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## GUIDELINES FOR SUPERVISION OF NON-REGISTERED PERSONNEL

Many psychologists supervise the work of non-registered personnel and this may take several forms: For instance, they may hire assistants in their private practices or they may supervise them as members of psychology departments within organizations and institutions. Psychologists are aware that, in doing so, they assume professional responsibility for the work they supervise.

The Ontario Board of Examiners has hitherto resisted publishing directives regarding supervision of non-registered personnel, believing that as psychologists bear the professional responsibility, they should be allowed to exercise their own judgment as to the manner in which it is carried out.

However, at its annual meeting in Montreal in August 1980, the American Association of State Psychology Boards adopted a set of guidelines for the employment and supervision of persons providing psychological services but who are not registered as psychologists. While not prepared to adopt these guidelines in their entirety as binding on psychologists in Ontario, the Board of Examiners believes that a number of the statements in the document are sufficiently useful, or self-evident, that Ontario psychologists should be aware of them. The Ontario Board has, with liberal adaptations, extracted some of these guidelines and reproduces them below. No attempt will be made by the Ontario Board to monitor adherence to these standards, but psychologists who do not believe they can adhere to them should

consider themselves to be at risk in their role as supervisors.

In consistency with *The Psychologists Registration Act*, no person may engage in the provision of services designated as psychological unless he or she is supervised by a psychologist.

- A. Qualifications. Supervising psychologists will have adequate training, knowledge, and skill to render competently any psychological service which their supervisee undertakes. They will not supervise, or permit their supervisee to engage in, any psychological practice which they cannot perform competently themselves.
- B. Qualifications of Unregistered Persons Providing Psychological Services. Supervising psychologists will ensure that the unregistered service provider has the background, training and experience appropriate to the functions performed. The supervising psychologist will determine the adequacy of preparation of the supervisee. The designation or title will be appropriate to the role and not misleading to the public.
- C. Utilization of Unregistered Persons Providing Psychological Services.
  1. The supervising psychologist will have sufficient face-to-face contact with all clients of the supervisee in order to plan effective delivery of services. The progress of the work will be monitored through such means as will ensure that the professional responsibility assumed by the supervisor can be carried

out for all services rendered. Supervisors will also be available for emergency consultation and intervention in work settings where emergencies arise.

2. Work assignments will be commensurate with the skills of the assistant. All procedures to be carried out by the supervisee will be planned in consultation with the supervisee.

3. Supervising psychologists will work in the same physical setting as the supervisee. A rationale will be provided and arrangements will be made for any exceptions.

4. Public announcements of services and fees, and contact with the lay or professional community, will be offered only by or in the name of the supervising psychologist.

5. Users of the supervisee's services will be informed as to his/her status, and will be given specific information as to his/her qualifications and functions.

6. Clients will be informed of the possibility of periodic meetings with the supervising psychologist at their request, or at the supervisee's or the supervisor's request.

7. In any fee-for-service arrangement, setting and receipt of payment will remain the function of the supervising psychologist or of the employing agency.

D. Conduct of Supervision. It is recognized that the variability in the preparation for practice of assisting personnel will require individually tailored supervision. The range and content of supervision will be worked out between the individual supervisor and the supervisee. A detailed job description in which functions are designated at varying levels of difficulty, requiring increasing levels of training, skill and experience, should be available. This job description

will be made available to sanctioners and service recipients upon request.

1. A psychologist will not receive payment for or otherwise be in the employ of someone they supervise.

2. An ongoing record of supervision will be maintained which details the types of activities in which the supervisee is engaged, the level of competence in each, and the type and outcome of all procedures.

3. All written reports and communications will be counter-signed as "Reviewed and Approved" by the supervising psychologist.

#### BOARD POLICY RE PAYMENT FOR SUPERVISION

Supervision of temporary registrants on behalf of the Board is a major mechanism for insuring adequacy of professional experience. In most instances the Board's supervisory agent will be the line supervisor in the job locale of the applicant. In some cases the supervisor will not be on site and special arrangements must be made.

The registrant incurs substantial expense in becoming registered and it is not anticipated he/she will be required to pay for his/her Board-required supervision. This requested supervision the Board regards as an implied, professional obligation of the supervisor and disapproves of the registrant being required to pay.

The Board recognizes however that, on occasion, supervisors might experience a loss of income as a result of their supervisory commitment. In such cases payment for supervision by the registrant would appear to the Board to be appropriate and proper.

#### CHANGES OF ADDRESS

*Please notify this office in the case of any address changes as deadline for entering changes in the 1981 Directory is December 1.*

DEALING WITH COMPLAINTS:  
GUIDELINES FOR LOCAL ACADEMIES

Recently the executive of a local academy of psychology asked the Board of Examiners to provide an interpretation of the appropriate procedure for a member to follow in telephone conversations with members of the public who phone the Academy and who may, in the course of the conversation, describe a problem they are having with another psychologist. The Board of Examiners responded to this request and, as it may be of interest to members of other academies, is providing its views on the question for all the readers of the *Bulletin*.

In publishing its guidelines for submitting complaints (Section F on pages 116-117 of the 1980 Directory) the Board made a distinction between desirable procedures for psychologists to follow and procedures for members of the public to follow.

A psychologist who is concerned about the practices of a colleague, perhaps an announcement in bad taste which reflects badly on the profession, might appropriately discuss his concerns first with the colleague. Presumably if the other psychologist was prepared to revise his announcement there would be no need to pursue the matter further with the governing body. It is also possible that other matters, in the judgment of the psychologist, should not be discussed first with his colleague.

However, a client who is concerned about some aspect of his treatment at the hands of a psychologist has no such fraternal obligation. It is helpful to remember that when a client telephones the Academy it is the client who is the potential complainant and not the psychologist who listens. Moreover, in calling the Academy, the client may not only be complaining but may also be looking for a solution. It is the Board's view that the members of the Academy could help the client by providing practical advice about ways in which the client can solve his problem with his psychologist directly and by himself. However, if it appears the

client wishes to lodge a formal complaint, he should be given the address and telephone number of the Board of Examiners.

The Board expressed the view that it would be improper for the member of the Academy to take the matter up directly with the psychologist complained about. In the first place, a telephone call is not a complaint, in any formal sense. Secondly, the member has no authority to intervene in a matter between the client and his psychologist. Thirdly, premature or unauthorized discussion of the problem with anyone other than the client could have unexpected consequences, some of them legal, for all concerned. On the other hand, the Board of Examiners has the legal authority, as well as the obligation, to investigate and handle complaints. Finally, discussion of this information with others could be construed as an improper effort on the part of the profession to protect itself against complaints.

The Board concluded that the most direct and responsible approach for an Academy to take would be to tell the client to direct complaints to the Board of Examiners, and to provide the address and telephone number; to provide, if appropriate, some practical advice on how a client can deal directly with the problem, but to divulge any information gathered in this conversation to no one. These suggestions do not rule out the possibility that the member might wish to discuss the matter with the Board of Examiners and this would be quite proper.

PERSONS WHOSE REGISTRATIONS HAVE LAPSED  
AND ARE WITHDRAWN FROM THE REGISTER

Robert Asarnow	Nancy Goodman
James Boswell	George Hay
John Bramwell	John Higenbottam
Ken Carlson	Hyman Hops
Michael Casella	Murray Jackson
Ronald Cohen	William Kirk
Lee Cohene	Alan Krichev
John Coleman	Bryan Laver
Merlin Donald	William Lohss
Leslie Gardner	John Machry
Bruce Gladstone	Mary-Francis Madill

Janie Martini-Bowers	Howard Rudner
Harold Miller	Bishan Saxena
Albert Newman	Gerald Stone
Friedrich Novotny	Gordon Turner
Douglas Penfold	Kathleen Turner
Vincent Roper	Max Uhlemann
Duane Rubadeau	Hanne Unger

TEMPORARY REGISTRANTS SINCE JULY 1980

Janice Baker	Alan Leschied
James Bebko	Claiborne Moore
Richard Berry	Morris Moscovitch
Marlene Bird	Kerry Mothersill
Fred Boland	William Newby
Barry Bultz	Nathan Pollock
Rita Carroll	James Porter
Douglas Chute	Joyce Pratt
Barry Cook	Douglas Reberg
Richard Dart	Lawrence Rempel
Keith Dobson	Louise Sas
Mary Ann Evans	Paul Stirling
David Factor	Siang-Yang Tan
Ellen Fantus	Eugene Telka
Marie Gingras	Lynda Thompson
Roma Harris	Paul Valliant
Carolyn Humphreys	Roger Wells
Paul Hurst	Keith Walker
Frank Kenny	David Wolfe
Glen Lawson	Elizabeth Yates

The following names were omitted from the list of new Temporary Registrants in the July 1980 Bulletin:

Mel Davis	Michael Schwartz
Ellen Greenberg	Catherine Yarrow

ANNUAL REVIEW OF REGISTRANTS

The Board has appreciated the continued high rate of return on the annual questionnaire as it has enabled it to make reasonably definitive statements about the distribution and employment of psychologists in Ontario. This year in April questionnaires were mailed to the 1059 psychologists then registered in Ontario and returned by 994, or 93.9 percent.

Psychological Services in Other Languages

Of the 936 respondents answering this question, 20.0 percent indicated they were able to offer services in languages other than English. This figure included 11.1 percent able to provide services in French

and 11.6 percent in other languages. (Psychologists who gave permission to release their names will be listed in the additional section of the 1981 Directory, alphabetically by language.)

Of the 273 psychologists answering the question and working in Metropolitan Toronto, 7.7 percent are able to provide services in French and another 11.0 percent in other languages. For the Regional Municipality of Ottawa-Carleton, on the other hand, 34, or 35.8 percent, of the 95 psychologists responding to the question are able to provide services in French with another 14, or 14.8 percent, able to function in other languages.

The facility in French of psychologists across the province appears roughly to match the needs in the local populations they serve although in some areas, particularly in the north, there are few psychologists of any description.

Employment

The great majority of psychologists continue to be employed in their major area of work, 808 or 82.7 percent of those answering the question. Nevertheless, there has been a trend toward part-time independent practice. To the 115, or 11.6 percent, who are self-employed in their major area of work can be added the 382 psychologists, or 44.7 percent, who are self-employed in a secondary area of work. This is a considerable increase over the 39 percent in 1978 and the 31 percent in 1977 who reported independent practice in a secondary area of work.

A slight difference between men and women may be noted in employment: in the main area of work, 11.1 percent of the men and 13 percent of the women are self-employed; 2.5 percent of the men and 10.7 percent of the women are on leave, retired, or unemployed; and women are less likely to be engaged in a secondary area of work, 42.9 percent compared with 60.0 percent of the men.

Work Setting

For 34 percent of the respondents the work setting was a hospital or other treatment centre. Approximately 23 percent were

employed in post-secondary institutions and 14 percent in primary or secondary educational facilities. Of the remaining 29 percent, roughly 8 percent maintain private offices, 5 percent are with industrial or commercial firms, 3 percent in retardation facilities, 2 percent in correctional institutions, and 2 percent in government departments. The distribution of psychologists across different types of work setting in 1980 is virtually unchanged from 1978.

Area of Psychological Expertise

In 1980 psychologists were asked to indicate their "main area of psychological expertise". Roughly two-thirds, or 62.3 percent, of those answering this question indicated "clinical, counselling" as the main area. It may be of interest that, in a separate analysis of the questionnaires of the 660 psychologists (including 41 Temporary Registrants) who checked "clinical, counselling", there were 209 instances in which they also checked some other area of expertise. For example, 50 of these respondents also indicated "school", 42 indicated "developmental", 36 "educational", and so on. These individual statements of overlapping expertise reflect the existing variety in training, combined with particular applications in different work settings. The following Table provides the distribution of stated expertise across the various areas for 994 Permanent Registrants:

	N	%
Systems, methodologies, issues	27	2.7
Experimental	31	3.1
Physiological	8	0.8
Neuropsychology	40	4.0
Developmental	91	9.2
Social	31	3.1
Clinical, counselling	619	62.3
School or pre-school	122	12.3
Educational	105	10.6
Industrial, organizational, personnel	89	9.0
Other	36	3.6
Total	1199	120.7

FALL WRITTEN EXAMINATION

On October 10 the written *Examination for Professional Practice in Psychology* was held in Toronto, Ottawa, London, Sault Ste. Marie, Thunder Bay and Halifax. The Board is grateful to Ms. Jane Grigg, Professor Gilles Chagnon, Dr. David Evans, Dr. Keith Lefave, Dr. Keith Wood and Mr. Victor Day who served as proctors.

LEGISLATION IN NOVA SCOTIA

*An Act to Provide for the Registration of Psychologists* (Chapter 14, Acts of 1980) has now been passed by the Nova Scotia legislature. This event marks Nova Scotia as the eighth province to pass legislation to regulate the profession of psychology. A copy of the Act was provided to the Board by Dr. G. Gordon, Chairman of the Regulations Committee of the Association of Psychologists of Nova Scotia. The Act restricts the use of the title, as in Ontario, but provides a stronger definition of violations of this restriction and a stiffer penalty. The Act provided for the registration of masters level candidates under a "grandfather" clause and, on its expiry, the examining board may "in its discretion" register candidates at the masters level who meet additional experience requirements and pass the required examinations.