



CPTBC

College of Physical Therapists
of British Columbia

2011 Annual Report

inspiring

public

confidence

2011 Annual Report



Table of Contents

Chair's Report	3	Patient Relations Committee	9
Registrar's Report	4	Inquiry Committee	10
Registration Committee	5	Discipline Committee	11
Acupuncture Credentialing Subcommittee	6	Legislative Committee	11
Quality Assurance Committee		Finance Committee	11
Quality Assurance Program	7	Financial Statements	
Registrant Annual Self Report Subcommittee	7	Auditor's Report	12
Registrant Competence Assessment Subcommittee	8	Statement of Financial Position	13
Standards of Practice Subcommittee	9	Statement of Operations	13
		Statement of Changes in Net Assets	14
		Statement of Cash Flows	14
		Notes to Financial Statements	15

Mandate

It is the duty of the College of Physical Therapists of British Columbia at all times:

- a) to serve and protect the public, and
- b) to exercise its powers and discharge its responsibilities under all enactments in the public interest.

Mission Statement

The College of Physical Therapists of British Columbia (CPTBC) is a not-for-profit, self-regulating professional health organization whose purpose is to serve and protect the public by ensuring that Physical Therapists provide safe, competent and ethical services.

Vision

Inspiring public confidence through excellence in regulation.

The College fulfills its mandate, mission and vision by:

- Establishing, monitoring and enforcing standards of physical therapy practice and professional ethics, policies, procedures and programs that are consistent, valid, accepted and responsive to health care needs;
- Responding to the public's need for information about the practice of physical therapy;
- Reinforcing physical therapists' awareness of their professional responsibilities and obligations;
- Being easily accessible through its optimal use of people, technology and resources, and effective communication with stakeholders;
- Building partnerships;
- Undertaking evaluation of its process and services;
- Promoting research on professional regulation issues in collaboration with other organizations;
- Regulating members of the physical therapy service delivery team; and
- Ensuring that its governance model supports the mandate.

Chair's Report

2011 was, yet again, another exceptionally busy year for the College!

As we move forward with managing the requirements of regulating our profession, there is always work to be done. All of the College's committees worked extremely hard last year and I would like to take this opportunity to sincerely thank all of our dedicated volunteers for their tremendous efforts throughout the year.

The Quality Assurance Program (QAP) continues to be a major project for the College, and I am pleased to report that we are progressing steadily towards the implementation of the 2nd component of the Program – the Registrant Competence Assessment (RCA). The last few years have been challenging for the QAP, and we recognize the importance of better communication of the Program, so that our registrants understand the components and are comfortable with the process. Increasing comprehension of the Program and communicating in a timely manner about its progress are high priorities for the Board in 2012.

In order to better manage the QAP and communicate its activities more effectively, the College has hired a program manager, Tracy Dignum, who will play a key role in directing the Program through its continued evolution. I encourage all registrants to communicate their questions, concerns and comments to Tracy as we move forward with the QAP.

At this point, I feel it's important to reiterate that the QAP is not a punitive process; there is no intent to take away registrants' licenses. The Program will offer positive supports and resources for physiotherapy practices, as well as help to elevate the profession overall in terms of practice standards and competency, benefitting us all in the long term.

In 2011, the College successfully completed a number of other important projects, one of which includes the development of a strategic communications plan for the College. This extremely significant document will set the direction of the College for some years to come. We have also completed a major re-branding project. You may have already noticed the College's new logo and tagline "inspiring public confidence" in use; for example, in this Annual Report. Furthermore, we are revamping our website and newsletter to make them more user-friendly, informative and visually attractive to both the public and our registrants. Finally, we have relocated our office and by the time you read this report, we will be comfortably settled into our new home.

The new Inquiry and Registration processes have been efficiently handled by the College, however, we are noticing an increase in the costs associated with the Inquiry process. The Board is concerned about this as any increase in costs can impact our registration fees. I can assure you that the College continues to manage these costs diligently and are not looking at any increase in fees at this time. Even so, we are closely monitoring the number and nature of appeals to the Health Professions Review Board in Victoria, in order to guide us towards a more efficient process.

The updating and development of our new College bylaws is almost complete and should be submitted to the Ministry of Health for approval in 2012.

Finally, I would like to sincerely thank our Registrar, the office staff and the Board members for their hard work and contributions to the College's success this year. Without their dedication and relentless efforts, we would never have accomplished so much.

Respectfully submitted,

Victor Brittain, Chair of the Board and Registrant

Board Of Directors

Victor Brittain,
Chair & Registrant
(from April 2, 2011)

Annick deGooyer,
Vice Chair & Registrant

Wendy Carter,
Public Representative

Jane Gates, *Registrant*

Jason Giesbrecht, *Chair & Registrant* (to April 2, 2011)

Anne Harris, *Registrant*

Michael Lam, *Public Representative*

Heather Leslie, *Student Representative - MPT 1*
(from Sept 3, 2011)

Freeman Qu, *Registrant*
(to April 2, 2011)

Philip Sweeney, *Registrant*

Jonathan Tom-Yew,
Student Representative - MPT 2 (to Sept 3, 2011)

Marilyn Tevington,
Public Representative

Susanne Watson,
Registrant
(from April 2, 2011)

Daniel Wilson, *Student Representative - MPT 2*

STAFF

Registrar

Brenda Hudson

Deputy Registrar

Ann Lo

Practice Advisor

Susan Paul

Quality Assurance
Program Manager

Tracy Dignum

Registration Coordinator

Olga Nesic

Administrative Assistants

Dolores Connolly

Susan Fawcett

Anna Gloria

Nominations Committee

Jane Cole,

Chair & Registrant

Victor Brittain,

Vice Chair & Registrant

Alliance Representative

Annick deGooyer,

Registrant & Board Member

WCB Liaison

Stephen Chan, *Registrant**(from April 2, 2011)*

ICBC Liaison

Brenda Hudson, *Registrar*Joint Initiatives
CommitteeMarilyn Atkins, *Registrant**(to Sept 2, 2011)*

Susan Paul,

*Practice Advisor**(to Sept 2, 2011)*

Registrar's Report

The College is established as a corporation under the *Health Professions Act* to regulate the profession of Physical Therapy in British Columbia. The Board and the College committees ensure that the mandate of the College, to regulate the profession and to protect the public, is met. The College staff support the Board and committees in fulfilling their mandate.

As I reflect back on 2011, I once again have to note that it has been a busy year at the College. It is my pleasure to report on these activities.

The activities in the College office are very cyclical in nature. Our major focus at the beginning and the end of a calendar year is registration renewal. It's been six years since we have implemented on-line registration and payment by credit card, and I am pleased to report that the process gets easier every year. The number of 'full' registrants has been climbing steadily since 2008 (from 2661 in 2008 to 3001 in 2011), and so has our number of 'retirees' (from 25 in 2008 to 36 in 2011). The College wishes each one of them an enjoyable and relaxing retirement!

In the periods between registration renewal, the College staff keeps busy supporting the College programs. There were some changes in work assignments in 2011 due to the increased workload for the Inquiry Committee, which required more of my time leaving me with fewer hours to support the corporate programs. As each committee chair has submitted a specific committee report, I will not elaborate on their work in my report. However, I would like to note that in 2011 the College staff prepared for one Disciplinary Hearing and one Inquiry Committee Extraordinary Hearing.

Some of the highlights for 2011 are as follows:

The Board approved the relocation of the College offices at the end of our current lease. A new location was found in December and the move is planned for the end of March 2012. The College will continue to share space with the BC College of Social Workers in the new location.

In 2011, the College Board approved the participation of the College in the Community Healthcare and Resource Directory (CHARD) Project.

In February, Jason Giesbrecht (previous Board chair) and I attended a National Leadership Forum, hosted by the National Physiotherapy Advisory Group (NPAG) in Ottawa. NPAG is a coalition of national physiotherapy related organizations and includes the Physiotherapy Education Accreditation Canada (PEAC); the Canadian Alliance of Physiotherapy Regulators (The Alliance); the Canadian Physiotherapy Association (CPA) and the Council of Canadian Physiotherapy University Programs (The Academic Council). The purpose of the forum was to engage physiotherapy leaders and stakeholders to form the development of a Vision document for the physiotherapy profession.

In April, Susan Paul, Practice Advisor, presented the Annual Self Report component of the College's Quality Assurance Program at the joint Canadian Association of Continuing Health Education (CACHE) and National Continuing Competence Conference (NCCC) in Banff, AB. Her presentation titled *CPTBC Quality Assurance Program: Program Overview and Presentation of the First Component of the Program – The Online Annual Self Report* was very well received, and has generated interest in our program from other provincial regulators.

In both May and November, Annick deGooyer and I attended The Canadian Alliance of Physiotherapy Regulators Board of Directors meetings in Toronto. In addition, The Alliance sponsored my attendance at the 3rd International Network of Physiotherapy Regulators Authorities (INPTRA) Conference in June in Amsterdam. The agenda for the meeting focused on current regulatory trends in the area of continuing competence.

As the year comes to an end, I would like to take this opportunity to thank the staff for their continued dedication during the past year. Many thanks to Ann Lo for her work with the Registration Committee and for assuming the position of Registrar during my absences; to Susan Paul for her work with the Patient Relations Committee, the Acupuncture Credentialing Subcommittee, the Standards of Practice Subcommittee and the Annual Self Report Subcommittee of the Quality Assurance Program; and to Olga Nestic for her work with the Quality Assurance Committee and the Registrant Competence Subcommittee of the Quality Assurance Program. Thanks to all the volunteers who have dedicated many hours of their time to assist in developing the College's Quality Assurance Program and to the program consultants, Dr. Susan Glover Takahashi, Dr. Marla Nayer and Dr. Jody McIlroy, for their guidance through the development of the Program. Many thanks as well to Mary Clark, Westprint Communications, for her guidance in our communications regarding the Quality Assurance Program. We wish her well in her new endeavours. Following Mary's departure the College contracted Sherrin Griffin, Griffin Design Management, to assist the College in an overall communications strategy for the organization.

The daily operations in the office are supported by three administrative assistants: Anna Gloria, Susan Fawcett and Dolores Connolly. Their hard work and commitment in supporting the Board and College Committees in their mandate, as well as being available to respond to the needs of our registrants, is greatly appreciated. Thanks to Cathy Larkin, New Leaf Bookkeeping, for keeping our financial records in order and to Angela Sartori, Morrow & Co, the College's Auditors, for producing our annual financial report.

Finally, many thanks to all Board and committee members who have given their time and enthusiasm to support the activities of the College. A special thanks to Jason Giesbrecht, past Board Chair and Victor Brittain, current Chair of the Board of Directors, for their leadership and support during the past year.

Brenda Hudson, Registrar

Registration Committee

The Registration Committee reviews applications for registration and makes decisions about registration matters in accordance with the *Health Professions Act* and the College Bylaws.

This year, the Committee undertook revisions to the registration section of the draft Bylaws: in particular, the jurisprudence exam requirement and the requirement to pass the QE (National Exam – written component) prior to eligibility for interim registration. The Committee drafted a policy on Eligibility Criteria for Supervisors of Interim Registrants and developed a Student Supervision policy in collaboration with UBC. New and updated registration application forms were approved, and the Committee approved the formation of the Acupuncture Credentialing Subcommittee.

In 2011, the Registration Committee welcomed Registrant and Elected Board Representative, Susanne Watson. Thank you to Anne Scott, whose term on the committee ended in 2011. Finally, the Chair would like to thank the committee members for their ongoing commitment and dedication.

Respectfully submitted by **Alison Greig, Chair**

Physical Therapist Registrants as of December 31, 2011

Full	3001
Limited	3
Interim	101
Inactive	304
Student	162
Lapsed	5
Retired	36
Cancelled in good standing	40
Cancelled - non payment of dues	28

Registration Committee

Alison Greig,
Chair & Registrant

Patricia Lieblich,
Vice Chair & Registrant

Melissa Holland,
Public Representative

Michael Lam, *Board Public Representative*

Freeman Qu, *Registrant (from April 3, 2011)*

Anne Scott, *Registrant (to Dec 31, 2011)*

Susanne Watson,
Registrant (from June 25, 2011)

Acupuncture/Dryneedling Credentialling Subcommittee

The Acupuncture Credentialling Subcommittee (ACS) reviews and adjudicates the dry needling credentials of nationally and internationally trained registrants who wish to practice acupuncture or intra muscular stimulation (IMS) techniques within the scope of practice of physical therapy.

The Subcommittee adheres to the College's Practice Standard No. 10 - Dry Needling for Physical Therapists and uses the College's Credentialling Policy 10.1A when it evaluates a registrant's educational qualifications.

The ACS met six times by teleconference and once at the College offices in 2011. On one occasion, the teleconference could not proceed due to lack of quorum.

Four registrants applied for credentialling of their acupuncture qualifications. Three of the applicants' credentials did not initially meet the minimum requirements set out in Policy 10.1A, however, upon receipt of further information from the applicants' practical exam, together with confirmation of successful completion of the theoretical exam; the applicants' credentials were approved. The remaining applicant of the four *did* meet the requirements of Policy 10.1A, however, the applicant had not completed a physiotherapy degree and was advised to only administer acupuncture within the scope of their previous health care degree.

The Subcommittee commenced a review of acupuncture and dry needling practice standards across Canada and other jurisdictions such as the United Kingdom, Australia and New Zealand, and determined that the B.C. College Standard No. 10 and Policy 10.1A was compatible with the majority of the protocols reviewed.

I would like to thank two members of the Subcommittee who have completed their term; both Shannon Sproule (registrant) and Marianne Schroder (public member) volunteered for more than ten years. Their professionalism, insight and dedication will be truly missed. We welcome two new members, Sean Bevan (Okanagan) and Susan Rubinoff-Mooney (Whitehorse), and look forward to their valued input. I would like to thank Susan Paul (College liaison) for all her valued help in running the Subcommittee over the past number of years, and welcome Ann Lo who will be taking over the liaison position from this point forward.

The ACS will continue to review requests for credentialling of dry needling, liaise with the Acupuncture Foundation of Canada and the Institute for the Study and Treatment of Pain, and monitor dry needling standards and requirements for physical therapists across Canada.

The Subcommittee reminds applicants to review the Dry Needling Credentialling Policy 10 thoroughly before submitting an application for educational credentialling, with particular attention to the minimum hours requirement, together with the requirement for successful completion of a theoretical and practical examination.

Respectfully submitted by **David G. Moffitt, Chair**

Acupuncture Credentialling Subcommittee

David Moffitt,
Chair & Registrant
(to Sept 30, 2011)

Shannon Sproule,
Vice Chair & Registrant
(to Feb 3, 2011)

Sean Bevan, *Registrant*
(from June 25, 2011)

Darryl Caves, *Registrant*

Susan Rubinoff, *Registrant*
(from June 25, 2011)

Marianne Schroeder,
Public Representative
(to Feb 3, 2011)

Quality Assurance Committee

The Quality Assurance Committee is a statutory committee of the College and is responsible for overseeing the work of the Standards of Practice Subcommittee, Registrant Competence Subcommittee, Annual Self Report Subcommittee and the Quality Assurance Program Communication Working Group.

As the public member on the Quality Assurance Committee, I feel a responsibility to reflect the expectation of reliability, competency, as well as fairness to the professionals who deliver the care.

In 2011, the Committee reviewed the Blueprint and the Logic Model draft documents. The Registrant Competence Assessment (RCA) plan was revised for presentation to the Board, and for the April Annual General Meeting. Registrants were given the opportunity to test and comment on sample questions, and they responded at the AGM by email and fax. Suggestions from these responses were discussed and taken into consideration, generating further research and refinement to the RCA tool. Consideration is being given to policies and procedures needed to effectively implement RCA components, especially those dealing with support processes and methods.

In 2011, priority was given to a communication plan and website presence to regularly inform registrants and the public of progress and developments of CPTBC's Quality Assurance Program. We understand the importance of regular communications regarding this Program and are committed to improving these communications in 2012.

The online Annual Self Report (ASR) was completed by the majority of registrants with ease in 2011, its 2nd year of implementation. The assessment of this online tool shows that costs were modest compared to a paper model.

I anticipate that the composition of the Quality Assurance Committee structure will be reviewed to ensure that the existing structure best meets current Quality Assurance needs.

Thanks to all participating committee members, registrants, staff and consultant Dr. Sue Glover Takahashi for their efforts and hard work to keep the program on target.

Respectfully submitted by **Anne Fiddick, Chair and Public Representative**

Quality Assurance Program

The purpose of a Quality Assurance Program is to monitor and support the continued competence of Physical Therapists in BC. Under the amended *Health Professions Act*, self-regulated health care professions have an obligation to the public to provide evidence that they have the capacity and competencies to provide quality care in their various practice contexts.

Annual Self Report Subcommittee

The second cycle of the online Annual Self Report was launched on September 7, 2011. The Annual Self Report is designed to support continued competency by expanding physical therapists' knowledge and understanding of professional, legal, and ethical responsibilities in British Columbia. The ASR provides links to College resources and to provincial regulation to enhance individual registrant's continuing competence.

This year's administration of the Annual Self Report ran smoothly with approximately 240 emails and 83 calls to the College compared to almost 1,000 email messages the first year it launched. The only significant change in 2011 was to the completion cycle of the Annual Self Report which was shifted from 90 days to 60 days for completion.

Quality Assurance Committee

Anne Fiddick, *Chair & Public Representative*

Moya Stokes, *Vice Chair & Registrant*

Nancy Cho, *Registrant*

Jane Gates, *Registrant & Board Member*

Jason Giesbrecht, *Registrant & Board Member*

Michael Lam, *Board Public Representative (from April 2, 2011)*

Christine Masson, *Registrant (from Sept 2, 2011)*

David Troughton, *Registrant*

Quality Assurance Program Registrant Annual Self Report Subcommittee

Dave Troughton, *Chair & Registrant*

Anne Harris, *Vice Chair, Registrant & Board Member*

Leanne Juras, *Registrant*

Linda Li, *Registrant*

Jonathan Russell, *Registrant*

Registrant Competence Assessment Subcommittee

Nancy Cho,
Chair & Registrant

Kathy Petts,
Vice Chair & Registrant

Cindy Ashton, *Registrant*

Margaret Harris, *Registrant*
(to May 1, 2011)

Megan Helgason, *Registrant*

Janet Leung, *Registrant*
(to May 30, 2011)

Angela Ozero, *Registrant*

Clare Palmer, *Registrant*

Heather Robertson,
Registrant

Robin Roots, *Registrant*

Communications Subcommittee

Christine Masson,
Chair & Registrant

Nancy Cho, *Registrant*
(to Sept 7, 2011)

Anne Scott, *Registrant*
(to July 4, 2011)

The Annual Self Report Subcommittee met three times this year. Key activities included reviewing the 2011 Annual Self Report Self Quiz Questions (in March 2011), review of the Year One Annual Self Report Data Analysis, and developing an Annual Self Report Logic Model. The Logic Model will be used both to guide work on the Annual Self Report as well as for monitoring the Annual Self Report within the context of the Quality Assurance Program. Interestingly, there was a spike in practice questions received by the College in September, October and November of 2011. We are cautiously optimistic that this increase in questions is an indication that the Annual Self Report is starting conversations and raising awareness of regulatory requirements of physical therapists in BC.

Respectfully submitted by **David Troughton, Chair**

Registrant Competence Assessment (RCA) Subcommittee

The Registrant Competence Assessment (RCA) Subcommittee is responsible for developing and implementing a tool that will assist registrants in demonstrating their competence in accordance with the requirements of the *Health Professions Act*.

In 2011, the RCA Subcommittee team leaders met twice via teleconference to report on the progress of their Key Feature Case writing work. The annual RCA Workshop was held on September 22 and 23. On day one, the team leaders met to report on team activity and gain additional knowledge regarding item writing. On day two, team leads and team members came together to learn and perform standard setting and review items. Time was spent on learning to use a revised template for scenario case construction.

Edison, a type of secure internet platform for item development and standard setting was introduced at the September workshop. This web-based portal is an evolutionary upgrade to the previous Peer-to-Peer platform. There have been two standard setting sessions completed in January/February 2011 and December 2011/January 2012.

Targeted workshops to develop case scenarios in the areas of cardio-respiratory and paediatrics were held on November 1 and 2, 2011. Frontline clinicians from across the Lower Mainland were brought together to create meaningful client scenarios. This activity was successful in producing clinically-relevant case scenarios within the context of these two practice areas.

The RCA pre-pilot and pilot testing are scheduled to begin in late 2012. Timing for full implementation will be announced when pilot testing is complete and has been evaluated.

The RCA Chair and CPTBC Board would like to thank our consultants, Dr. Susan Glover Takahashi and Dr. Marla Nayer, all the team leads and team members for their continued dedication in the process of developing the Registrant Competence Assessment component of the Quality Assurance Program.

RCA Item Writing Team Leads and Team Members:

Christina Acton, Dianne Aikman, Cindy Ashton, Margaret Bednard, Stacy Benmore, Linda Coleman, Graham Coleman, Ray Collier, Krista Cunningham, Karen DaSilva, Tanya Dunne, Norman Hanson, Margaret Harris, Megan Helgason, Fatima Inglis, Linda Lawrence, Bernie Lee, Janet Lundie, Shannon Martens, Clare Palmer, Kathy Petts, Sarah Rowe, Anne Rankin, Heather Robertson, Robin Roots, Dan MacLeod, Karen Sauve, Brad Smiley, Angela Ozero.

Outgoing members: Janet Leung, Dan Hewson.

Respectfully submitted by **Nancy Cho, Chair**

Standards of Practice Subcommittee

The Standards of Practice Subcommittee (SPS) had three meetings in 2011 – February, July and December – with some subcommittee members attending via teleconference.

We are pleased to announce that the Subcommittee finalized Practice Standards No. 1 - Clinical Records, which became effective as of September 1, 2011.

The Subcommittee reviewed and made edits to Practice Standard No. 2 - Electrophysical Agents and is also currently revising Practice Standard No. 3 - Assignment of Task to a Physical Therapy Support Worker. Both Practice Standards No. 2 and No. 3 are expected to be published by mid 2012.

The Subcommittee continued to discuss the issue of Ankle Brachial Index (ABI) testing to determine how it influences physical therapy treatment. The College is aware that ABI testing is currently being conducted by physical therapists in the community.

The Subcommittee also considered use of the title ‘Dr’ by physical therapists. The issue relates to the use of the term ‘Dr’ by physical therapists who have obtained an entry level Doctor of Physical Therapy degree during the provision of physical therapy to the public. The *Health Professions Act*, as well as the Physician’s Regulation, prohibits the use of the title ‘Doctor’ during the provision of health care, except where allowed by provincial regulation (e.g., the Chiropractor’s Regulation or the Optometrist’s Regulation). The Subcommittee also notes the potential for public confusion with medical doctors providing *medical* care as opposed to physical therapists providing *physiotherapy* care to the public.

The Subcommittee continues to reflect on the issue of members using the term ‘specialist’. There is no standardized criteria for the use of the term and the College Board is currently considering enacting section 40 of the Bylaws to allow the use of the term ‘specialist’ by a physical therapist.

I would like to thank Susan Paul, Practice Advisor, for her assistance in keeping the Subcommittee running smoothly.

Respectfully submitted by **Peter Goyert, Chair**

Patient Relations Committee

The Patient Relations Committee met three times in 2011. The Committee has spent much of the year drafting a resource booklet for physical therapists on the topic of *Communication in a Therapeutic Relationship*. A special thanks to all of the committee members who have worked hard this past year to draft various sections of the communication booklet, and have spent many hours revising and editing the booklet content. The booklet is now nearing completion and will be published by the summer of 2012.

Respectfully submitted by **Jane Cole, Chair**

Standards of Practice Subcommittee

Peter Goyert,
Chair & Registrant

Arturo Pallares,
Vice Chair & Registrant

Joanna Bernat, *Registrant*

Carla Kelsch, *Registrant*

Ross McKinnon, *Registrant*

Paula Peres, *Registrant*

Patient Relations Committee

Jane Cole, *Chair & Registrant*

Jane Gates, *Registrant & Board Member*

Lori Hendry, *Registrant*

Terry Mitchell,
Public Representative

Marilyn Tevington,
Board Public Representative
(from April 2, 2011)

Sophia Zhao, *Registrant*

Inquiry Committee

The Inquiry Committee investigates written complaints about physical therapists and former physical therapists under the *Health Professions Act*. The Committee can also initiate an investigation on its own motion.

The Committee met a total of eleven times in 2011, of which six were teleconference meetings.

The Committee has jurisdiction to consider complaints in regards to the following: contravention of the *Health Professions Act* or the Physical Therapists Regulation and Bylaws, failure to comply with a limit or condition imposed on a registration, professional misconduct, competence to practice physical therapy, physical and mental ailments and emotional disturbances, or addictions to alcohol or drugs that impair a registrant or former registrant’s ability to practice physical therapy. In 2011, the Committee investigated an array of cases as listed at the end of this report.

Under the *Health Professions Act*, a complainant may request the Health Professions Review Board to review a decision of the Inquiry Committee if the complainant is dissatisfied with the Inquiry Committee decision. There were four requests for review to the Health Professions Review Board in 2011.

I would like to take a moment to thank the Committee members and College staff for all of their hard work. The world of Inquiry appears to be becoming more complicated with the occurrence of the Committee’s first ever Extraordinary Hearing occurring in 2011. It is likely that this trend will continue, and without the dedication of the public representatives, our fellow College members, the College staff and our legal counsel, Mr. Anthony Tobin, we could not fulfill the duties laid out in the Act.

The following tables provide an overview of the Committee’s activity in 2011:

	2009	2010	2011
Outstanding complaints as at December 31	14	20	13
New complaints received	27	28	17
Number of complaints closed	37	22	24

The complaints received this year fall under the following categories:

Standards Infractions

Competency <i>(not complying with established standards of practice causing injury)</i>	8
Advertising	0
Consent to Treat	0
Confidentiality	2

Professional Misconduct

Billing infractions	0
Failure to comply with Act, Regulations & Bylaws	2
Communication	3
Conduct Unbecoming	2
Non compliance with the Criminal Record Check	0

Respectfully submitted by **Victor Brittain, Chair**

Inquiry Committee

Victor Brittain
Chair & Registrant

Alison Leedham,
Public Representative & Vice Chair

Wendy Carter, *Board Public Representative*

Jennifer Flaman, *Registrant*

Lynda Lawrence, *Registrant*

Gregory Noonan, *Registrant*

Phil Sweeney, *Registrant & Board Member*

John Zimmer,
Public Representative

Discipline Committee

The Discipline Committee is responsible for conducting hearings on matters referred by the Inquiry Committee for citation under section 37 of the *Health Professions Act*.

One case went to Hearing in 2011. This case involved a member who contacted former patients that she had attended in her professional capacity. She solicited money from them with the pretext of needing to do special training to work overseas for the United Nations. Six patients were involved and in some instances quite a significant amount of money was given as a loan.

None of this money was ever repaid, and evidence demonstrated that repayment of the money was probably never intended. The Hearing Panel found the member guilty of Professional Misconduct and her registration was removed; other College jurisdictions across Canada and further afield were advised of this action.

Respectfully submitted by **Bruce Clark, Chair**

Legislative Committee

The Legislative Committee's role is to review and recommend changes to the College's Bylaws, and to review other legislation that impacts the practice of physical therapy. The bulk of the Committee's work in 2011 continued to be the revision of the Bylaws to ensure accordance with the *Health Professions Act*, and to continue to uphold the model Bylaws set out by the Ministry of Health.

Respectfully submitted by **Annick deGooyer, Chair**

Finance Committee

The Finance Committee oversees the development of the annual budget and advises the Registrar regarding the financial management of the College's affairs. The Committee met seven times during the fiscal year, which ended November 30, 2011. Freeman Qu stepped down as the Board representative to the Finance Committee and Anne Harris replaced him this year. Edwin Lui, an accountant, continues his role as the Public Representative to the Finance Committee. We wish Freeman well in his future endeavours, and welcome Anne and Edwin, both valuable members of this Committee.

The College's audited financial statements for 2011 are contained in this Annual Report. The College has maintained a sound financial position with a small positive year-end variance which will be placed into the College Reserve Fund. The Board has approved the budget for 2012.

Over the past year, the Finance Committee has continued to recommend an investment strategy that focuses on getting a maximum return on our assets while maintaining a high level of security. We continue to build the Reserve Fund for our organization. We experienced a small positive variance in 2011 reflecting that our planned activities were efficiently carried out as per budget projections. Efforts were focused on the planning and implementation of the Quality Assurance Program. In addition, the Finance Committee, at the direction of the Board, initiated a review of the staff compensation package for the College; this review has not been completed to date.

The Finance Committee continues to be very appreciative of the support received from the office staff, Dolores Connolly, and especially from our College Registrar, Brenda Hudson.

Respectfully submitted by **Gabriele Yoneda, Chair**

Discipline Committee

Bruce Clark, *Chair & Registrant*

Jane Calland, *Registrant (from September 11, 2011)*

Robert Hofmann, *Registrant*

Jerry Justesen, Jr., *Registrant*

Gillian Parker, *Registrant*

Barbara Picton, *Registrant*

Dr. Richard Primeau, *Public Representative*

Richard Walker, *Public Representative*

Legislative Committee

Annick deGooyer, *Chair, Registrant & Board Member*

Daniel Hewson, *Registrant (to June 19, 2011)*

Marilyn Tevington, *Board Public Representative*

Finance Committee

Gabriele Yoneda, *Chair & Registrant*

Anne Harris, *Registrant & Board Member (from April 2, 2011)*

Edwin Liu, *Public Representative*

Independent Auditor's Report

To the Directors of College of Physical Therapists of British Columbia

We have audited the accompanying financial statements of College of Physical Therapists of British Columbia, which comprise of the statement of financial position as at November 30, 2011, and the statement of operations, statement of changes in net assets and statement of cash flows, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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 comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained in our audit is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of College of Physical Therapists of British Columbia as at November 30, 2011, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Vancouver, B.C.
February 24, 2012


Certified General Accountants

Statement of Financial Position as at November 30, 2011

	2011	2010
ASSETS		
CURRENT		
Cash	\$ 378,550	\$ 440,998
Short-term investments (Note 3)	23,000	23,000
Accounts receivable	16,875	16,019
Prepaid expenses	5,348	5,747
	423,773	485,764
LONG-TERM INVESTMENTS	58,253	54,640
RESERVE FUND (Note 4)	543,584	473,584
CAPITAL ASSETS (Note 5)	20,483	25,815
	\$ 1,046,093	\$ 1,039,803
LIABILITIES AND FUND BALANCES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 39,945	\$ 64,606
Due to government agencies	8,035	157
Deferred fee revenue	99,984	98,118
	147,964	162,881
NET ASSETS	898,129	876,922
	\$ 1,046,093	\$ 1,039,803

Statement of Operations for the year ended November 30, 2011

	2011	2010
REVENUE (Note 6)	\$ 1,186,896	\$ 1,158,341
OPERATING EXPENSES		
Salaries and wages	445,265	425,890
Quality assurance committee	164,776	144,528
Inquiry committee	131,752	94,442
Committees and representatives	60,931	38,826
Rental	43,318	39,520
Alliance dues	42,092	43,478
Annual general meeting	40,282	31,741
Interest and bank charges	37,203	34,393
Professional fees	26,318	35,173
Honoraria	25,900	26,950
Board of Directors	23,959	33,742
Newsletter and guides	23,202	33,783
Computer-related expenses	21,240	21,785
Office	14,415	11,709
Legislative	10,510	6,633
Special projects	9,428	-
Telephone	8,973	10,016
Administration	8,724	3,180
Supplies	8,378	8,443
Amortization	6,060	7,144
Insurance	5,606	5,742
Photocopier	3,706	3,096
Professional development	3,549	7,461
Patient Relations committee	102	3,927
	1,165,689	1,071,602
EXCESS OF REVENUE OVER EXPENSES	\$ 21,207	\$ 86,739

Statement of Changes in Net Assets for the year ended November 30, 2011

	Invested in Capital Assets	Reserve Fund	Unrestricted	Total 2011	Total 2010
BALANCE, BEGINNING OF YEAR	\$ 25,815	\$ 473,584	\$ 377,523	\$ 876,922	\$ 790,183
Excess (deficiency) of revenue over expenses	(6,060)	-	27,267	21,207	86,739
Investment in capital assets	728	-	(728)	-	-
Interfund transfer	-	70,000	(70,000)	-	-
BALANCE, ENDING OF YEAR	\$ 20,483	\$ 543,584	\$ 334,062	\$ 898,129	\$ 876,922

Statement of Cash Flows for the year ended November 30, 2011

	2011	2010
OPERATING ACTIVITIES		
Excess of revenue over expenses	\$ 21,207	\$ 86,739
Items not requiring the outlay of cash:		
Amortization	6,060	7,144
	27,267	93,883
Change in non-cash working capital items:		
Accounts receivable	(856)	(6,767)
Prepaid expenses	399	2,691
Accounts payable and accrued liabilities	(24,661)	6,830
Due to government agencies	7,878	157
Deferred fee revenue	1,866	4,833
	11,893	101,627
INVESTING ACTIVITIES		
Long-term investments	(3,613)	(54,640)
Acquisition of capital assets	(728)	(596)
	(4,341)	(55,236)
INCREASE IN CASH AND CASH EQUIVALENTS	7,552	46,391
CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR	937,582	891,191
CASH AND CASH EQUIVALENTS, END OF YEAR	\$ 945,134	\$ 937,582
Cash and cash equivalents consist of:		
Cash	\$ 378,550	\$ 440,998
Short-term investments	23,000	23,000
Reserve fund	543,584	473,584
	\$ 945,134	\$ 937,582

1. PURPOSE OF THE ORGANIZATION

The mandate of the College of Physical Therapists of B.C. is to serve and protect the public by establishing, monitoring and enforcing standards of physical therapy practices and professional ethics, responding to the public's need for information about the practice of physical therapy and reinforcing physical therapists' awareness of their professional responsibilities and obligations. The College of Physical Therapists of B.C. is established by regulation under the Health Professions Act. It is exempt as a nonprofit organization from paying income taxes in accordance with Section 149 (1) (I) of the Income Tax Act.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

These financial statements are prepared in accordance with Canadian generally accepted accounting principles. The significant policies are detailed as follows:

(a) Future Changes to Significant Accounting Policies

In December 2010, the Accounting Standards Board of the Canadian Centre of Chartered Accountants ("AcSB") and the Public Sector Accounting Board ("PSAB") issued accounting standards impacting the future financial reporting framework for not-for-profit organizations. These standards are effective for years beginning on or after January 1, 2012. Not-for-profit organizations have an option for early adoption of these new standards.

These accounting standards will be effective for the College's 2013 fiscal year. The College is currently determining an appropriate adoption date as well as analyzing the effects of these changes to its financial statements.

(b) Revenue Recognition

The College follows the deferral method of accounting of contributions. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection reasonably assured. There were no restricted or endowment contributions.

Application and registration fees are recognized as revenue in the period to which they relate. Unexpired fees at the year end are included in deferred fee revenue.

(c) Capital Assets

Capital assets are recorded at cost. The College provides for amortization using the straight-line method at rates designed to amortize the cost of the capital assets over their estimated useful lives. One half of the year's amortization is recorded in the year of acquisition. No amortization is recorded in the year of disposal. The annual amortization rates are as follows:

Furniture and equipment	Declining balance	20%
Leasehold improvements	Straight-line	20%
Computer equipment	Declining balance	30%

(d) Long-lived Assets

Long-lived assets are tested for recoverability annually or whenever events or changes in circumstances indicate that their carrying values may not be recoverable. An impairment loss is recognized when the carrying amount exceeds the total undiscounted cash flow expected from their use and eventual disposition. The amount of the impairment loss is determined as the excess of the carrying amount of the asset over its fair value. To November 30, 2011 no impairment losses have been recorded.

(e) Use of Estimates

The preparation of the financial statements in conformity with Canadian generally accepted accounting principles requires that management make estimates and assumptions about future events that affect the reported amounts of assets, liabilities, revenues and expenses as at the end of or during the reporting period. Management believes that the estimates used are reasonable and prudent, however, actual results could differ for those estimates. Significant areas requiring the use of management estimates relate to the determination of the useful lives of assets for amortization, recognition of deferred revenue, and the amounts recorded as accrued liabilities.

3. SHORT TERM INVESTMENTS

Short term investments are held with the Bank of Montreal for security purposes for the College's credit card.

4. RESERVE FUND

In 2007 the College's board of directors established a Reserve Fund by internally restricting \$405,000 of cash and net assets. This fund is to be used for risk management and special projects as determined by the board of directors. This internally restricted fund is not available for other purposes without the approval of the board of directors. For the year ended November 30, 2011 the board approved a cash transfer of \$21,000 (2010: \$70,000) to the Reserve Fund.

5. CAPITAL ASSETS

	Cost	Amortization	2011 Net	2010 Net
Furniture and equipment	\$ 52,236	\$ 44,485	\$ 7,751	\$ 9,689
Leasehold improvements	36,710	29,384	7,326	9,158
Computer equipment	35,472	30,066	5,406	6,968
	\$ 124,418	\$ 103,935	\$ 20,483	\$ 25,815

6. REVENUE

	2011	2010
Registration fees	\$ 1,099,827	\$ 1,079,303
Application fees	30,645	41,124
Interest income	18,394	11,209
Permit fees	20,350	15,600
Cost recovery/fines	6,030	5,505
Corporation fees	7,500	4,100
Other income	4,150	1,500
	\$ 1,186,896	\$ 1,158,341

7. COMMITMENTS

The College's premises are leased under an operating lease with the term ending March 31, 2017. In addition to basic rent, the College is required to pay a portion of certain operating costs and property taxes. The lease commitments are as follows:

2012	\$ 59,537
2013	71,858
2014	71,858
2015	71,858
2016	71,858
2017	23,953

8. FINANCIAL INSTRUMENTS

The College's financial instruments consist of cash, short term investments, accounts receivable, long-term investments, accounts payable and accrued liabilities. It is management's opinion that the College is not exposed to significant interest, liquidity or credit risk arising from these financial instruments. The fair value of these financial instruments approximate their carrying value.

9. CAPITAL MANAGEMENT

The College is exposed to internal and external capital management objectives and requirements. Management acts to ensure that the College complies with these requirements and is not aware of any violations which would result in any third party taking any actions against the College.

10. COMPARATIVE FIGURES

The financial statements have been reclassified, where applicable, to conform to the presentation used in the current year. The changes do not affect prior year earnings.



NEW LOCATION

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