

The College of Occupational Therapists of British Columbia



2003/2004 *Annual Report*

July 1, 2003 to June 30, 2004

Our Mission

The mission of the College of Occupational Therapists of British Columbia is to protect the public by regulating, advocating and advancing safe, ethical and quality occupational therapy practice in British Columbia.



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Annual General Meeting

Registrants and members of the public are warmly invited to join the College Board and staff at the College's Annual General Meeting.

The meeting will be held in Richmond, BC on
Saturday, November 6, 2004 from 11:20 am - 12:30 pm.

Please contact the College for more details about the
AGM and other activities planned for the day,
and to confirm your attendance.

We can be reached by:

Tel: (250) 386 - 6822 or Toll free in BC (866) 386 - 6822

Email: info@cotbc.org or visit our website at
www.cotbc.org to download the AGM Registration Form.



Joint Message from the Chair and Registrar

It is with pleasure that we present the annual report for the College. Each year, the annual report provides an excellent opportunity for us to pause and reflect on our activities and celebrate the accomplishments made. Within the context of our strategic plan, we will highlight these accomplishments and explore with you the way in which our strategic outlook focused our work and will continue to do so over the coming year.

The college depends on dozens of volunteers every year to achieve its mission and reach its goals. Whether you participated on a committee, responded to a survey, provided feedback by writing or contacting the college, organized a college event in your area or committed your time and talents as a member of the Board, we extend our sincere gratitude to you. We also want to acknowledge the staff in the college office for their excellent assistance in ensuring smooth and effective operations.

Strategic plans are considered central to organizational effectiveness—knowing where you are going and setting a course to get to a destination. The challenge, with any planning exercise is to vision with what is possible and feasible for the coming year. Our strategic plan focused the activities of the college in four result areas and assisted in moving the college forward in a positive and proactive manner. Here are this year's highlights.

Strategic Direction— Provide responsive and accountable governance

Governance is about steering and setting the culture for how an organization will do its work and fulfill its mission. It is about both achieving desired results and achieving the results in the right way. The board revisited the college mission statement and revised it to more clearly reflect the public interest mandate and guide how the college shapes its activities. The values underpinning the way we work were also confirmed.

A nominations panel of the board was formalized to review the board election and committee appointment processes and to ensure our activities continue to support registrant involvement on the board and its committees. Commitment to providing comprehensive orientation for new board and committee members continued so that members serving understand their role and have the skills or are supported to learn the skills to participate effectively. Board development opportunities were also provided.

The monitoring role of the Board is a significant one and efforts were directed at this function. Committee program logic workplans guide priorities and structured regular committee reporting to the board is in place. This “program evaluation” framework offers an outcome focus to our work, provides performance measurement opportunities and assists with allocation of resources. A revised performance management system was initiated for the review of the registrar's performance.

Competency-based indicators were established and the registrar's performance was linked to the strategic plan outcomes.

Performance targets to increase communications were met through the publishing of the first two issues of the college's newsletter and upgrades to the college website.

Strategic Direction— Promote and monitor registrant competence

The committee reports that follow provide a good summary of the efforts in this area but we wish to bring your attention to a few significant accomplishments for this year.

In October 2004, the Board approved the second edition of the *Essential Competencies of Practice for Occupational Therapists in Canada* (ACOTRO, 2003). Replacing the first edition, this document includes more performance indicators and serves as the platform for all the college's programs such as continuing competency, re-entry to practice and other quality assurance initiatives (i.e. practice guidelines, advisory statements). Completed in partnership with our fellow regulatory organizations across Canada, it also underscores the board's commitment to collaborative ventures supporting quality regulation in Canada.

The college also published its first practice guideline, *Assigning Service Components to Unregulated Support Personnel*. Enhancing quality practice also included informing registrants about issues pertinent to their practice such as new privacy legislation, in the newsletter and regular “what's new” updates on the college website.

A major project to review and revise the college's code of ethics was formalized by the Board under the lead of the Quality Assurance Committee.

Strategic Direction— Encourage and support registrant participation in college activities

As noted earlier, the nominations panel is working to ensure registrants are knowledgeable about opportunities and that supports are in place to encourage participation. It is important to the college that registrants see value in their participation, feel their work is recognized and members continue to be well supported to contribute their expertise and energy to the work of the College.

Initiatives to promote feedback on college activities are growing. An online survey to improve the website is ongoing and a survey on the first practice guideline was sent to all registrants. The college will continue to develop processes to sustain a quality improvement attitude.

Registrant requests resulted in a number of educational sessions around the province. Presentations by the registrar were provided in Vancouver, Nanaimo, Campbell River, Vernon, Kelowna and Penticton.



Joint Message from the Chair and Registrar *continued . . .*

Strategic Direction— Enhance Public Awareness

The college is responding to more requests for information from the public each year (individuals, employers, agencies). Information focused on the public's information needs is in progress for both the website and other publication formats.

This strategy also speaks to building and strengthening external relations with a broad range of stakeholders. Changes in service delivery and access to health-care services are creating pressures for registrants concerned about their ability to meet standards. The college will strive to be proactive in approaching evolving health care issues that may impact the delivery of safe, ethical and quality occupational therapy.

In closing, our strategic focus will continue to help guide the college in meeting its mission. We look forward to another exciting year and ongoing communication with you.

Respectfully submitted,

Angenita Gerbracht

CHAIR

Kathy Corbett

REGISTRAR



College Role: Regulating Practice in the Public Interest

The College of Occupational Therapists of British Columbia (COTBC) is the regulatory body established by the provincial government to protect the public by regulating the practice of occupational therapy in British Columbia. In December 1998, the government approved the Occupational Therapists Regulation, which established the college under the Health Professions Act (HPA).

The College is governed by a Board, the group responsible for meeting the College's mandate as set out by the Health Professions Act, the Occupational Therapists Regulation and the Bylaws of the College. The Board consists of occupational therapists elected by registrants in the Province (six members) and public representatives appointed by the provincial government (three members).

The duty and objects of the College is provided in Sections 16, 18 & 19 of the HPA (Act). The Act provides the authority for the Board to develop its own bylaws setting out the detailed rules governing the regulation of the profession. In February 2000, the government approved the COTBC Bylaws. Mandatory registration for occupational therapists came into legal force on July 1, 2000.

College bylaws, policies and activities must reflect that we are meeting the legislated mandate, to serve and protect the public by regulating occupational therapy practice. Examples of these functions are:

- Setting the requirements for entry to practice the profession such as level of education and practical experience hours. Occupational therapists meeting the standards are registered as occupational therapists in B.C.

- Setting the standards of practice for occupational therapists in B.C. The Essential Competencies of Practice for Occupational Therapists in Canada (© ACOTRO 2000) is the foundation document that outlines the expectations of professional practice. The Code of Ethics informs the public and registrants about expectations of professional conduct. Practice guidelines, advisory statements and other resources as developed through quality assurance and standards committee work will assist occupational therapists to be accountable in their practice.
- Monitoring the quality of practice and continuing competence through a quality assurance program. The Quality Assurance Committee are proceeding to establish the framework for ensuring occupational therapists are competent and practice safely, ethically and effectively. Continuing competence elements will ensure the College can meet its mandate to promote, monitor and evaluate requirements.
- Establishing educational requirements and guidelines for conduct for registrants to prevent professional misconduct of a sexual nature. The Client Relations Program must also ensure the public are informed about the conduct expectations of registrants and the process for dealing with complaints of this nature.
- Investigating any complaints about the practice of an occupational therapist. The Inquiry Committee has the responsibility to investigate complaints and make decisions about concerns about a registrants' practice brought to the attention of the College.



College Role: Regulating Practice in the Public Interest *continued . . .*

- Taking appropriate action when a Discipline Committee panel finds evidence that a registrant has not acted in accordance to professional standards of practice or conduct.
- Ensuring all occupational therapists participate in quality assurance programs.

The structure of the COTBC Board and Committees is organized to meet the responsibilities and reflected on the organizational chart on the following page.

The mission statement revised by the Board in May 2004 is explicit in articulating that the College role is to regulate the practice quality and ethical aspects of the profession so that the public interest is served and protected. The Board has identified the values important in guiding the work of the Board, Committees and staff of the College. The strategic plan, focuses the College's operations and provides the foundation for activities to address four key result areas.



The College Board

We thank you for contributing your time and talents in assisting the College to achieve its mission.

Board of the College
(from February 1, 2003 to January 31, 2004)



BACK ROW (Left to Right): Sandra Bressler, elected member; Jan Gauthier, elected member; Nancy Scullion, elected member; Nancy Sheehan, Vice-chair & appointed public member; Jillian Rihela, elected member

FRONT ROW (Left to Right): Risa Greenwood, elected member; Angenita Gerbracht, Chair & elected member; Mary O'Callaghan, appointed public member

Absent: Lynda Casey, appointed public member

Board of the College
(from February 1, 2004 to June 30, 2004)



BACK ROW (Left to Right): Nancy Sheehan, appointed public member; Risa Greenwood, elected member; Jennifer Dickson, elected member; Angenita Gerbracht, Chair & elected member

FRONT ROW (Left to Right): Mary O'Callaghan, appointed public member; Jillian Rihela, Vice-chair & elected member; Jan Gauthier, elected member

Absent: Lynda Casey, appointed public member; Caroline Ehmann, elected member



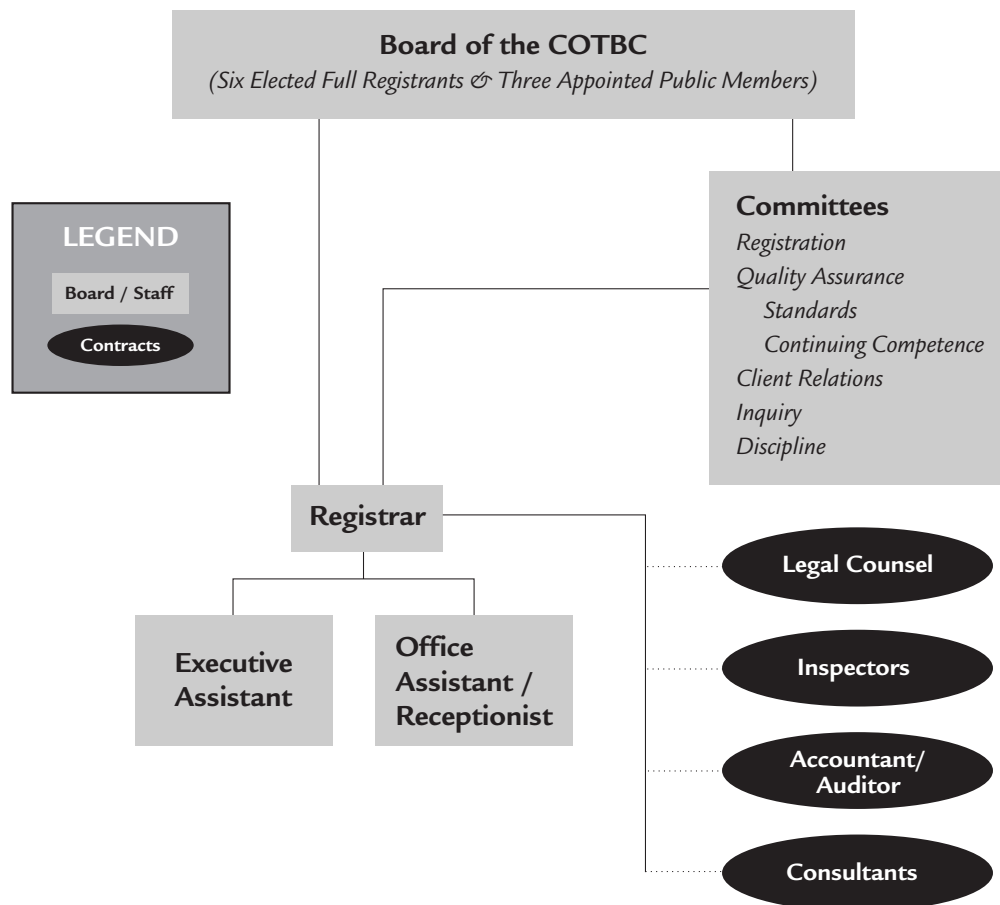
Governance Structure

College Board

Comprised of six elected registrants and three public representatives appointed by the Minister



College Organization Board





Registration Committee Report

Mandate

The Registration Committee is responsible for granting registration as a registrant of the College of Occupational Therapists of British Columbia. The committee must grant registration to every person who, in accordance with the bylaws, applies for registration, satisfies the committee that he or she is qualified to be a registrant, and pays the required fees as set forth by the bylaws. A person whose application for registration is refused by the Committee may appeal the refusal to the Supreme Court of British Columbia.

Membership

In accordance with section 15 of the bylaws, the committee is comprised of at least 5 persons appointed by the Board, including one elected member, one appointed member and at least 3 full registrants. Committee members serve a term of two years and are eligible for re-appointment for a maximum of three terms.

2003/2004 Members

Debra Morgan, registrant and Chair
Elise Murphy, registrant
Tracy Newlands, registrant (from September 2003)
Jill Rihela, registrant and elected Board member
Nancy Sheehan, appointed Public Board member

Meetings

Our annual full day in-person meeting was held November 15, 2003 to review and revise the committee's logic work plan and to consider information impacting the committee's activities. The committee regularly considers what is happening in the broader environment and the potential impact on the committee's work. For example, the change to masters entry level education, new standards for accreditation of Canadian occupational therapy programs and Federal-Provincial-Territorial initiatives on recognition of international qualifications.

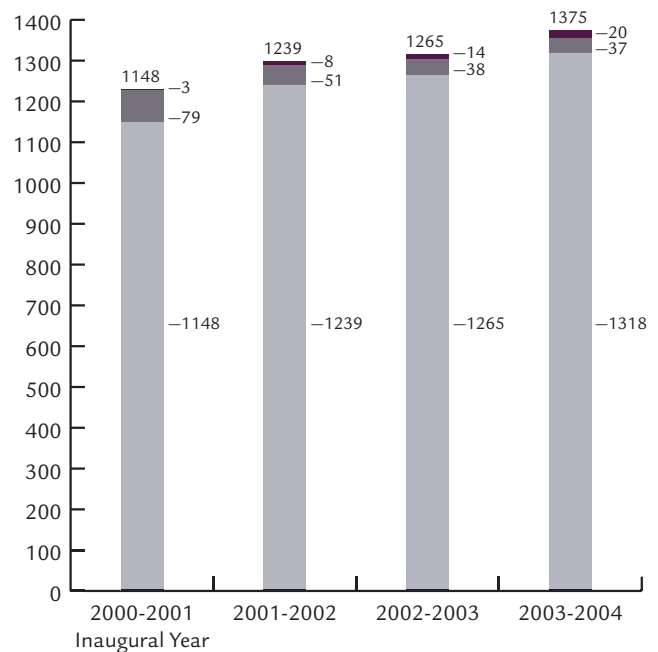
An orientation meeting was provided for the newest committee members.

The Registration Committee met monthly by teleconference. The committee also held twenty-seven (27) electronic meetings, for a total of thirty-nine (39) meetings. Electronic meetings were instituted as an alternative meeting format where appropriate. This proved to be efficient for committee members and assisted with the timely registration for applicants such as individuals graduating from Canadian occupational therapy programs or where an employer or applicant requested an expedited registration.

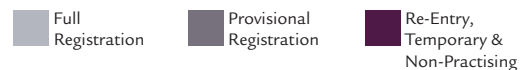
The Chair attended the January 31, 2004 Board meeting to present the revised policy on English Fluency and respond to questions from Board members.

Profile of Registrants

Number of Registrants at June 30, 2004
(by Category)



Legend:





Work Plan Highlights

The committee's work-plan focused on its five key roles:

1. Grant registration for applicants pursuant to the College Bylaws;
2. Develop and monitor effectiveness of registration policies;
3. Inform registrants & the public about the responsibilities of registration;
4. Complete the review of the re-entry program; and,
5. Advise and report to the Board.

Work was completed on the following projects:

- A revised policy for English fluency requirements was developed and approved by the board on January 31, 2004.
- A policy for considering applications from Individuals found to be practising while not registered was developed and approved by the board on May 1, 2004.
- Increased effectiveness of committee through review and confirmation of electronic meetings procedures.

Attendance at two conferences provided the committee with information relevant to the committee work such as research and current practices in assessing the qualifications of foreign-trained applicants and examination processes.

- Committee member attended the Council on Licensure, Enforcement and Regulation (CLEAR) conference (Toronto, September 2003)
- Registrar attended the Prior Learning Assessment and Recognition of Qualifications (PLAR-Q) conference. (Winnipeg, October 2003)

Work initiated in 2003-2004 and in progress includes:

- A review and revision of the exam policy.
- Development of guidelines for general supervision of provisional registrants for the public, employers and new registrants.
- Review of the amendments to the *Health Professions Act (HPA)* and incorporate action required into the committee's work-plan.
- The Board assigned primary responsibility for the re-entry program review to the Registration Committee (with input from the Quality Assurance Committee as required) and these tasks will be incorporated into the logic work plan for 2004-2005.

Respectfully submitted,

Debra Morgan

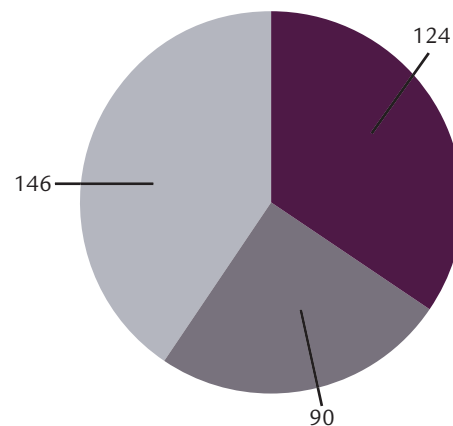
CHAIR, REGISTRATION COMMITTEE 2003/2004

Registration Statistics

Number of New Registrants by Year

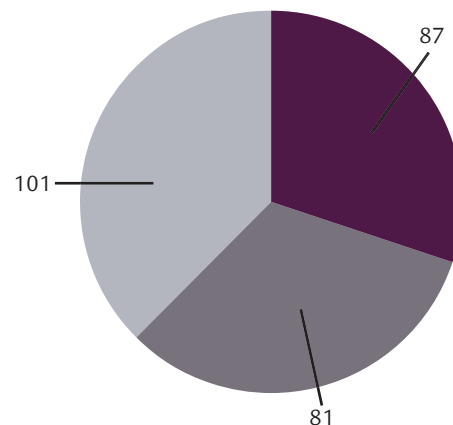
2003-2004
 2002-2003
 2001-2002

2000 - 2001 Inaugural Year Not Applicable



Number of Registrants Cancelled from the Register

2003-2004
 2002-2003
 2001-2002





Inquiry Committee Report

Mandate

As provided in sections 25 to 35 of the Health Professions Act, (the Act) the Inquiry Committee investigates matters that are raised in complaints against registrants. By definition in the Act, a “registrant” also includes a former registrant of the College.

The Committee may also investigate a registrant on its own motion (i.e. without a complaint) with regard to a contravention of or failure to comply with the Act, regulation or bylaws, professional misconduct, competence to practice or any disturbance or addiction which impairs the ability to practice.

Once the Committee is satisfied with the investigation, it decides on the course of action.

The Committee may take no further action, take any action the Committee considers appropriate to resolve the matter between the complainant and the registrant, request the registrant to undertake not to repeat the misconduct, request the registrant to take educational courses, request the registrant to consent to a reprimand, request the registrant to consent to any other action specified by the Committee, or direct the Registrar to issue a citation for a disciplinary hearing.

Membership

In accordance with section 16 of the bylaws, the committee is comprised of at least 5 members appointed by the Board, including one elected member, one appointed member and at least 3 full registrants. Members are eligible for re-appointment for a maximum of three terms.

2003/2004 Members

Caroline Ehmann, Chair and elected Board member
Nancy Sheehan, appointed Public Board member
Nicole Penner, registrant
Sandra Bressler, registrant
Lindsey Townsend, registrant (appointed September 10, 2004)

Meetings

The Committee met by teleconference for two meetings, and attended four in-person meetings to consider complaint matters and policy development. A meeting was also held to provide an orientation session for the new committee member.

Activities

There were eight new complaints to the Inquiry Committee for 2003-2004. Of these eight complaints, two complaints were not investigated as the College did not have jurisdiction. In one case, the complaint pertained to practice of an occupational therapist that

occurred prior to July 1, 2000. In the other case, the individual named in the complaint was not an occupational therapist and, following clarification that the person was not illegally using the title occupational therapist, the complaint was forwarded to the appropriate regulatory body.

Following investigation, two complaints resulted in the committee taking no further action as the conduct of the occupational therapist in each case was considered satisfactory.

Four complaints are currently in various stages of investigation.

Work-plan Highlights

While the key role of the committee is to respond to complaints regarding the practice, conduct or ethics of registrants, the committee also continues to focus on activities to develop or improve the College’s investigation and inquiry systems. A complaint tracking tool was implemented to gather statistics on the complaint processes such as timelines, use of inspectors and the nature of the complaints.

The committee has committed to exploring mediation or alternate dispute resolution (ADR) and how it might be built into our inquiry process to resolve complaint matters. Research on other regulatory organization approaches and a presentation to the committee was initiated.

Increased use of inspectors in the investigation of complaints underscored the need for the College to establish a roster of inspectors that are occupational therapists to conduct investigations. Developing an inspector position profile and training program for College inspectors is underway. In the meantime, appointed Inspectors are offered an orientation session with the registrar and College legal counsel.

The Committee recognizes the potential educational benefit to all registrants of publishing general, non-identifiable information about the nature of the complaints received and the decisions of the committee. An article for the newsletter is planned for the fall, and other venues for sharing this information on a regular basis is under consideration.

One committee member attended a two-day seminar titled *Administrative Justice: Practice & Procedure for Decision Makers in Professional Regulatory Agencies* sponsored by the BC Council of Administrative Tribunals. Building and sustaining the knowledge and skills of committee members is supported and valued by the College.

Respectfully submitted,

Caroline Ehmann

CHAIR, INQUIRY COMMITTEE 2003/2004



Discipline Committee Report

Mandate

The Committee's mandate is to conduct hearings to consider cases sent to a discipline hearing by citation from the Inquiry Committee.

Membership

In accordance with section 17 of the bylaws, the members consist of at least five members appointed by the board, including one public representative or one appointed Board member, one elected Board member and three full registrants. The appointments shall be for a term not more than five years, with re-appointment for a maximum of three terms.

2003/2004 Members

Michele Becker, Chair, registrant

Betty Third, registrant

Catherine Backman, registrant

Risa Greenwood, elected Board member (from February 1, 2004)

Nancy Scullion, elected Board member (to January 31, 2004)

Vacancy—appointed Public Board member or Public representative

Meetings

The Discipline Committee was not active in 2003/2004 as there were no hearings.

Respectfully submitted,

Michele Becker

CHAIR, DISCIPLINE COMMITTEE 2003/2004



Quality Assurance Committee (QAC) Report

Mandate

As described in the College of Occupational Therapists of British Columbia bylaws Section 18, the Quality Assurance (QA) Committee is responsible for making recommendations to the board with respect to continuing competency program, re-entry to the profession, standards of practice, practice guidelines and professional ethics.

There are two subcommittees to QAC including: Standards Committee and Continuing Competence Committee.

Membership

In accordance with section 18 (1) of the bylaws the committee consists of at least five (5) persons appointed by the board, including one (1) board member appointed by the Minister, one (1) elected board member and three (3) full registrants. The appointments are currently for a two-year term, and committee members may be re-appointed for a maximum of three terms.

Angenita Gerbracht, Chair and elected Board member

Cathy Busby, Vice-chair and registrant

Twyla Ross, registrant

Judith Moscovitch, registrant

Mary O'Callaghan, appointed Public Board member

Meetings

The Quality Assurance Committee met by teleconference for two meetings.

Work-plan Highlights

Based on the committee's key roles, the following activities were undertaken.

1. Establish Professional Practice Guidelines consistent with Essential Competencies:
 - Advised and supported the Standards Committee on the development of its first practice guideline.



Quality Assurance Committee (QAC) Report *continued . . .*

2. Lead the Code of Ethics Review Project:

- Initiated a project to review and revise the College's Code of Ethics. The project structure was established and terms of reference for the Steering Panel and Advisory Working Group were approved by the Board. This project will continue throughout the next year.

3. Establish Continuing Competency Program:

- Support to continuing competence committee was provided as requested.

4. Establish Program for Re-entry to the Profession:

- The committee recommended the Registration Committee lead the project to review the College's Re-entry Program. The Board approved this recommendation. QAC will advise as requested.

Respectfully submitted,

Angenita Gerbracht

CHAIR, QUALITY ASSURANCE COMMITTEE 2003/2004



Continuing Competence Committee Report

Mandate

As described in the College of Occupational Therapists of British Columbia bylaws Section 18 (5) c, the Continuing Competence Committee is responsible for reporting to the Quality Assurance Committee and the Board, recommendations for establishing and monitoring adherence to standards for continuing competence for registrants.

Membership

In accordance with section 18 (5)-b of the bylaws the committee consists of at least five (5) full registrants appointed by the board. The appointments are for a two-year term, and committee members may be re-appointed for a maximum of three terms.

Emma Christensen, registrant & Chair

Kathy Burton, registrant & Vice-chair (to January 31, 2004)

Dawn Daechsel, registrant Vice-chair

Risa Greenwood, registrant & elected Board member

Jennifer Dickson, registrant & elected Board member

(appointed February 1, 2004)

Alison Gerlach, registrant (appointed September 3, 2003)

Isabelle Boisvert, registrant (appointed February 1, 2004)

Meetings

Meetings included five in-person full day meetings and one teleconference. An orientation session was also provided for new committee members.

Work-plan Highlights

The Committee reviewed the continuing competence programs and tools in place (Ontario) or in development (Alberta) in other occupational therapy regulatory organizations. A presentation from the

Deputy Registrar with the College of Occupational Therapists of Ontario (COTO) highlighted their College's program approach, tools and evaluation of their program to date. The committee was also provided with confidential access to the continuing competence program of the Alberta Association of Registered Occupational Therapists (AAROT) as it was in its introductory run Province-wide. (The Alberta government funded the work on their program and permission was required from the government for AAROT to release the documents.)

The Committee completed a detailed review of various continuing competency tools and approaches used by other health profession colleges based on the key elements identified in the quality assurance framework for a continuing competence program: Competency Maintenance/Ongoing Development; Competency Review/Evaluation; and Competency Improvement. Some examples of the tools reviewed included: self-reflection tools for self appraisal of practice; professional portfolios; learning logs / professional development logs; practice audits; and peer reviews.

Consistent with two occupational therapy regulatory organizations (COTO & AAROT) and approaches used by other health professions (both in BC and in other Canadian jurisdictions), the Committee has focused its work on the development of a draft Self Assessment Tool, based on the Second Edition of the College's *Essential Competencies of Practice for Occupational Therapists in Canada* (ACOTRO, 2003). It is anticipated that the draft tool and draft recommendations for continuing competence program will be ready for presentation to the Board in November 2004. A consultant with expertise on continuing competence programs assisted the committee in its development of the tools and identifying successful strategies for implementing and evaluating continuing competency programs.

Respectfully submitted,

Emma Christensen

CHAIR, CONTINUING COMPETENCE COMMITTEE 2003/2004



Standards Committee Report

Mandate

As described in the College of Occupational Therapists of British Columbia bylaws Section 18 (4), the Standards Committee, reports to the Quality Assurance Committee and is responsible for the development of standards of practice, practice guidelines and advisory statements.

All draft standards, guidelines and advisory statements must be circulated to the Board for approval prior to circulation of such drafts to the registrants for discussion [s.18(4) d].

Membership

In accordance with section 18 (4)-b of the bylaws the committee consists of at least five (5) full registrants appointed by the board. The appointments are for a two-year term, and committee members may be re-appointed for a maximum of three terms.

Helen Turner, registrant and Chair
Hilary MacInnis, registrant and Vice-Chair
Sandy Daughen, registrant
Suzanne Leach, registrant
Sarah Bryant, registrant (appointed February 1, 2004)
Seiko Watanabe, registrant (until October 2003)

Meetings

Meetings included four in-person full day meetings and two teleconferences. An orientation session was also provided for the new committee member.

The Chair also met two times with the Registrar to update the Committee's Logic Work-plan.

Work-plan Highlights

Committee work-plan activities focused on the following key roles:

Develop & Maintain Practice Guidelines

The committee completed the College's first practice guideline on *Assigning of Service Components to Unregulated Support Personnel*. Following approval by the College Board, the practice guideline was published in March 2004 and was sent to all registrants.

The committee continued its work on the next practice guideline, "*Documentation & Management of Client Records*" (working title only). The committee was oriented to and is piloting a web-based peer to peer standards development process for development of this guideline. It is anticipated this will increase the efficiency of the committee's efforts for completion of draft practice guidelines. The process also creates an evidence knowledge-base of references and "evidence" used in the development of the guideline. Evaluation of the

approach for its effectiveness in developing practice guidelines is also planned.

Monitor Practice Issues, Trends and Relevance of Guidelines

Following the Board's approval of the first practice guideline, the committee focused its attention on developing a validation process for registrant feedback. The committee received support from a consultant in quality improvement & evaluation. She provided an overview on quality improvement & evaluation to orient the committee to sound principles in evaluation; and facilitated the committee in developing the methodology for the survey activity for soliciting feedback from registrants. Outcome statements & measures were developed, the survey tool refined and implementation options considered.

A survey was developed and sent to registrants for feedback on the guideline. The committee will use the survey evaluation data to refine the guideline and/or develop other supports for the effective use of the guideline in practice.

Review of practice issues or trends is ongoing to assist the committee in making recommendations to the Board on future practice guidelines or advisory statements.

Respectfully submitted,

Helen Turner

CHAIR, STANDARDS COMMITTEE 2003/2004



Client Relations Committee Report

Mandate

The Client Relations Committee makes recommendations to the board regarding client relations programs, including measures for addressing professional misconduct of a sexual nature. The measures for preventing or dealing with professional misconduct of a sexual nature must include educational requirements for registrants for preventing misconduct of a sexual nature, guidelines for the conduct of registrants with their clients, and the provision of information to the public regarding both the responsibilities of registrants and the College's complaint and discipline process.

Membership

In accordance with section 19 of the bylaws, the committee is comprised of at least 5 persons appointed by the Board, including one elected member, one appointed member and at least 3 full registrants. Committee members serve a term of two years and are eligible for re-appointment for a maximum of three terms.

2003/2004 Membership

Jan Gauthier, Chair and elected Board member
Lynda Casey, appointed public Board member
Lynda Kingsley, registrant (to October 2003)
Allyson Muir, registrant (appointed September 2003)
Erwin Fung, registrant (appointed September 2003)
Tannis Hill, registrant (appointed September 2003)

Meetings

The Client Relations Committee met seven times, attending four in-person meetings and three teleconferences. An orientation meeting was also held for the three new committee members.

Work-plan Highlights

The committee work-plan activities focused primarily on two of its five key roles.

Establish Guidelines for Conduct of Registrants

The committee completed a draft document titled *Philosophy, Definition & Context of Professional Boundaries* which was approved by the Board in May 2004. This document sets the context for the approach the committee is recommending in the development of the guidelines and will also be introduced at the forum with registrants sponsored by the committee at the 2004 AGM.

The committee drafted a framework to shape the guidelines and has begun its work on drafting guideline statements. The guideline statements are the behavioural expectations for registrants. The underlying premise is that the occupational therapist has the duty to act in

the best interest of the client and therefore needs to remain alert to and recognize potential problem situations, whether therapist initiated or client initiated, and to take action to mitigate circumstances that could constitute boundary violations.

The committee has also reviewed the literature and approaches to the area by a number of other health regulatory organizations.

Develop a Prevention Oriented Education Program for Registrants

The committee has initiated its work on this key role by identifying potential components for delivery of an education program for registrants. Again, the work is underpinned by a review of the relevant literature and consideration of the approaches used by other health regulatory organizations.

The committee developed a proposal for an introductory forum to be held in conjunction with the Annual General Meeting in the fall of 2004. Approved by the Board and planned for this coming fall, the session is aimed at raising registrant awareness about professional boundaries and introduces the concept of sexual misconduct and why it is relevant to everyday practice. The committee also plans to solicit examples of scenarios grounded in practice for potential use in the College's guidelines document.

An action plan and timeline for completion of registrant guidelines and selected educational materials, and recommendations for events to introduce this material to registrants was completed.


Respectfully submitted,

Jan Gauthier

CHAIR, CLIENT RELATIONS COMMITTEE 2003/2004

**College of Occupational Therapists of British Columbia
Financial Statements**

June 30, 2004

Grant Thornton 



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Grant Thornton LLP
Chartered Accountants
Management Consultants

Auditors' Report

To the Board of Directors of
College of Occupational Therapists of British Columbia

We have audited the statement of financial position of College of Occupational Therapists of British Columbia as at June 30, 2004 and the statements of revenue and expenditures, changes in net assets and cash flows for the year then ended. These financial statements are the responsibility of the College's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the College as at June 30, 2004 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Victoria, Canada
August 24, 2004

Grant Thornton LLP

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College of Occupational Therapists of British Columbia Statement of Revenue and Expenditures

Year Ended June 30	2004	2003
Revenue		
Application fees	\$ 25,429	\$ 23,400
Registration fees	464,937	446,598
Interest	20,631	17,175
Other	121	701
	511,118	487,874
Expenditures		
Accounting and legal	31,713	24,780
Amortization	10,409	11,830
Board and committee	19,306	7,364
Communication	6,953	7,253
Consulting	43,829	9,823
Honoraria and per diems	17,109	20,726
Insurance	5,041	4,236
Miscellaneous	1,924	1,474
Office	27,135	19,167
Program development fund	-	8,000
Publications	25,014	10,818
Rent	15,916	15,624
Salary and benefits	184,022	171,976
Systems maintenance	904	6,127
Travel	31,624	32,716
	420,899	351,914
Excess of revenue over expenditures	\$ 90,219	\$ 135,960

See accompanying notes to the financial statements.

College of Occupational Therapists of British Columbia

Statement of Financial Position

June 30 2004 2003

Assets

Current

Cash	\$	163,828	\$	168,625
Short term investments (market value \$710,000; 2003: \$598,000)		710,000		598,000
Receivables		17,573		15,909
Prepays		4,934		5,677
		896,335		788,211

Capital assets (Note 3)

		3,859		9,000
	\$	900,194	\$	797,211

Liabilities

Current

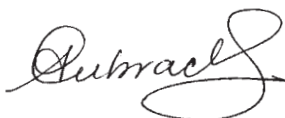
Payables and accruals	\$	34,213	\$	17,265
Deferred revenue		170,601		174,785
		204,814		192,050

Net Assets

Unrestricted net assets		223,103		228,371
Net assets internally restricted (Note 4)		468,418		367,790
Net assets invested in capital assets		3,859		9,000
		695,380		605,161
	\$	900,194	\$	797,211

Commitment (Note 5)

On behalf of the Board



Chair



Vice-Chair

See accompanying notes to the financial statements.

College of Occupational Therapists of British Columbia Statement of Changes in Net Assets

Year Ended June 30

2004

2003

	Invested in Capital Assets	Unrestricted	Restricted	Total	Total
Net assets					
Balance, beginning of year	\$ 9,000	\$ 228,371	367,790	\$ 605,161	\$ 469,201
Excess (deficiency) of revenue over expenditures	(10,409)	-	100,628	90,219	135,960
Investment in capital assets	5,268	(5,268)	-	-	-
Balance, end of year	\$ 3,859	\$ 223,103	\$ 468,418	\$ 695,380	\$ 605,161

See accompanying notes to the financial statements.

College of Occupational Therapists of British Columbia Statement of Cash Flows

Year Ended June 30

2004

2003

Increase (decrease) in cash and cash equivalents

	2004	2003
Operating		
Excess of revenue over expenditures	\$ 90,219	\$ 135,960
Amortization	10,409	11,830
	<u>100,628</u>	<u>147,790</u>
Change in non-cash operating working capital (Note 6)	11,843	(30,046)
	<u>112,471</u>	<u>117,744</u>
Investing		
Purchase of capital assets	<u>(5,268)</u>	<u>(3,534)</u>
Net increase in cash and cash equivalents	107,203	114,210
Cash and cash equivalents, beginning of year	<u>766,625</u>	<u>652,415</u>
Cash and cash equivalents, end of year (Note 6)	\$ <u>873,828</u>	\$ <u>766,625</u>

See accompanying notes to the financial statements.

College of Occupational Therapists of British Columbia

Notes to the Financial Statements

June 30, 2004

1. Nature of operations

The College of Occupational Therapists of British Columbia was established under the Health Professions Act, effective December 17, 1998. The College's mandate is to serve and protect the public interest by setting standards for entry to practice the profession in British Columbia establishing programs and guidelines to ensure that occupational therapists practice safely, ethically and competently, and investigating complaints raised about registrants' practice.

For income tax purposes, the College is treated as a not-for-profit organization.

2. Summary of significant accounting policies

Fund accounting

The College of Occupational Therapists of British Columbia follows the deferral fund method of accounting for contributions. The College records its activities in the following funds:

The *Unrestricted Fund* accounts for the organization's general operations and overhead.

The *Capital Funds* includes transaction relating to equipment.

The *Internally Restricted Funds* include the following:

Inspections, Inquiry and Discipline Funds (previously Investigations and Resolutions Reserve Funds) which are internally restricted funds. They are designated for use in the development and management of the inquiry and discipline process.

Program Development Funds which are internally restricted funds. They are designated for the development and establishment of statutory programs.

Special Projects Funds which are internally restricted funds. They are designated for specific, time limited projects related to board strategic plan / College business plan.

Expenditures from these funds require Board approval.

Revenue recognition

The College follows the deferral method of accounting for contributions. Restricted contributions are recognized as revenue in the appropriate fund in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Application fees are recognized as revenue when received. Annual registration fees are recognized as revenue in the year to which they relate.

College of Occupational Therapists of British Columbia

Notes to the Financial Statements

June 30, 2004

2. Summary of significant accounting policies (continued)

Contributed services

The College would not be able to carry out its activities without the services of the many volunteers who donate a considerable number of hours. Because of the difficulty of compiling and valuing these hours, contributed services are not recognized in the financial statements.

Investments

Investments are recorded at the lower of cost or market value.

Cash and cash equivalents

Cash and cash equivalents include cash on hand, balances with banks and short term deposits with original maturities of three months or less.

Capital assets

Purchased capital assets are recorded at cost, and contributed capital assets are recorded at fair value at the date of contribution. Amortization is provided as follows:

Computer equipment	3 years, straight line
Computer software	2 years, straight line
Furniture and equipment	5 years, straight line

Use of estimates

In preparing the College's financial statements, management is required to make estimates and assumptions that could affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenue and expenses during the period. Actual results could differ from those reported.

3. Capital assets	<u>2004</u>			<u>2003</u>	
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net Book Value</u>	<u>Net Book Value</u>	
Computer equipment	\$ 22,598	\$ 20,817	\$ 1,781	\$	2,994
Computer software	6,948	6,948	-		614
Furniture & equipment	<u>13,068</u>	<u>10,990</u>	<u>2,078</u>		<u>5,392</u>
	<u>\$ 42,614</u>	<u>\$ 38,755</u>	<u>\$ 3,859</u>	<u>\$</u>	<u>9,000</u>

College of Occupational Therapists of British Columbia

Notes to the Financial Statements

June 30, 2004

4. Net assets internally restricted

	Inspections, Inquiry and Discipline Reserve	Program Development Fund	Special Projects Fund	Total 2004
Balance, beginning of year	\$ 193,474	\$ 108,737	\$ 65,579	\$ 367,790
Allocation of net excess of revenues over expenditures	-	60,628	40,000	100,628
Balance, end of year	\$ <u>193,474</u>	\$ <u>169,365</u>	\$ <u>105,579</u>	\$ <u>468,418</u>

These internally restricted amounts are not available for other purposes without approval of the board of directors.

5. Commitment

The College has entered into an agreement to lease its premises until November 2005. The monthly rent is \$1,161. Minimum rent payable for each of the next two years is as follows:

2005	\$ 13,926
2006	\$ 5,803

6. Supplemental cash flow information

	<u>2004</u>	<u>2003</u>
Change in non-cash operating working capital:		
Receivables	\$ (1,664)	\$ 1,280
Prepays	743	(2,091)
Payables and accruals	16,948	(20,715)
Deferred revenue	<u>(4,184)</u>	<u>(8,520)</u>
	\$ <u>11,843</u>	\$ <u>(30,046)</u>
Interest received	\$ <u>18,966</u>	\$ <u>18,455</u>

7. Comparative figures

Certain 2003 comparative figures have been reclassified to conform to the presentation adopted in the current year.



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