

College of Hearing Aid Practitioner's

Of Alberta

Annual Report

2016-2017

Table of Contents

1. Introduction

- a) Presidents Message
- b) Public Members Report
- c) Background information on the College

2. Governance

- a) Regulations
- b) Standards of Practice and Code of Ethics
- c) Bylaws
- d) Other Initiatives

3. Information on Regulated members

- a) Applications for Registration
- b) Number and types of regulated members in registration categories
- c) Registrations on the Courtesy Register

4. Approval of Training Programs and Examinations

5. Continuing Competence Programs

- a) The status of the Continuing Competence Program
- b) The Continuing Competence Programs Description and Outcome

6. Complaints and Discipline

- a) Complaints
- b) Disposition of complaints
- c) Alternative Complaints Resolution Process
- d) Investigation
- e) Hearings
- f) Appeals

7. Financial Information

- a) The Audited Financial Statement
- b) Revenues and Expenditures

8. Other Activities of the College

- a) Approvals under Section 27 of the HPA
- b) Other Activities

PRESIDENTS MESSAGE

HIGHLIGHTS OF 2016/2017:

- CHAPA Theory exam has been rewritten and was used for the first time September 2016. A bank of additional questions is being developed

This past year has been one of relative quiet with CHAPA having accomplished some major objectives over the past few years. We updated the job descriptions for all board members and committee chairs with the help of our Public Member Patricia Hull. The descriptions are attached at the end of this report.

We are always looking at and for new initiatives that will ensure that our members are acting in compliance and have the public's best interest, and safety in mind. We will continue to set our sights high to challenge our members to be the best they can be in our field of expertise.

I have enjoyed the challenges that the position of President presented and look forward to a more relaxed role as past president for the next year.

Respectfully submitted

Teresa Blimkie - President CHAPA

Public Members Report

The role of the Public Member is to attend all Council and Association meetings, as appropriate, to identify practice issues of members that could potentially compromise the safety of Albertans.

As a public member, I have observed good communication and excellent follow up with members. I have easily identified a small practice group who is diligent in identifying issues with consistent discussions in meetings. The president and registrar work effectively to keep knowledge of new events, practice differentiations, competency standards. This contributes to adequate practice and research based knowledge shared appropriately among members.

The only discrepancy which is minimal, in my opinion, there may have been a potential conflict of interest with the CHAPA's President also holding an accountable position with the CHIPS Committee. Recently she has resigned from the CHIPS committee as of July. Which likely allows for her to continue to be highly active her presidential duties with CHAPA's.

Having reviewed the correspondence and keeping up to date with meetings it was appreciated to see the members of CHAPA's continue to be persistent in refining their approval of job descriptions and clarification of same. There has been adequate notification of positions that need to be filled and there does not appear to be difficulty recruiting individuals into the roles.

Recommendations

1. CHAPA continue with the customized advertising and branding of their profession to facilitate recruitment to the career.
2. Continue to clarify the roles of the committees that can continue to focus on the research based use in practice (Continuing Competency Committee).
3. Liability will always be an issue for governing bodies it is important to have a solid template when completing complaints reports. Although I have not seen one specifically done, I feel as the role of practitioners evolves liability evolves and protection of the individual is required.

Kindest Regards
Heyam Tarrabain
September 17, 2017

College of Hearing Aid Practitioners of Alberta

Background information on the College

The College of Hearing Aid Practitioners of Alberta was declared to have College Status by the Government of Alberta in April 2002. Prior to its declaration as a College, the Hearing Aid Practitioner Profession in Alberta was governed by the Alberta Hearing Aid Practitioners Association. (AHAPA). A need was seen by the Council of the AHAPA to ensure that those individuals practicing as Hearing Aid Practitioners in Alberta were licensed and regulated in a capacity that would ensure a high level of educational background, proof of competency, and means for ensuring that there would be remedy against individuals who chose to practice outside of a regulatory body. The safety of the public, it was felt, could best be protected if that regulatory body fell under the legislation of the Health Professions Act. It was also felt by the AHAPA that regulation of its members under the HPA would bring an increased understanding and recognition of the Profession to the public.

Activities that the College engages in presently include but are not limited to:

- 1) Testing and assessment of human hearing, compilation of the testing data to determine type of loss and/or whether further medical investigation of hearing loss is required.
- 2) Prescribing and fitting/dispensing of hearing aids including ongoing service, adjustment and maintenance of the hearing aids dispensed
- 3) Recommendation of assistive listening devices.
- 4) Counseling and working with Hard of Hearing clients and family members to ensure that they may derive the best benefit possible from the amplification dispensed. Counseling may also include assistance in teaching client's alternative methods used to enhance communication and referral to sources such as Deaf and Hard of Hearing Services which may be of benefit to the client.

Governance

A. Regulations

In the 2016-2017 year, there was no further movement in changes to regulations. CHAPA council has approved the creating an ad-hoc committee to review the regulations and compile our requests to submit to government for change.

B. Standards of Practice and Code of Ethics:

Our Standards of Practice and Code of Ethics that were approved by in 2014, will be reviewed as part of the regulations ad-hoc committee responsibilities.

C. Bylaws

All current bylaws have been approved by membership. No changes anticipated at this time, but may be necessary once changes in regulations occur.

D. Other Initiatives

CHAPA has been interacting with the executive directors of Ontario and British Columbia. It is the hope of each of these provinces to work together, along with CHIPS to potentially develop a Federally accepted standard of practice statement and entrance to practice exam. This will take time.

INFORMATION ON REGULATED MEMBERS

A) Applications for Registration:

**The total number of new registrants in the 2016/2017 registration year: 21
Breakdown of routing of applicants as follows:**

Number of Graduates who became licensed as regulated members from Nov 1, 2015
– October 31, 2016: 19

- From Grant MacEwan University Hearing Aid Practitioner Program: 16
- Licensing of individuals transferring licenses inter-provincially: 2
- Licensing of individuals applying from out of country: 0
- Return to Profession – Leave of Absence: 1
- Audiologists: 2

Applications for Renewal of Practice Permits/Registration:

Total number of application renewal forms sent out: 232

This registration year for the College of Hearing Aid Practitioners of Alberta commenced upon March 1/2016 and ended February 28/2017. Therefore, renewal of Registration forms for the 2016/2017 year were sent out as of Nov 30, 2016.
This total includes both regulated and non-regulated members.

B) Number and types of regulated members in the Registration category

For historical reference purposes, as of March 31, 2016 the regulated membership consisted of:

169 Members on the General Register (Category RHAP), 14 of which registered as Inactive

13 Members on the Temporary Register (Category HAP), 0 which is registered as Inactive

16 Student Interns (SI's), 3 of which registered as Inactive

Post renewal membership data: As of March 31, 2017 the regulated membership consisted of: 234 members

187 Members on the Active General Register (RHAP)

14 members on the General Register (Inactive)

12 Members on the Temporary Register, membership category (HAP)

5 Members on the Temporary Register (Inactive)

11 Student Interns (SI)

5 Members on the Student/Intern Register (Inactive)

Number of Practice Permits restricted, denied or not renewed in each registration category:

Practice Permits Denied: 0

Practice Permits Restricted: 0

Practice Permits not renewed: 9, (9 on the General Register, 0 on the Student/Intern Register)

Reasons for non- renewal:

Retired: 1

Moved to another Province: 0

Licensed in Alberta and another Province who chose not to renew Alberta licenses: 0

Renewed as an Associate Member: 0

Reason for non- renewal of practice permit; unemployed: 0

Reason for non-renewal of practice permit; unknown: 8

Moved Out of Country: 0

Historical information indicating trends in past number of years:

The trend indicates a slow increase in the number of regulated members per year over the past 10 years. The majority of regulated members are those who have graduated from the MacEwan University Hearing Aid Practitioner program. There has been a history of an average of 1.5 regulated members who become licensed using out of country credentials annually. The largest reason for non-renewal of regulated member registration is attributable to members leaving to register in another province, most notably to British Columbia.

**Number of retirees, inactive members and other types of *unregulated members*:
As of September 23, 2017: (pertaining to the 2016/2017 year)**

Retirees: 1

Inactive members: 16

Student members: 0

Interim members (members who have graduated from a program of study but are not yet licensed): 21

Associate members: 4

Honorary members: 2

Public members: 1

Reviews by Council

Total number of reviews requested: 0

C) REGISTRATIONS ON THE COURTESY REGISTER

To date, the College of Hearing Aid Practitioners has not made use of a Courtesy Register. Thus:

Total number of members on the Courtesy Register over the year: 0

Number of days/months (amount of time) that the members were registered on the Courtesy Register: 0

Reasons for registration on the Courtesy Register: None

APPROVAL OF TRAINING PROGRAMS AND EXAMINATIONS

A. Identification of training programs and/or examinations to be approved:

Rewritten theory exam approved and incorporated.

B. Initiative for reviewing training programs and/or examinations:

The College continues to have concerns regarding the only Hearing Aid Practitioner program of study in Alberta. There were several changes to the MacEwan University curriculum which CHAPA discovered when reviewing a student's course material, and which may have an impact on CHAPA's practical examination instructions and/or test procedures. There have been no advisory committee meetings hosted by MacEwan University since the change and have not heard of any plans for one in the upcoming future.

A call was put out to the volunteers who attended the Alpine Test Solutions seminar in 2016 to create more questions for the theoretical exam. The purpose is to have a bank of questions to draw from in the future. Also, we are striving to align the exam content with what the college has identified as the most important areas of knowledge for a hearing aid practitioner.

C. Major consultations with stakeholders:

CHAPA has begun a series of meetings with executive members of British Columbia and Alberta audiology colleges (CSHHP and ACSLPA, respectively) to discuss the provision of cross-border services.

C) Training programs and or examinations that have been approved or have had their approval removed.

Currently there are three approved two year Canadian programs of study: MacEwan University, Conestoga College and George Brown College. Foreign applicants who wish to register with CHAPA require education minimally equivalent to the MacEwan University Hearing Aid Practitioner program. CHAPA has received several applications from providers of Cerumen Management Workshops, and has reviewed them for alignment with our cerumen management policy.

Respectfully submitted,
Jennifer Spiller CHAPA Registration Committee Chair

CONTINUING COMPETENCE PROGRAMS

During the 2016-2017 operational year for CHAPA the Jurisprudence e-Course and exam continued. The program chair position is still held by Tammy Caswell who took over the position in January 2016 within CHAPA.

Looking forward to the 2017-2018 operational year, the program will continue with the Jurisprudence e-Course/exam and all other requirements documented within CHAPA's CCP.

Members continue to be in compliance with the annual requirements of this program.

Respectfully Submitted

Tammy Caswell – Continuing Competence Chairperson

A. The Status of the Continuing Competence Program

The Jurisprudence e-course and exam is mandatory for all new registrants, and provide existing members until November 30 of 2019 to complete as part of their CCP requirements. As this is mandatory we are offering members the opportunity to receive 5 of the 10 CEU's required annually to maintain membership upon successfully passing the final exam associated with the e-course. Participation in the Program is entering the ninth year with regulated members now familiar with the requirements. The program is set up in a manner wherein opportunities to advance continuing education via the Continuing Competence website may be developed and offered to members. This is a consideration that may be explored and implemented to use the Continuing Competence resources in an enhanced manner. The completion date for 2017, which came into effect in 2014, is November 30.

B. The Continuing Competence Program's Description and Outcome:

1) The CCP Profile was compiled to address competencies applicable to the Hearing Aid Practitioner Profession. Specifically, the competencies identified, categorized and organized into competency bands. These bands are:

- a) Hearing Health Knowledge
- b) Safety
- c) Clinical Practice and Procedures
- d) Hearing Systems

- e) Communications and Interpersonal skills
- f) Office and Practice Management
- g) Professionalism

Each of these bands, is further broken down into a series of competency “cluster” containing elements and sub-elements.

The Continuing Competence Program is a system of assessing, maintaining, enhancing and monitoring ongoing knowledge, skills, attitude and judgment of hearing aid practitioners in the province of Alberta. The CCP is a way of ensuring a high-level of expertise, competence and ethical behaviour in performing the job. The CCP is mandated by Alberta's *Health Professions Act*.

Every year, members of the college are required to reflect on their skills and knowledge and complete a self-assessment of practice. Members use this information to analyse their needs and develop learning objectives. They then carry out learning activities throughout the year to meet the objectives. Members share their completed Learning Plans with the Continuing Competence Coordinator through the dedicated and secure Continuing Competence website. Practitioners are also asked to share their thoughts on their completed learning activities anonymously with other members; this has helped create a useful tool for future learning opportunities and resources.

New members, and members who have been absent from the profession for an extended period, are also required to complete the jurisprudence e-course and final exam to confirm they are familiar with college bylaws, policies and procedures.

Outcomes of the Continuing Competence Program:

Outcomes are monitored in two ways: on or before the deadline, the Continuing Competence Coordinator reviews each member's submission to make sure it complies with the program guidelines, and an annual member audit is also conducted.

Members who do not complete the program requirements by the deadline without an approved request for extension are informed of non-completion and expected to have all submissions in place no later than November 30. The registrar is provided a list of non-compliant members; the registrar will not issue practice permits until the program requirements are met. If 30 days passes and the member is still non-compliant, the employer and AADL will also be notified that the member is not able to practice in the province.

A minimum of ten percent of the membership also undergoes an audit process annually in the spring. Members are randomly selected to provide details about their learning plan activities. Members have 30 days to supply the information to the Continuing Competence Program Coordinator. Again, members who do not comply with the audit process at the end of 30 days revocation of practice permit.

Initiatives

Adding CCP information to the CHAPA Regulations. Requesting/adding “clinic visits” as part of the CCP protocol under CCP in the CHAPA Regulations.

Outcomes of the practice visits if required by the Program:

Practice visits do not form part of the Continuing Competence Program mandate at this time.

Compliance /non-compliance with the Continuing Competence Program, including the actions taken by the College:

Described in the above paragraph “Outcomes of the Continuing Competence Program”.

Respectfully Submitted,
Tammy Caswell, Continuing Competency Chair

COMPLAINTS AND DISCIPLINE

COMPLAINTS AND DISCIPLINE

A) Complaints

Number of new complaints received in the year and sources of complaints:

None.

Number of complaints carried over from the previous year:

No carry overs from previous year.

Number of complaints handled during the year:

A total of 2 complaints were handled during the year.

Number of complaints still open:

1

Report if the College is using Section 118 of the HPA to determine regulated members fitness or ability to continue practicing:

Not applicable

B) Disposition of Complaints

Number of complaints dismissed, redirected elsewhere or resolved informally:

None

Number of complaints referred to the Alternative Complaints Process:

None

Number of complaints referred to an investigation:

None

Number of complaints referred to a hearing:

None

C) Alternative Complaints Resolution Process (ACR)

Number of complaints addressed through the ACR process and the outcomes:

None

Number of complaints ratified by the Complaint Review Committee:

None

Number of complaints where the settlement was amended before being ratified by the Complaint Review Committee:

None

Number of complaints the Complaint Review committee refused to ratify:

None

D) Investigations

Number of investigations that were being undertaken:

One new investigation was undertaken.

Number of investigations that were completed and their outcomes:

The one new investigation that was undertaken is still in progress

.

E) Hearings

Number of hearings held:

No hearings were held.

Number of complaints addressed through a hearing and the outcome:

N/A

Number of open and closed hearing and the reasons why the hearings were closed:

N/A

F) Appeals

Number of appeals by complainants regarding the decision to dismiss a complaint and the outcomes:

None

Number of appeals to the Council by the investigated person or the Registrar and the outcomes:

None

Number of appeals to the court by the investigated person and the outcomes:

None

Respectfully submitted

Candice Elliott-Boldt, Complaints Chair

FINANCIAL INFORMATION

Attached.

OTHER ACTIVITIES OF THE COLLEGE

A) Approvals under Section 27 of the HPA

The College does not set professional fees on behalf of its members.

B) Other Activities

There are no other activities of significance to report.



Chair, Advertising Committee

Role Description

The role of the Chair, Advertising Committee is to identify advertising opportunities that will be beneficial to CHAPA. The Chair Advertising Committee attends all Council and Association meetings as requested by the President.

Length of Term

As appointed by Council with eligibility for reappointment at the AGM

Job Duties

Plan Advertising

1. Confirm the available budget for advertising with the President and/or the Treasurer.
2. Review the report of the most recent year, notably with respect to recommendations and budget amounts for different advertising initiatives and their effectiveness.
3. Conduct research regarding current and new opportunities for advertising.
4. Identify and/or work with committee members to identify advertising opportunities for CHAPA. Confirm the cost of advertising and likely audience in terms of profession, location and number of individuals who would probably review the advertisement. Document details of the communication.
5. Confirm that all advertising on behalf of CHAPA meets all the criteria of the Health Professions Act (HPA) and CHAPA's bylaws and policies.

Organize and Chair Advertising Committee Meetings

1. Schedule Committee meetings and notify members.
2. Arrange the membership of the Committee, in conjunction with Council and confirm that there is a minimum of three members.
3. Chair the meetings and record minutes or delegate minute-taking to a Committee member.

Prepare and Submit Reports

1. Prepare a status report of the Committee's activities for each Council and Association meeting as requested using the standard format for Committee reports.
2. Submit the Committee report to the secretary at least a week in advance of the meeting.
3. Prepare an Advertising Report for the AGM including recommendations and, attendance, costs and other information as may be required or important to be known.

Organize Advertising

1. Organize advertising in keeping with direction from Council and/or the President.
2. Evaluate the effectiveness of the advertising in keeping with direction from Council using indicators such as the number of new clients.

Retain Committee Minutes and Advertising Reports

1. Retain minutes of committee meetings and advertising reports in keeping with CHAPA standards.
2. Ensure that all records are in proper order before providing these to the incoming Chair.

Oriente the Incoming Chair of the Advertising Committee

1. Schedule a meeting with the incoming Chair and review the job description, most recent advertising reports and recommendations for advertising.
2. Provide all advertising documents including Committee minutes and reports to the incoming Chair.
3. Serve as a resource on an as needed basis.

Other Duties

Complete other duties as requested by the President.

Qualities and Skills Required

Strong organizational skills

Experience organizing special events or advertising

Impartiality and the ability to respect privacy



1. Chair, Awards Committee

Role Description

The role of the Chair, Awards Committee is to identify individuals who have made significant contributions to CHAPA and to recommend that they be recognized for their efforts and dedication at the AGM.

Length of Term

As appointed by Council with eligibility for reappointment at the AGM.

Plan Recognition Awards

1. Review the Awards Committee report from the previous several years noting the number of awards presented and the total cost of the awards.
2. Working with the Council and the President, request and confirm the names of CHAPA members who have made exceptional contributions to CHAPA and would be considered worthy of receiving an award.
3. provide a budget estimate to the Treasurer for the awards.
4. Prepare a summary of the nominee's contributions in consultation with the nominator(s).
5. Working with the Council and the President, make arrangements for awards with respect to the number of awards and total cost,
6. Purchase the awards in keeping with direction from the President.

Organize and Chair Awards Committee Meetings

1. Schedule Committee meetings and notify members.
2. Arrange, in conjunction with Council, the Committee and confirm that it consists of a minimum of three members.
3. Chair the meetings and record minutes or delegate minute-taking to a Committee member.

Prepare and Submit Reports to the Secretary

1. Prepare a status report of the Committee's activities for Council and Association meetings as requested using the standard format for Committee reports.
2. Submit the Committee report to the secretary at least a week in advance of the meeting.
3. Prepare an Awards report including recommendations and, attendance, costs and other information as may be required or important to be known.

Assist with the Distribution of Awards at the AGM

Assist the President as requested to distribute the awards at the AGM.

Retain Committee Minutes and Advertising Reports

1. Retain minutes of committee meetings and Awards Reports in keeping with CHAPA standards.
2. Ensure that all records are in proper order before providing these to the incoming Chair.

Oriente the Incoming Chair of the Awards Committee

1. Schedule a meeting with the incoming Chair and review the job description, most recent awards reports and recommendations for organizing awards.
2. Provide all documents including Committee minutes and reports to the incoming Chair.
3. Serve as a resource on an as needed basis.

Other Duties

Complete other duties as requested by the President.

Qualities and Skills Required

Strong organizational skills

Experience organizing special events or awards

Impartiality and the ability to respect privacy



Chair, Continuing Competence Committee

Role Description

The role of the Chair, Continuing Competence Committee is to ensure that methods are in place to monitor CHAPA members' completion of annual continuing competence requirements. The Chair also informs the Registrar about any member who does not complete continuing competency requirements in a timely manner.

Length of Term

As appointed by Council with eligibility for reappointment at the AGM

Job Duties

Plan and Implement Continuing Competence Monitoring Processes

1. Inform all new members about CHAPA's continuing competency requirements including time frames and provide guidance as appropriate.
2. Respond to members' questions about CHAPA's continuing competency program requirements.
3. Collaborate with the continuing competency program site administrator to confirm that all information on the site is current.

Track and Report Members' Completion of Continuing Competency Requirements

1. Track members' progress in meeting continuing competency requirements in keeping with CHAPA's standards.
2. Inform the Registrar if and when members have not completed their continuing competency requirements within the required time frame.
3. Liaise with representatives from other Colleges governed by the Health Professions Act to establish and share best practices.

Organize and Chair Continuing Competence Committee Meetings

1. Schedule Committee meetings and notify members.
2. Arrange, in conjunction with Council, the Committee and confirm that it consists of a minimum of three members.
3. Chair the meetings and record minutes or delegate minute-taking to a Committee member.

Prepare or Assist in the Preparation of Training and Reference Materials

1. In keeping with direction from the Council or President, and on behalf of CHAPA, lead or participate in the development of training programs that could be used by members to meet their continuing competency requirements.

Perform Audits

2. Organize and perform annual continuing competency audits in keeping with CHAPA's professional practice standards and the stipulations of the Health Professions Act and directions from Council and/or the President.
3. Prepare a Continuing Competency Audit Report in keeping with CHAPA's professional practice standards.

Prepare and Submit Reports

1. Prepare a status report of the Committee's activities for Council and Association meeting as requested using the standard format for Committee reports.
2. Submit the Committee report to the secretary at least a week in advance of the meeting.
3. Prepare a Continuing Competency Report for the AGM including recommendations and, attendance, costs and other information as may be required or important to be known.

Retain Committee Minutes and Reports

1. Retain minutes of committee meetings and continuing competency reports in keeping with CHAPA standards.
2. Ensure that all records are in proper order before providing these to the incoming Chair.

Orientate the Incoming Chair of the Continuing Competence Committee

1. Schedule a meeting with the incoming Chair and review the job description, most recent continuing competency reports and recommendations for changes.
2. Provide all continuing competency reports documents including Committee minutes and reports to the incoming Chair.
3. Serve as a resource on an as needed basis.

Other Duties

Serve on the Examination Committee and Registration Committees as requested.
Complete other duties as requested by the President.

Qualities and Skills Required

Must be a member in good standing for a minimum of 2 years with a good understanding of CHAPA's processes and standards

Strong organizational skills

Experience completing audits

Impartiality and the ability to respect privacy



Liaison, Canadian Hearing Instrument

Practitioners Society

Role Description

The Liaison, Canadian Hearing Instrument Practice Society (CHIPS) serves as the liaison between CHIPS and CHAPA.

Length of Term

As appointed by Council with eligibility for reappointment at the AGM

Job Duties

Share Information

1. Present information about CHIPS at Council and Association meetings.
2. Present information about CHAPA at CHIPS meetings.

Prepare and Submit Reports

1. Prepare a status report about CHIP's activities for each Council and Association meeting as requested using the standard format for Committee reports.
2. Submit the Committee report to the secretary at least a week in advance of the meeting.
3. Prepare a CHIPS Report for the AGM including recommendations as may be appropriate.

Retain CHIPS Reports

1. Retain reports in keeping with CHAPA standards.
2. Ensure that all records are in proper order before providing these to the incoming CHIPS Liaison.

Orientate the Incoming Liaison

1. Schedule a meeting with the incoming Liaison and review the job description, most recent reports and recommendations for advertising.
2. Provide all documents and reports to the incoming Liaison.
3. Serve as a resource on an as needed basis.

Other Duties

Complete other duties as requested by the President.

Qualities and Skills Required

Strong organizational skills

Experience serving as a liaison between different organizations

Impartiality and the ability to respect privacy



Chair, Complaints Committee

Role Description

The role of the Chair, Complaints Committee is to lead the investigation of complaints made against CHAPA members.

Length of Term

As appointed by Council with eligibility for reappointment at the AGM

Job Duties

Lead the Investigation of Complaints against CHAPA Members

1. Pending consultation with the President, lead the investigation of complaints made against a CHAPA member(s) and in so doing, follow CHAPA's guidelines for investigating complaints, ensure the privacy of all individuals and full compliance with CHAPA's policies and standards of practice and the stipulations of the Health Professions Act.
2. Based on an impartial review of the complaint, make a recommendation(s) to the President for resolving the complaint including the implementation of fines and or removal of practice permits as may be appropriate.

Organize and Chair Complaint Committee Meetings

1. Schedule Committee meetings and notify members.
2. Arrange the membership of the Committee and confirm that it consists of a minimum of three members including the Public Member and a Hearings Director who possesses a good understanding of the HPA and all mandates guiding the College's activities and has been a member in good standing for a minimum of five years.
3. The complaints committee shall review and provide comment on all complaints that the complaints director has passed on to them for review, with the direction and guidance of the Hearings Director.
4. Chair the meetings and record minutes or delegate minute-taking to a Committee member bearing in mind the need to maintain privacy of information.

Prepare and Submit Reports

1. Prepare a status report of the Committee's activities for Council and Association meeting as requested using the standard format for Committee reports.
2. Submit the Committee report to the secretary at least a week in advance of the meeting bearing in mind the need for privacy.
3. Prepare a Complaints Report for the AGM including recommendations and information without compromising the privacy of involved individuals.

Retain Committee Minutes and Advertising Reports

1. Retain minutes of committee meetings and reports in keeping with CHAPA standards.
2. Ensure that all records are in proper order before providing these to the incoming Chair.

Oriente the Incoming Chair of the Complaints Committee

1. Schedule a meeting with the incoming Chair and review the job description, most recent reports and recommendations as appropriate.
2. Provide all complaints-related documents including Committee minutes and reports to the incoming Chair.
3. Serve as a resource on an as needed basis.

Other Duties

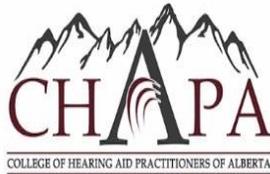
Complete other duties as requested by the President.

Qualities and Skills Required

Strong organizational skills

Experience investigating complaints

Impartiality and the ability to respect privacy



Chair and Proctor, Examination Committee

Role Description

The role of the Committee is to plan, organize, conduct and mark the examinations of individuals wishing to become a registered member of CHAPA.

Length of Term

The Chair and members are appointed by Council with eligibility for reappointment at the AGM

Duties of the Chair

Arrange Dates for the Examinations

1. Arrange dates and locations for the examinations in keeping with CHAPA's standards and input from the Examination Committee noting that individuals who have not met the requirements detailed in the Regulations Section 5 (1 thru 6) are not eligible to write the examinations.
2. Arrange for a sufficient number of proctors to be available on the scheduled examination dates.
3. Notify the Registrar and examinees of the examination dates and locations in keeping with CHAPA's standards.

Conduct the Examinations

1. Use a professional manner at all times during the examinations.
2. Confirm that proctors understand the need to use a professional manner during the examinations and are willing to do so.
3. Retrieve all examinations from examinees in keeping with CHAPA's standards.
4. Maintain confidentiality of all matters pertaining to the examinees and the examinations.

Inform the Registrar about Examination Results

1. Forward the examination marks to the Registrar after each examination in keeping with CHAPA's standards.
2. Maintain accurate records of examinees' names, dates of examinations and dates the examinations were written while recognizing noting that these records are CHAPA's property.
3. Forward the examination records to the Registrar on at least an annual basis in keeping with CHAPA's standards.
4. Retain copies of all examination records in keeping with CHAPA's standards.

5. Provide current copies of the study guide, examinations, examination rubrics, practical marking sheets and a list of qualified and current proctors to the Registrar in keeping with CHAPA's standards.

Organize and Chair Examination Committee Meetings

1. Schedule Committee meetings and notify members.
2. Arrange, in conjunction with Council, the Committee and confirm that it consists of a minimum of three members.
3. Chair the meetings and record minutes or delegate minute-taking to a Committee member.

Prepare and Submit Examination Reports

1. Prepare a status report of the Committee's activities for each Council and Association meeting as requested using the standard format for Committee reports.
2. Submit the Committee report to the secretary at least a week in advance of the meeting.
3. Prepare an Examination Committee Report for distribution at the AGM and include recommendations and, attendance, costs and other information as may be required or important to be known.

Retain Committee Minutes and Examination Reports

1. Retain minutes of committee meetings and Examination Committee Reports in keeping with CHAPA standards.
2. Ensure that all records are in proper order before providing these to the incoming Chair.

Orientate the Incoming Chair of the Examination Committee

1. Schedule a meeting with the incoming Chair and review the job description, most recent advertising reports and recommendations for advertising.
2. Provide all examinations documents including Committee minutes and reports to the incoming Chair.
3. Serve as a resource on an as needed basis.

Other Duties

Complete other duties as requested by the President.

Qualities and Skills Required

Strong organizational skills

Experience organizing examinations or events

Impartiality and the ability to respect privacy and maintain confidentiality

Duties of the Proctor

Conducting the Exam

1. Use a professional manner at all times during the examinations.

2. Sign a Confidentiality form and maintain confidentiality of all matters pertaining to the examinees, the examinations and marks and share information only with the Chair.

Marking the Examinations

1. Mark examinations in a timely manner using the rubrics(s).
2. Forward the examination results to the Chair of the Examination Committee in keeping with CHAPA's standards.

Qualities and Skills Required

Impartiality and the ability to respect privacy and maintain confidentiality

Successful completion of the BCHIS exams and have a minimum of one year's work experience



Terms of Reference - Finance Committee

Role Description

The Finance Committee which operates under the direction of the CHAPA Council and in keeping with CHAPA's standards, is responsible for collecting and distributing financial information relating to Council and Committee budgets and other financial matters.

Membership

The Finance Committee consists of a minimum of three members including the presiding President and Treasurer, and a minimum of one other regulated member of CHAPA.

Roles

Chair of the Finance Committee

The members of the Finance Committee will determine who will serve as the Chair. The Chair must possess the following qualifications:

- Be and have been a regulated member of CHAPA and for a minimum of four years
- Understand budgets and the budgeting process and ideally have worked with budgets in other settings or as member of the Finance Committee

Members of the Finance Committee

The members of the Finance Committee must possess the following qualifications:

- Be a regulated member of CHAPA

Duties

Prepare and Present a Balanced Budget

1. Prepare and present a balanced budget to Council no later than July 30 of each year.

Prepare and Present Financial Reports

1. Work under the guidance and direction of the CHAPA Council, with the President and Registrar serving as the main contacts.
2. Provide written finance reports to Council upon request.
3. Provide a written report for the AGM, which includes the proposed budget for the Council and Association for the upcoming year

Communicate the Committee's Membership to Council

1. Provide the following information to Council:
 - The names of the Committee members, including any changes in a timely manner
 - Written reports to the Registrar/executive director in a timely manner when requested



Member at Large

Role Description

The role of the Member at Large is to support the Council as may be requested. The Member at Large attends all Council and Association meetings.

Length of Term

This is an elected position with a three-year term, and opportunity to be re-elected for another 3 years to a maximum of 6 years

Job Duties

Compile a Newsletter

1. Compile a newsletter for general distribution to the membership after each Council and Association meeting.

Orientate the Incoming Member at Large

2. Schedule a meeting with the incoming Member at Large and review the job description.
3. Serve as a resource on an as needed basis.

Other Duties

Complete other duties as requested by the President.

Qualities and Skills Required

Strong organizational skills



Terms of Reference - Negotiations Committee

Role Description

The Negotiations Committee represents CHAPA and members with third party payers in the event that changes are needed or if there are concerns with contracts.

Membership

The Negotiations Committee shall consist of a minimum of three members. Council will appoint the Chair.

Duties

Prepare and Present Reports

The Negotiations Committee shall:

1. Provide written reports to Council upon request.
2. Provide a written report for the AGM.



Terms of Reference - Nominations Committee

Role Description

The Nominations Committee operates under the direction of the CHAPA Council and carries out its duties in keeping with CHAPA's standards.

Duties

Organize the Annual Elections

1. Determine the Council positions that will be available for election at least six months prior to the AGM.
2. Call for nominations from the general membership at least ten weeks in advance of the AGM.
3. Confirm that the members that have been nominated are in agreement with the nomination.

Run the Annual Elections

1. Prepare ballots and proxy information prior to the AGM.
2. Organize and direct the elections at the AGM.

Support Other Committees of Council

1. Assist other Committees to find Committee members.

Prepare and Present Reports

1. Prepare and present written Nominations reports to Council upon request.
2. Prepare a report for the AGM.



President

Role Description

The role of the President is to strategically represent the vision and purpose of CHAPA to the membership, government officials and other organizations as may be required. The President provides leadership to the Council and Association and confirms that all relevant matters are discussed at meetings and that evidence-informed, effective decisions are made all of including appropriate follow-up actions and that these actions are carried out. The president also ensures that important need-to-know information is communicated to the membership and other organizations as appropriate. The President guides achievement of CHAPA's mandate and assists the Secretary, Treasurer and Committee Chairs to carry out their responsibilities.

Length of Term

The President is elected by the membership for a term of 3 years with the option of being elected for a second 3 year term. Upon completion in role of President, it is expected that the President will stay on council for 1 year (maximum) to serve as Past President.

Job Duties

Organize and Chair Council and Association Meetings

1. Plan and run Council and Association meetings in keeping with CHAPA's standards.
2. Ensure that matters are dealt with in an orderly, efficient manner.
3. Bring impartiality and objectivity to meetings and decision-making.
4. Facilitate change and address conflict at the Council and Association meetings.
5. Communicate important information to Council members between meetings.

Organize and Chair the Annual General Meeting

1. Plan and run the Annual General Meetings in keeping with CHAPA's standards.
2. Ensure that matters are dealt with in an orderly, efficient manner.
3. Bring impartiality and objectivity to Annual General Meetings and decision-making.
4. Facilitate change and address conflict within the membership.
5. Lead the recruitment and/or re-appointment of the Treasurer, Secretary and Committee Chairs.

Ensure that CHAPA is Effectively Managed

1. Liaise with the Treasurer, Secretary and Committee Chairs as appropriate to ensure that CHAPA is effectively managed.
2. Facilitate change and address conflict within the membership, liaising with individuals as maybe necessary.

Represent CHAPA

1. Communicate the vision and purpose of CHAPA to stakeholders including representatives of governments, other Health Professionals, businesses, higher education institutions and other individuals as may be required.
2. Advocate for and represent CHAPA at external meetings and events.
3. Be aware of current issues that might affect CHAPA.

Prepare and Submit Reports

1. Prepare and present status reports at Council and Association meetings in keeping with CHAPA's standards.
2. Submit reports to the Secretary at least a week in advance of the meeting.
3. Prepare a Report including recommendations and, attendance, costs and other information as may be required or important to be known.

Retain Minutes of Council and Association and the Annual General Meeting

1. Retain minutes of all Council and Association and the Annual General Meeting in keeping with CHAPA standards.
2. Ensure that all records are in proper order before providing these to the incoming President.

Orientate the Incoming President

1. Schedule a meeting with the incoming President and review the job description, most recent President's reports and recommendations for changes.
2. Provide all documents including minutes and reports to the incoming President.
3. Serve as a resource on an as needed basis.

Other Duties

Complete other duties as may be necessary to advance CHAPA or to resolve issues.

Qualities and Skills Required

Good leadership skills

Good communication and interpersonal skills

Impartiality, fairness and the ability to respect confidences

Ability to ensure decisions are taken and followed-up

Tact and diplomacy

Understanding of the roles/responsibilities of a President

Excellent knowledge of CHAPA's activities



Terms of Reference - Registration Committee

Role Description

The Registration Committee which operates under the direction of the CHAPA Council and in keeping with CHAPA's standards, is responsible for reviewing all applications regarding entrance to practice. The Committee also assists Council to develop guidelines and standards specific to entrance to practice standards, reviews examination appeals from students, oversees and consults with the examination committee and continuing competency committee members as may be necessary.

Duties

Set Standards for Entrance to Practice

1. Collaborate with Council to set CHAPA's entrance to practice requirements and review these on an as needed basis.
2. Inform the Registrar in writing about any changes to the entrance to practice requirements.

Review New Applications

1. Review and assess new applications from the Registrar in the context of CHAPA's entrance to practice requirements.
2. Provide a written decision to the applicant within 30 days of having received the application with copies to the Registrar and the Committee's records.

Review Applications from Practitioners on the Temporary Register

3. Review and assess requests from individuals who wish to remain on the temporary Register in the context of CHAPA's entrance to practice requirements.
4. Provide a written decision to the applicant within two weeks of having received the application with copies to the Registrar and the Committee's records.

Follow Up with Applicants Review Committee Records

1. Review applications on a regular basis and follow up with applicants to confirm that any outstanding entrance to practice requirements have been met.

Collaborate with the Examination Committee

1. Review practical and/or theoretical exams from applicants who have requested a re-assessment.
2. Provide a written decision to the applicant, with a copy to the Registrar, the Chair of the Examination Committee and the Registration Committee's records.
3. Consult with the examination committee to determine if there is a need for change to examination procedures, exams and/or to address any identified concerns.

Collaborate with the Examination Committee

1. Consult with the Continuing Competency Committee on an as needed basis to determine if there is need for change, updates and/or to consider new ideas or address identified concerns.

Prepare and Present Reports

1. Prepare and present written reports to Council upon request.
2. Prepare a report for the AGM.



Secretary

Role Description

The role of the Secretary is to support the President and Committee Chairs to ensure the smooth functioning of Council and Association meetings

Term of Office

Elected by membership for a term of 3 years with the possibility for re-election for a second 3-year term to a maximum of 6 years.

Duties

Prepare and Circulate the Agenda for Council and Association Meetings

1. Prepare the agenda for meetings in consultation with the President.
2. Request agenda items and reports from Committee Chairs and others as appropriate at least two weeks in advance of the meeting and request that they be submitted to the Secretary at least one week in advance of the meeting.
3. Confirm that reports comply with CHAPA standards for committee reports.
4. Consolidate and circulate the agenda and supporting documents to Council and Association members as appropriate at least one week in advance of the meeting.

Make Arrangements for Council and Association Meetings

1. Make arrangements for Council and Association meetings as may be requested by the President.

Record the Minutes of Council and Association Meetings

1. Attend all Council and Association meetings.
2. Confirm and record that a quorum is present.
3. Confirm and record attendees.
4. Record the proceedings of Council and Association meetings and indicate the names of attendees as appropriate.
5. Confirm that all planned activities of Council and the Association has been completed as intended or planned.

Prepare and Circulate the Minutes of Council and Association Meetings

1. Prepare the minutes of the meetings.
2. Distribute the minutes within two months of the meeting.

Retain the Minutes of Meetings

3. Retain the minutes of Council and Association meetings, Committee reports and other documents in keeping with CHAPA standards.
4. Ensure that all records are in proper order before providing these to the incoming Secretary.

Orientate the Incoming Secretary

1. Schedule a meeting with the incoming Secretary and review the job description, most recent Minutes and recommendations as appropriate.
2. Provide all documents including Committee minutes and Reports to the incoming Secretary.
3. Serve as a resource on an as needed basis.

Other Duties

Complete other duties as requested by the President.

Qualities and Skills Required

Strong organizational skills

Experience taking committee minutes

Impartiality and the ability to respect privacy



Chair, Symposium Committee

Role Description

The role of the Chair, Symposium Committee is to plan and organize the Western Canadian Symposium in even numbered years when it is held in Alberta. The Chair, Symposium Committee attends all Council and Association meetings as requested by council.

Length of Term

As appointed by Council with eligibility for reappointment at the AGM

Job Duties

Plan Symposium

1. Confirm the available budget for Symposium with the President and/or the Treasurer.
2. Review the report of the most recent Symposium, notably with respect to recommendations and budget amounts for different aspects of Symposium.
3. Conduct research regarding possible venues for Symposium at least five months in advance.
4. Contact previous and new sponsors and request sponsorship of Symposium.
5. Confirm the details of sponsorship in writing to companies and manufacturers who have agreed to be a sponsor.

Organize and Chair Symposium Committee Meetings

1. Schedule Committee meetings and notify members.
2. Chair the meetings and record minutes or delegate minute-taking to a Committee member.
3. Arrange, in conjunction with Council, the Committee and confirm that it consists of a minimum of three members.

Organize Symposium

1. Confirm the level of help that will be needed at Symposium and what the specific duties will be for different individuals.
2. Request members of the committee and others as appropriate to undertake different duties at Symposium and as appropriate give specific directions for tasks needed to be done.

Prepare and Submit Reports

1. Prepare a status report of the Committee's activities for each Council and Association meeting using the standard format for Committee reports.
2. Submit the Committee report to the secretary at least a week in advance of the meeting.

3. Prepare a Symposium report for the AGM including recommendations and, attendance, costs and other information as may be required or important to be known.

Retain Committee Minutes and Symposium Reports

1. Retain minutes of committee meetings and Symposium reports in keeping with CHAPA standards.
2. Ensure that all records are in proper order before providing these to the incoming Chair.

Oriente the Incoming Chair of the Symposium Committee

1. Schedule a meeting with the incoming Chair and review the job description, most recent Symposium Reports and recommendations for future Symposiums.
2. Provide all Symposium documents including Committee minutes and Reports to the incoming Chair.
3. Serve as a resource on an as needed basis.

Other Duties

Complete other duties as requested by the President.

Qualities and Skills Required

Strong organizational skills

Experience organizing special events

Impartiality and the ability to respect privacy



Treasurer

Role Description

The role of the treasurer is to organize and manage CHAPA's financial affairs while ensuring that proper financial records and procedures are developed and maintained. The Treasurer attends all Council and Association meetings.

Length of Term

Elected by membership to a 3 year term with the possibility of re-election to a second 3 year term to a maximum of 6 years.

Job Duties

Oversee and Administer CHAPA's Finances

1. Oversee and present CHAPA's budgets, accounts and financial matters in conjunction with the President.
2. Ensure that appropriate accounting procedures and controls are in place.
3. Ensure that any recommendations of the auditors are implemented.

Oversee Financial Reporting

1. Present financial reports at Council and Association meetings.
2. Make a presentation of the accounts at the annual general meeting (AGM).
3. Consult with the auditors and provide financial documents as requested.

Organize and Chair Finance Committee Meetings

4. Schedule Committee meetings and notify members.
5. Chair the meetings and record minutes or delegate minute-taking to a Committee member.

Prepare and Present Finance Reports

1. Prepare and present financial reports at meetings.
2. Forward reports to the Secretary for circulation to the members of Council and the Association. Reports should reflect CHAPA's standards for Committee reports.
3. Prepare a report for the AGM.

Retain Minutes

1. Retain financial records of the Council and Association and minutes of meetings in keeping with CHAPA's standards.

Other Duties

Complete other duties as requested by the President.

Qualities and Skills Required

Experience working with financial matters
Impartiality and the ability to respect privacy



Vice-President

Role Description

The role of the Vice-President is to assume the duties of the President if and when they are absent. The Vice-President attends all Council and Association meetings.

Terms of Office

Elected by CHAPA membership for a 3-year term, with the possibility of a second 3-year term for a total of 6 years as Vice-President. If elected moving into the position of President.

Job Duties

Attend Council and Association Meetings

1. Attend all Council and Association meetings.
2. Chair Council and Association meetings in the absence of the President and ensure that all required processes are completed in a quality and timely manner.

Other Duties

Complete other duties as requested by the President.

Qualities and Skills Required

Good understanding of the Health Professions Act, CHAPA's bylaws, Standards of Practice, Code of Ethics and Council and Association policies

Experience chairing committees

Impartiality and the ability to respect privacy