

College of Hearing Aid Practitioners

Of Alberta

Annual Report

2017-2018

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 2017/2018:

- Introduction of the IHS ILE written exam to replace CHAPA written exam
- Established ongoing discussions with other provinces
- Member leap software – improving communication & updates to members and public
- MacEwan Advisory Committee
- Participated in “Hearing on the hill” in Ottawa Parliament

This is the first year, of a three year term as the President of CHAPA. My first term began with one on one discussion with all of the council and committee chairs and some of our members to better understand what the most pressing challenges facing our College.

We set out to resolve some of the pressing issues facing our college. We began reviewing every aspect of our college to see where we can continue to make improvements. I am happy to report that we have resolved many of the identified issues and will continue to work to resolve others.

In an effort to grow and develop our practise, we worked on growing and developing relationship with MacEwan University, the other provincial Colleges, and the other hearing associations within North America.

One of the biggest initiatives that resulted from these conversations was the adoption of the International Hearing Society’s International Licencing. The ILE now replaces our CHAPA written exam, providing a more uniform and consistent standard of education across Canada. With the adoption of ILE, we are now the 5th province in Canada to adopt this written entrance exam along with B.C., Ontario, Manitoba and Nova Scotia.

As is evident in the list of highlights above, CHAPA Council, Committees and Members have been working hard over the past year to ensure that CHAPA is moving forward as a College to achieve and maintain mandates that are set out by the HPA. 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 enjoy the challenges that the position of President presents and look forward to continuing to serve in this capacity for another two years.

Respectfully submitted
David Lee - President CHAPA



Public Member Annual Report for the 2018 AGM

Overview

The public members are Gary Christopherson and Patricia Hull. Gary began his appointment in November 2017 and Patricia started in January 2018. Patricia had served a previous three-year term.

Role of the Public Member

The role of the Public Member is to attend all Council and Association meetings and, as appropriate to identify issues or practices of members that could compromise the health and safety of Albertans. The Public Member also has an opportunity to contribute to other work of CHAPA as requested by the President or other members.

There are two areas where there may be opportunity for public members to better contribute to the CHAPA; these are:

- a) Serve as a member of the Complaints Committee given that a primary role of the public member is to represent the interest of Albertans where concerns relating to client health and safety are concerned
- b) Contribute to the development of information and education materials that could be made available to the general public.

We ask the Council to consider these two suggestions.

Report Completed by

Patricia Hull and Gary Christopherson

Date Report Completed

September 20, 2018

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 2017-2018 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. At our recent AGM Council provided to the CHAPA membership a request to change a bylaw in regards to Elections to Council. After discussion and a new motion, the Bylaw shall read as follows:

Section 5.2.4: Only Regulated Members possessing RHAP or HAP designation for a minimum of 2 years and in good standing are eligible for nomination. Members of Council whose position is not up for election may not be nominated.

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 2017/2018 registration year:
Breakdown of routing of applicants as follows: 20**

Number of Graduates who became licensed as regulated members from Oct 31, 2016
– Sept 23, 2017: 18

- From MacEwan University Hearing Aid Practitioner Program: 15
- Licensing of individuals transferring licenses inter-provincially: 3
- Licensing of individuals applying from out of country: 0
- Return to Profession – Leave of Absence:
- Audiologists: 2

Applications for Renewal of Practice Permits/Registration:

Total number of application renewal forms sent out: 247

This registration year for the College of Hearing Aid Practitioners of Alberta commenced upon March 1/2017 and ended February 28/2018. Therefore, renewal of Registration forms for the 2017/2018 year were sent out as of Dec 13, 2017.
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, 2017, the regulated membership consisted of:

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

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

16 Student Interns (SI's), 5 of which registered as Inactive

Post renewal membership data: As of March 31, 2017 the regulated membership consisted of: 226 members

184 Members on the Active General Register (RHAP)

14 members on the General Register (Inactive)

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

0 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: 10, (8 on the General Register, 2 on the Student/Intern Register)

Reasons for non- renewal:

Retired: 1

Moved to another Province: 1

Licensed in Alberta and another Province who chose not to renew Alberta licenses: 1

Renewed as an Associate Member: 0

Reason for non- renewal of practice permit; unemployed: 3

Reason for non-renewal of practice permit; unknown: 4

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 1.0 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: 17

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

Respectfully submitted,
Holly Barry CHAPA Registrar

APPROVAL OF TRAINING PROGRAMS AND EXAMINATIONS

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

As of March 1, 2018, the College has adopted the ILE exam (International Licensing Exam) as the first competency exam for CHAPA. This replaces the CHAPA Theoretical exam

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 in reviewing student course materials, and which may and have had an impact on CHAPA's practical examination instructions and/or test procedures. There has been a couple of advisory committee meetings hosted by MacEwan University since the change and have not heard of any plans for meetings in the upcoming future.

CHAPA has organized an Education Committee to address these issues. The Committee has addressed new marking sheets as well they will be providing any reviews of practical exams should a member request assistance.

With the implementation of 2 Exam Chairs, one for Northern Alberta and one for Southern Alberta, this has made a significant impact on our ability to lessen the wait time to schedule CHAPA practical exams.

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. These meetings are on-going.

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 applications from providers of Cerumen Management Workshops, and has reviewed them for alignment with our cerumen management policy.

Respectfully submitted,
Holly Barry CHAPA Registration Committee Chair

CONTINUING COMPETENCE PROGRAMS

During the 2017-2018 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 2018-2019 operational year, the program will continue with the Jurisprudence e-Course/exam and all other requirements documented within CHAPA's CCP. **For 2019, this is final year for all registered members to complete the Jurisprudence E-Course and Exam.** 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 tenth year with regulated members. 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 2018, 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 as follows:

- 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, once the member notifies the CCP Chair, 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 pass 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:

Number of complaints: 5 Sources: CHAPA member, Public, AADL, 2 Audiologists

Number of complaints carried over from the previous year:

None

Number of complaints handled during the year:

5

Number of complaints still open:

3

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

No, not applicable

B) Disposition of Complaints

Number of complaints dismissed, redirected elsewhere or resolved informally:

2

Number of complaints referred to the Alternative Complaints Process:

None

Number of complaints referred to an investigation:

2

Number of complaints referred to a hearing:

None

C) Alternative Resolution Process (ACR)

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

None

Number of complaints ratified by the Complaints 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:

2

Number of investigations that were completed and their outcomes:

2 completed, resolved

E) Hearings

Number of hearings held:

None

Number of complaints addressed through a hearing and the outcome:

None

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

None

F) Appeals

Number of appeals by complaints 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

Report period: September 2017- September 2018

Respectfully submitted;
Carmelle Sevigny-Black
CHAPA Complaints Director

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.