudence and Ethics Examination Committee was approved and will be incorporated into the College's *Policies and Procedures Manual*. Given the security requirements of the JEE, it is expected that anyone involved in the development and/or administration of the exam will be familiar with this policy and agree to abide by it. A copy of the policy may be found in the March 24, 2017 [Council Materials](#) in the Resources section of the website.

Executive Committee Policy

The revised *Executive Committee: Terms of Reference/Role* policy was approved and will be incorporated into the College's *Policies and Procedures Manual*. A copy of the policy may be found in the March 24, 2017 [Council Materials](#) in the Resources section of the website.

Business Issues

Annual Budget

Council received and approved the Annual Budget for the 2017-2018 fiscal year.

Election to Council

Following the recent Council elections, the College wishes to congratulate Christine DiZazzo, M.Ps., C.Psych.Assoc. – District 7 (Psychological Associates) and Marilyn Keyes, Ph.D., C.Psych. District 4 (East).

Other Business

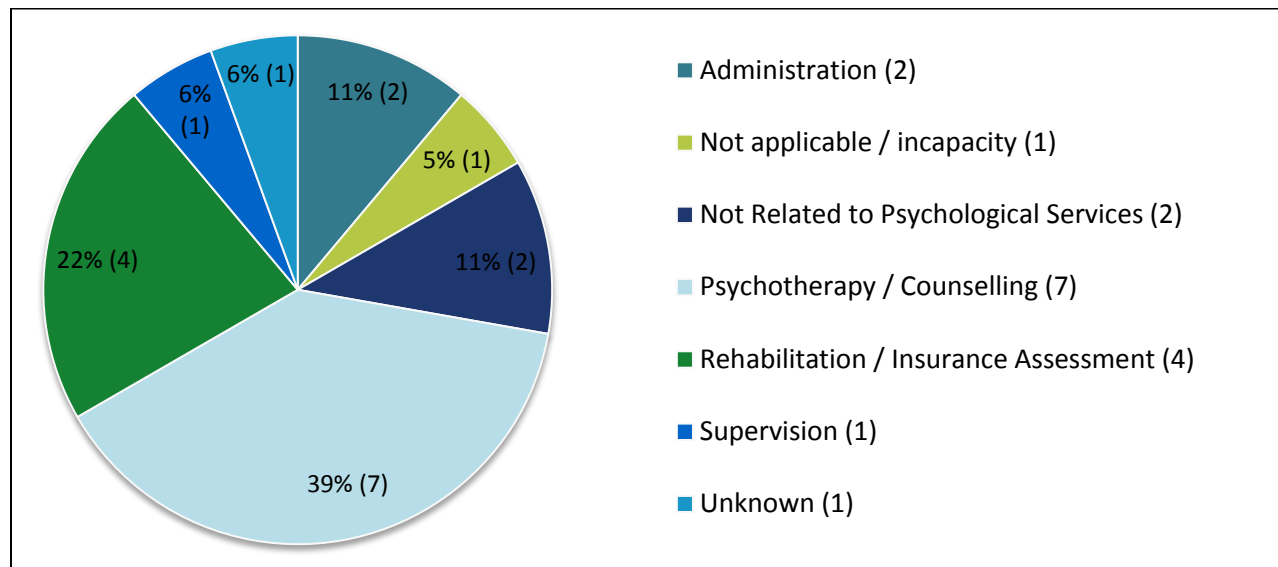
The next meeting of Council will be held on June 23, 2017.

Inquiries, Complaints and Reports Committee Report to Council
Third Quarter December 1, 2016 to February 28, 2017¹

New Complaints and Reports

In the 3rd Quarter, the College received 16 new complaints and opened one new Registrar's Investigation and one new Health Inquiry, for a total of 18 new matters.

Seven of these new matters arose from psychotherapy/counselling services and four from rehabilitation/insurance assessments. Complaints and reports this quarter also relate to administration and supervision, while others do not relate to psychological services.



ICRC Meetings

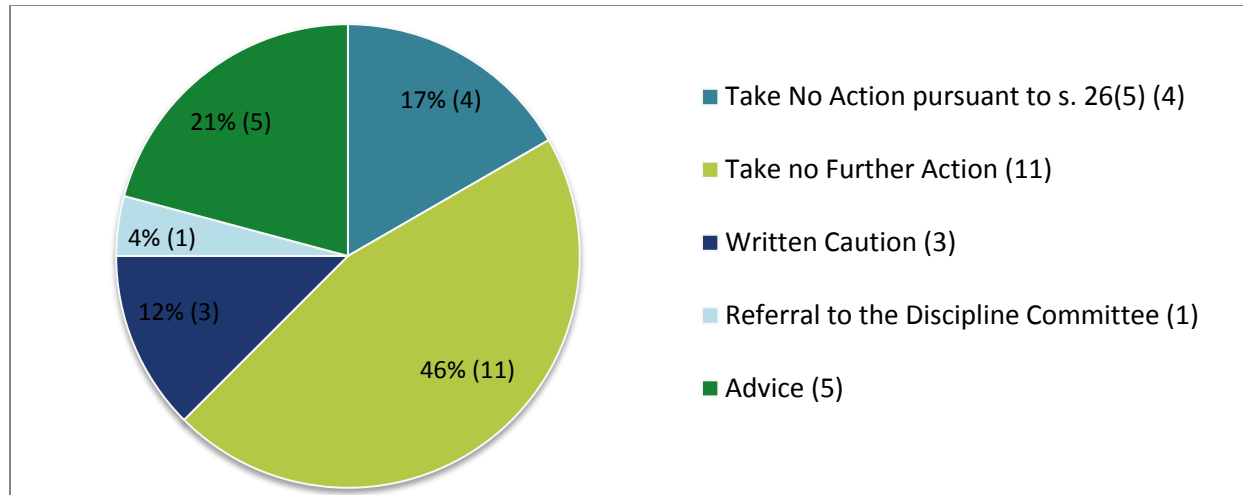
The ICRC met on December 12, 2016, January 26, 2017 and February 27, 2017. A total of 16 cases were considered on these dates. In addition, 13 teleconferences were held to consider 20 cases. The ICRC next met on April 25, 2017.

ICRC Dispositions

The ICRC disposed of 24 cases during the 3rd Quarter. The ICRC decided to take no further action in 11 of these cases. In an additional four cases, the ICRC decided to take no further action pursuant to section 26(5) of the Health Professions Procedural Code, believing these complaints to be frivolous, vexatious, made in bad faith, moot or otherwise an abuse of process

Of the remaining nine cases, the ICRC decided to provide Advice in five, and Written Cautions in three. The ICRC decided to refer one case to the Discipline Committee.

¹ Complete statistics upon which this Report is based are appended at the end of this document.



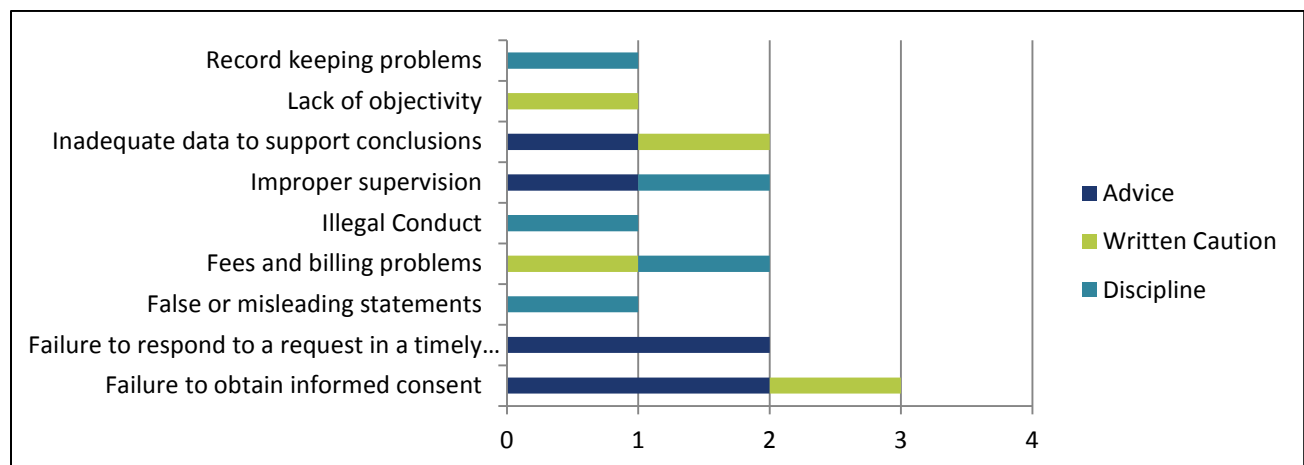
Disposition of Allegations

Each case considered by the ICRC may include a number of allegations, and the Committee will consider each allegation individually. Each case may therefore include a number of dispositions, although only the strongest one will be noted for statistical purposes. For example, a panel of the ICRC may decide to issue both advice and a written caution with respect to different allegations made in a single complaint. While the overall disposition will be noted as a Written Caution, the College maintains information regarding all the dispositions.

In the 3rd quarter, the 24 cases disposed of included the consideration of 60 allegations.

The most common allegations were: bias and lack of objectivity (9); inadequate data to support conclusions (8); failure to obtain informed consent (8); failure to respond to a request in a timely manner (5); conduct unbecoming a member of the CPO (4); improper supervision (4); and fees and billing problems (3).

The ICRC provided Advice with respect to six allegations and Written Cautions with respect to four allegations. Five allegations were referred to the Discipline Committee. The substance of these allegations is illustrated below.



Health Professions Appeal and Review Board

In the 3rd Quarter, four ICRC decisions were appealed to the Health Professions Appeal and Review Board (HPARB). Three decisions were received by the College from HPARB regarding previous appeals. In all three cases, the ICRC's decisions were confirmed.

Appendix

**Inquiries, Complaints and Reports Committee Report to Council
 Third Quarter December 1, 2016 to February 28, 2017**

New Matters, by Case Type

YTD

	Q1	Q2	Q3	Q4	Current	Previous
Complaints	16	16	16		48	40
Registrar's Investigations	2		1		3	1
Health Inquiries	0		1		1	3
Total	18	16	18	0	52	44

New Matters, by Nature of Service

YTD

	Q1	Q2	Q3	Q4	Current	Previous
Administration	2		2		4	0
Capacity Assessment		1			1	0
Consultation					0	1
Corrections Assessment					0	1
Custody & Access / Child Welfare Assessment	2	1			3	8
Educational Assessment	3	1			4	5
Industrial / Occupational Assessment	1				1	1
Mediation					0	0
Neuropsychological Assessment	1	3			4	0
Not applicable / incapacity			1		1	3
Not Related to Psychological Services	3	2	2		7	3
Other Psychological Assessment					0	0
Psychotherapy / Counseling	2	7	7		16	12
Rehabilitation / Insurance Assessment	4	1	4		9	6
Supervision			1		1	1
Teaching / Training					0	2
Unknown			1		1	1
Total:	18	16	18	0	52	44

Health Professions Appeal and Review Board

YTD

	Q1	Q2	Q3	Q4	Current	Previous
Reviews Requested	2	2	4		8	16

YTD

	Q1	Q2	Q3	Q4	Current	Previous
Decision Confirmed	2	1	3		6	5
HPARB F&V					0	1
Decision Unreasonable					0	0
Notice to not Proceed	1				1	1
Withdrawn					0	3
Total:	3	1	3	0	7	10

Inquiries, Complaints and Reports Committee
Report to Council
Third Quarter
December 1, 2016 to February 28, 2017
Dispositions by Case

	YTD					
	Q1	Q2	Q3	Q4	Current	Previous
Complaint Withdrawn		1			1	0
Closed – no jurisdiction					0	0
In Abeyance					0	0
Incapacity Investigation					0	0
Other – Advice	3	2	5		10	12
Other - Advice with Undertaking					0	0
Other - Take no Further Action	2	8	11		21	23
Other - Take no Further Action and Undertakings					0	0
Other - Oral Caution					0	2
Other - Oral Caution and Undertakings					0	1
Other - Undertaking (Health Inquiry)	1				1	0
Other - Oral Caution and SCERP*					0	1
Other - Written Caution	2		3		5	10
Other - Written Caution and Undertakings	1				1	2
Other - Written Caution and SCERP*	1	1			2	2
Referral to the Discipline Committee	1		1		2	0
Take No Action, if Complaint Frivolous, Vexatious, Made in Bad Faith, Moot or otherwise an Abuse of Process	1	1	4		6	15
Total:	12	13	24	0	49	68

*Specified Continuing Education or Remedial Program

**ICRC Report to Council - Third Quarter
December 1, 2016 to February 28, 2017
Dispositions by Allegation (Year to Date)**

	Withdrawal	Take No Further Action F&V	Take No Further Action	Advice	Advice with UT	Written Caution	Written Caution & UT	Oral Caution	Oral Caution & UT	Oral Caution & SCERP*	Written Caution & SCERP*	SCERP*	Refer to Discipline
Acceptance of Regulatory Authority of the College													
Bias		1	8			1							
Boundary violation				1									
Breach of confidentiality			3	1									
Conduct unbecoming a member of the CPO		1	4			1					1		
Conflict of interest	1		1										
Dual relationship													
Failure to render services appropriate to the user's needs	1		7										
Failure to fulfill the terms of the agreement with user													
Failure to comply with College requirements													
Failure to comply with limitation													
Failure to obtain informed consent		2	4	2		1							
Failure to practise within boundaries of competence			2										
Failure to provide appropriate explanation ...													
Failure to provide services sought													
Failure to report child abuse or neglect													
Failure to make sexual abuse mandatory report													
Failure to respond to a request in a timely manner		1	4	3							1		
Failure to identify limits of certainty													
False or misleading statements	1		4										2
Fees and billing problems			2	1		1							1
Finding of Professional Misconduct in Other Jurisdictions													
Illegal Conduct													1
Improper office conditions			1										
Improper supervision		1	1	2									2

ICRC Report to Council - Third Quarter
 December 1, 2016 to February 28, 2017

	Withdrawal	Take No Further Action F&V	Take No Further Action	Advice	Advice with UT	Written Caution	Written Caution & UT	Oral Caution	Oral Caution & UT	Oral Caution & SCERP*	Written Caution & SCERP*	SCERP*	Refer to Discipline
Inaccurate information		1	2										
Inadequate data to support conclusions		3	6	2		2							
Inadequate feedback													
Inadequate handling of termination			1			1							
Inappropriate advertising and announcements													
Inappropriate conduct toward a colleague		1											
Inappropriate conduct toward a student													
Inappropriate conduct toward an employee			1										
Incapacity			1										
Incompetence			1										
Insensitive treatment of clients			1										
Lack of adherence to undertaking or agreement													
Lack of objectivity			1			1							
Misrepresentation of Non-Member													1
Non-Sexual Abuse													
Problematic statements made at trial													
Providing services while impaired		1											
Quality of services			1										
Record keeping Problems			1										1
Sexual abuse			1										
Sexual harassment		1	1										
Sexual misconduct			1										
Unauthorized Services			1										

*Specified Continuing Education or Remedial Program

Changes to the Register

Certificates of Registration

The College would like to congratulate the **Psychologist** and **Psychological Associate** members who have received Certificates of Registration since January 2017.

Psychologists - Certificate of Registration Authorizing Autonomous Practice

Amy Kristen Brown-Bowers
Marla Ann Cameron
Christopher Cardoso
Romina D. Coppa
Julia DiMillo
Amanda Dupont
Isabelle Marie-Louise Gagnon
Maline Eleanor Glogauer
Vina Goghari
Allan Michael Gorewich
Wendy Jill Greenbaum
David William Hallman
Normand Lauzon

Reem Kiran Maassarani
Nancy Marchese
Amber Marie McKenzie
Patricia Riley Muchynski
Sarah Michelle Nugent
Katarina O'Donnell
Daniela Paula Ranieri Switzer
Ashley Lauren Rolin
Francois Sallafranque St-Louis
Anna-Maria Santi
Alicia Valenzuela Perez
Rosa Villani
Amelie Zonato

Psychological Associates - Certificate of Registration Authorizing Autonomous Practice

There are no new members issued with a certificate authorizing autonomous practice for the title C.Psych.Assoc. for this period.

Psychologists - Certificate of Registration Authorizing Interim Autonomous Practice

Ava-Ann Andrie Allman
Karen Jamie Fraser Coe
Jacques Fournier
Elizabeth Ann Moxley-Paquette
Kamala Pilgrim

Psychological Associates - Certificate of Registration Authorizing Interim Autonomous Practice

There are no new members issued with a certificate authorizing interim autonomous practice for the title C.Psych.Assoc. for this period.

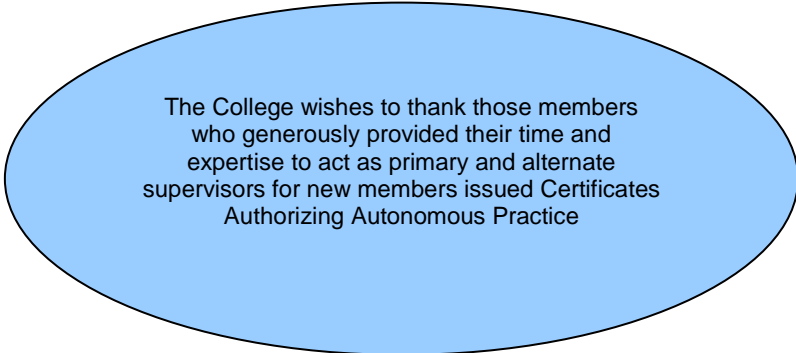
Psychologists - Certificate of Registration Authorizing Supervised Practice

Kathryn Ann Manson Birnie
Alison Carlisle Blakely
Kelly Alexis Blanchette
Lisa Bradford
Emily Gail Bryntwick
Madelaine Clair Burley
Colin Andrew Campbell
Julie Cinamon
Laura Anne Cuttini
Eleanor Donegan
Petra Dawn Tapper Gyles
Brianna Rachelle Jaris
Ashley Christian Major
Gregory Mendelson
Jennifer Marie Monforton

Jennifer L. Newby
Tang Tanya Norton-Zhao
Theone Sofia Elektra Paterson
Mandisa Viola Peterson
Danielle Pigon
Anna Polotskaia
Maria Sol Pound
Mirella Pugliese
Danielle Christine Ransom
Tal Singer
Laura Elizabeth Smith
Jill Marie St. Denis
Kathleen Elizabeth Staz
Lauren Jessica Sangster Steinhart
Dragica Visnjevac Fink

Psychological Associates - Certificate Authorizing Supervised Practice

Veronique Milaine Baril
Jodi Michelle Benkovic
Laura Megan Caird
Hallie Melody Farrow
Wickus Gerhardus Joubert
Parvati Sonia Khan
Cristina Carolina Magrina Sanchez
Heather Lesley McDonald
Christopher Ryan Wright



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 Authorizing Autonomous Practice

Retired

Kenneth Dunn
Neil Hildebrandt
Michele Andrea Meret
Julie Elizabeth Skadorwa
Donald Allan Wale

Resigned

Clovis Saramago de Araujo
David Lee Jordan
Barbara Annette Vale

Deceased

The College has learned with regret of the death of the following member. The College extends condolences to the family, friends and professional colleagues of:

Marie-Elise Du Buisson
