



**ANNUAL REPORT
ANNUAL GENERAL MEETING
May 23, 2015**

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BOARD and STAFF
(contact c/o: CNPBC office)

BOARD

Cameron McIntyre, ND – Board Chair
North Vancouver, BC

Karen Parmar, ND – Vice-Chair
Fort Langley, BC

Stefan Kuprowsky, ND – Member
Gabriola Island and Vancouver, BC

Michael Reiersen, ND – Member
Powell River, BC

Wesley Barnaby – Public Member
Langley, BC

Barry Long, LL.B. – Public Member
North Vancouver, BC

Mary Manning – Public Member
Surrey, BC

Chris Spooner, ND – retired April 24, 2014
Vernon, BC

STAFF

Howard Greenstein, B.SC. (Hon.), M.A., M.B.A.
Registrar & CEO

Phillipa Stanaway, M.A., J.D.
Director, Investigations and Regulatory Compliance

Sarah Sharp, B.Sc. (H.), LL.B.
Coordinator, Investigations and Regulatory Compliance

Debbie Ferreira
Executive Assistant

COMMITTEES

(contact c/o: CNPBC office)

| COMMITTEE | MEMBERS | SEAT |
|------------------|--|---|
| ADVERTISING | Michael Reiersen, ND Todd Farnsworth, ND Barry Long, LL.B. | Chair Member Public Member |
| DISCIPLINE | Barry Long, LL.B. Stefan Kuprowsky, ND Mary Manning Cameron McIntyre, ND Karen Parmar, ND Chris Spooner, ND | Chair, Public Member Member Public Member Member Member Member |
| EXAMINATION | Sanjay Mohan Ram, ND Jonathan Berghamer, ND Melissa Tofsrud <i>Additional Examiners:</i> Cathryn Coe, ND Seema Kanwal, ND Rebecca Pitfield, ND Rick Santimaw, ND | Chair Member Public Member |
| FINANCE | Cameron McIntyre, ND Stefan Kuprowsky, ND Wesley Barnaby | Chair Member Public Member |
| INQUIRY | Richard Meyer, JD David Bayley, ND Penny Seth-Smith, ND <i>Inspectors:</i> Aaron VanGaver Anna Kearns Bob VanHorlick Caleb Ng Cher Boomhower Deidre MacDonald Eric Chan Gary Bechard Gregg Turner Heathir Naesgaard Isis VanLoon Julia Christensen Rebecca Pitfield Seema Kanwal Serenity Aberdour | Chair, Public Member Member Member |

| | | |
|---|--|---|
| | Shairoz Karim Wesley Barnaby | |
| PATIENT RELATIONS | Cathryn Coe, ND Sanjay Mohan Ram, ND Mary Manning | Chair Member Public Member |
| PHARMACOPOEIA and DIAGNOSTIC REFERRAL (PDR) | Lorne Swetlikoff, ND Brian Martin, ND Karen Parmar, ND Deborah Phair, ND David Scotten, ND Garrett Swetlikoff, ND Michael Kelly, MD Barry Long, LL.B. Glenda MacDonald, BSP., PharmD. Kathy McInnis, PharmD. Ian D. Schokking, MD | Chair Member Member Member Member Member Physician Member Public Board Member Government appointee Pharmacist Member Physician Member |
| REGISTRATION | Karen Parmar, ND Michael Reiersen, ND Wesley Barnaby | Chair Member Public Member |
| QUALITY ASSURANCE | Stefan Kuprowsky, ND Tasreen Alibhai, ND Sacha Elliott, ND Gaetano Morello, ND Ronald Reichert, ND Briana Peddle, ND Barry Long, LL.B. Mary Manning | Chair Member Member Member Member Member Public Member Public Member |

AGM AGENDA – MAY 23, 2015

TIME: 2:00 – 5:00 pm
(Registration from 1:30 – 2:00)

LOCATION: Djavad Mowafaghian cinema
SFU Woodwards building
149 Hastings Street, Vancouver, BC, V6B 1H4

- 2:00 | **1. CALL MEETING TO ORDER –**
1.1. Introduction of Board Members
- 2:05 | **1. ACCEPTANCE OF 2014 AGM AGENDA –**
- 2:10 | **2. ADOPTION OF MINUTES OF 2013 AGM –**
- 2:20 | **3. REPORTS –**
4.1 Read
(a) President
(b) Registrar/CEO
(c) Finance
(d) Registration
(e) Quality Assurance
(f) Inquiry
(g) Discipline
- 3:45 | 4.2 Grouped motion
4.2.1 Examination
4.2.2 Patient Relations
4.2.3 Pharmacopoeia and Diagnostic Referral
- 3:55 | **5 AWARDS – C. McIntyre**
- 4:15 | **6 ELECTIONS – Pending Vacancies:**
6.1 2 Year Term
6.2 2 Year Term
- 5:00 | **7 ADJOURNMENT - Next AGM, SPRING 2016**

AGM MINUTES – APRIL 24, 2014

TIME: 9:41 - 12:12 PM
LOCATION: Westin Bayshore
601 Bayshore Drive, Vancouver, BC

- 9:41** | **2. CALL MEETING TO ORDER** – The Chair called the meeting to order.
2.1. Introduction of Board members and staff
- 9:42** | **4. ACCEPTANCE OF 2014 AGM AGENDA** – The agenda was accepted as presented.
- 9:44** | **5. ADOPTION OF MINUTES OF 2013 AGM** – The minutes were adopted as presented.
- 9:45** | **6. REPORTS** –
Read
- (h) President
Motion – that the President’s report be accepted as presented. Carried
 - (i) Registrar/CEO
Motion – that the Registrar/CEO’s report be accepted as presented. Carried

(1.) Guest: Legal Counsel, Ali Lakhani – Ali Lakhani summarized the complaint process under the *Health Professions Act* and summarized the Chan case. He indicated that the money spent by the College resulted in a successful outcome of the case.
 - (j) Finance –
Q – Are dues going to be raised?
A – No, legal fees were budgeted for in the increase of dues in 2012.
Q – Why did wages and benefits go up by 80k?
A – A new salary and benefits has been added for Pip Stanaway.
Motion – that the Finance report be accepted as presented. Carried
 - (k) Registration
Motion – that the Registration report be accepted as presented. Carried
 - (l) Quality Assurance
Q – Why is there now another certification for prolotherapy?
A – Certification in prolotherapy has always existed.
Q – Can any of the certification courses be offered within schools?
A – Yes, BINM will be offering IV therapies as part of the core curriculum.
Q – Why do all CE hours related to certifications need to

be over and above the 40 hours?
 A – They are included as part of the 40 hours.
 Q – I have taken the required course to practice prolotherapy but is it correct that I now can't practice certain areas of prolotherapy?
 A – Please submit your education to the QA for review.
 Q – If I want to do an intra-articular injection to the knee, do I need to take a 3 day course?
 A – Yes.
 Q – Will we see local courses available in the area?
 A – We will try to find local courses that meet the standards set by the board.
 Q – Is there opportunity for ND's to teach such courses in the region?
 A – Yes, courses are to be submitted to the QA for review.

Motion – that the Quality Assurance report be accepted as presented.

Carried

(m) Inquiry

Motion – that the Inquiry report be accepted as presented.

Carried

(n) Discipline

Motion – that the Discipline report be accepted as presented.

Carried

11:54

7.1 Grouped motion

- 7.1.1 Examination
- 7.1.2 Patient Relations
- 7.1.3 Pharmacopoeia and Diagnostic Referral

Motion – that the Examination, Patient Relations and Pharmacopoeia and Diagnostic Referral reports be accepted as presented.

Carried

11:56

8 **AWARDS** – K. Parmar

- 8.1 Outstanding Committee Contribution – Isis VanLoon, ND for her work as an inspector on the Inquiry Committee
- 8.2 Outstanding Committee Contribution – Richard Meyer for his work as Chair of the Inquiry Committee

12:02

9 **ELECTIONS** – Pending Vacancies:

- 9.1 2 Year Term – Cameron McIntyre, ND
- 9.2 2 Year Term – Michael Reiersen, ND

12:11

10 **OTHER BUSINESS** – There was no other business.

12:12

11 **ADJOURNMENT** - Next AGM, SPRING 2015

A Letter from the Past Chair (2011 – 2014)

2014 was a very productive year at the College of Naturopathic Physicians of British Columbia. A great deal was accomplished by our small staff. What follows are but a few of 2014's many important achievements.

2014 marked the year of information system automation for the College. Eight months of diligent planning and preparation were required to ensure a smooth transition. The new information system and website allow registrants to access and update their information and carry out routine interactions with the College, including registration renewal and recording of continuing education requirements. In conjunction with its implementation of the new information system and website, the College also began a process of reviewing and updating a number of its policies and procedures. Many improvements have been made, and this process is ongoing.

Through the work of the Quality Assurance Committee, Scope of Practice Committee, and Pharmacopoeia and Diagnostic Referral Committee (the "PDR Committee"), the College announced a series of six new Aesthetic Procedures Certification Modules. The Scope of Practice panel determined that, should the Board approve the removal of Botox from the excluded substances list on the recommendation of the PDR Committee, the relevant aesthetic procedure would be within the scope of practice for naturopathic doctors who met special training requirements recommended by the Quality Assurance Committee and approved by the Board. Subsequently, the PDR Committee recommended to the Board that Cosmetic Botox™ and its equivalents be removed from the exclusion list only for those registrants with the relevant certifications.

The Quality Assurance Committee spent several months reviewing training requirements and providers before presenting its recommendations regarding training standards for these certifications to the Board, which accepted its recommendations after careful consideration, ensuring that its decision upheld the College's mandate to protect the public.

Last year also marked the advent of two new Advanced Injection Therapies Certification Modules. The first module of the two replaces the previous Prolotherapy Certification, and covers the use of many of advanced pain/regenerative techniques (Platelet-Rich Plasma (PRP) Therapy, Prolotherapy, and the injection of hyaluronic acid) to the peripheral joints. The second module addresses the use of such techniques axially.

The PDR Committee also recommended to the Board that Botox Medical™ be removed from the list of drugs excluded from use by naturopathic doctors, only for those doctors certified in the use of Botox Medical based on standards developed and recommended by the Quality Assurance Committee. The Quality Assurance Committee is currently developing and researching training standards and providers, and will eventually make a recommendation to the Board regarding training requirements for a certification in this practice.

Last April, 2014, Howard Greenstein, Registrar and CEO, and I met with the Minister of Health, the Honourable Terry Lake, in Victoria. The meeting was cordial, and Minister Lake was open and receptive to our concerns and wishes. We touched upon the issues of access to Pharmanet and laboratories from a public safety perspective. Access to Pharmanet has been stalled for a number of health profession colleges due to the Ministry's ongoing policy review process. The Minister was aware of local access to laboratories by patients of naturopathic doctors, and indicated his support for better access in the future. In the Minister's view, the lack of laboratories accepting referrals from naturopathic doctors in the interior was a public safety

concern. We discussed how this affected the practice of our registrants and patient care. We also asked for and received the Minister's support in staggering our public board member terms.

The College deals with numerous Inquiry Committee cases, initiated by complaint or by the Inquiry Committee's own motion under the *Health Professions Act* (the "HPA"). In 2014, the committee dealt with a number of complaints arising around professional misconduct issues, including sexual misconduct, facilitation of patient access to marijuana, administration of Botox without authority, practice outside the scope of practice, failure to maintain clinical records, failure to meet the standard of care, lack of collegiality among health professionals, and various other violations of the *Code of Conduct and Code of Ethics*.

Some highlights of other committees that support the College functions, such as Scope of Practice Committee, PDR Committee, Finance Committee, Registration Committee, Discipline Committee, QA Committee, Patient Relations Committee, and Advertising Committee are within this report.

The dedication of Committee members, Board members, the College's Registrar and staff is what makes our small college efficient and well-respected in the health profession regulation community. I thank you personally for your hard work, insight, and thoughtfulness, which help maintain the safety of the public seeking our medicine.

It is on this note that I say farewell, having completed my maximum 8-year term on the Board, and stepped down as Chair of the College at the February 2015 Board meeting. I felt it best to complete my term on the Board, in a Past Chair and Vice-Chair role, and allow another Board member to take on the role of Chair. Dr. Cameron McIntyre, previously Vice-Chair and Chair of the Finance Committee, succeeds me as Chair and has demonstrated his ability to excel in this position. I have greatly enjoyed my time on the Board, and have learned a great deal.

I thank you, all of the registrants of the College, for voting me onto the Board, having trust in my ability, and giving me the opportunity to serve as Chair of the Board of the College of Naturopathic Physicians of British Columbia. It has been an honour.

Sincerely,

Dr. Karen Parmar, ND
Past Chair

A Letter from the Chair (2015)

Dear Registrants,

I just wanted to take this opportunity to let you know that I am both excited and enthusiastic about my role as Chair of the College for 2015. The year is off to a good start and the College continues to be very busy on all fronts.

As stated by Dr. Parmar, many initiatives were developed and delivered over the course of the year. It is with heartfelt thanks that I extend my appreciation to the staff, the board, and all Committee members for their hard work over this past year.

Personally, I was involved in liaising with The Heart and Stroke Foundation, BC & Yukon, to redesign and streamline curriculum in the creation of the NCLS course. It is my hope that this

new course is much more relevant to naturopathic doctors in their office settings than the ACLS course. In addition, I attended a fall meeting with Dr. Parmar put on by the Health Profession Regulators of BC (HPRBC), which had attendees from all the major health colleges in the province. It was a good opportunity to network and expand the presence of the naturopathic profession.

I was also Chair of the Finance Committee for 2014 and, while that will be a separate report, I wanted to say in general terms that finances were well-managed in light of the College's information system project and complex matters before the Inquiry Committee.

I look forward to the remainder of my term, and will work hard to fill the shoes of my predecessor. Dr. Karen Parmar, ND did great work as Chair and with her term on the board in other capacities. I wish her well on her next adventure.

Sincerely,

Dr. Cameron McIntyre, ND
Board Chair

Registrar and CEO's Report

Next Generation Information Technology

This was a significant year in terms of moving the College forward into the information age. While we have been making incremental steps over the last several years, this year we took a quantum leap forward by committing to bring the latest technology to bear upon many of the College's core business processes. The Board supported this initiative, which was approved in the summer of 2014.

Less than a year later, we have implemented automated processes for registration renewal, complaints management, continuing education, and some quality assurance functions. Registrants are now able to renew their registration and should be able to record their continuing education online on their computers or mobile devices sometime this summer. We are in the process of implementing online applications for registration and certifications. The new information system will also assist staff in maintaining accurate records in relation to registration, quality assurance, and complaints, which will in turn assist us in our communications with you, our registrants. The College has also started to use Twitter to disseminate important information to you quickly, and we invite you to follow us @CNP_BC.

Given the magnitude of these recent changes, we have experienced very few implementation problems attributable to the system itself, although there are always some "growing pains" with the rollout of new information systems. The system works very well. Registrants need to keep the College updated with changes of address and email address changes so they can receive information and especially codes when needed. We have received an unexpectedly high volume of positive feedback about the new website, but we welcome constructive feedback from registrants so that further improvements can be made.

Complaints Process; Unlicensed Practice

By necessity, the Inquiry Committee's management of complaints and investigations was resource-intensive in 2014. The inquiry process has become more "legalistic" in recent years, which has necessitated an expansion of procedures and increased demands on the time of the

Inquiry Committee, staff, and external counsel. During the past year, complaints included allegations of sexual misconduct, practicing outside of the scope of practice, practising using substances that are not permitted for use by naturopathic doctors, misdiagnosis and/or mistreatment, record-keeping issues, disputes regarding “ownership” of clinical files, insurance fraud, and other instances of professional misconduct.

Observation of the complaints process over the past year prompts me to stress a few important issues for this AGM.

First, sexual misconduct is one of the most serious issues in professional regulation. All registrants must pay attention to “boundary” issues and ensure that they provide a safe environment to patients seeking naturopathic services.

Second, as most of you know, the media has had a number of reports indicating that some naturopathic doctors are facilitating their patients’ access to marijuana from illegal so-called “dispensaries.” I have sent out notices to all registrants about this previously and have been quoted in the media concerning the fact that naturopathic doctors may not prescribe or facilitate access to cannabis.

Third, practising outside of the scope of practice is professional misconduct. The use of scheduled substances not permitted for use by naturopathic doctors and the performance of surgical procedures beyond minor surgery are examples of practising outside the scope of practice. Naturopathic medicine in BC has been undergoing a phase of rapid development and change since the government introduced regulatory changes in 2009. The past five to six years of prescribing authority have demonstrated a very good safety record. In order to maintain public confidence in the profession and consolidate these gains, the College must ensure that naturopathic doctors respect the boundaries of their practice, and must be seen to ensure that those boundaries are being respected.

The College takes practising outside of scope seriously, and so do malpractice insurers. Naturopathic doctors who practise outside of scope may find themselves under investigation by the Inquiry Committee, and they are unlikely to have insurance coverage in the event that a patient is injured as a result of an unauthorized practice. If you have any doubt about whether or not a given substance or practice is within your scope, contact the College *before* you act.

For those of you who have not experienced a complaint, please recognize that this can happen to anyone. Often a patient’s concerns may be addressed by mutual consent with their naturopathic doctor before a concern becomes a formal complaint. Where this is possible, this approach can benefit all concerned. Resolving complaints at the earliest possible stage, with the cooperation of registrants, is in the best interest of all parties. Such early resolution can lead to more satisfied patients, and less stress and cost to individual registrants and to the profession.

The College has also taken action against unlicensed registrants, resulting in a consent agreement and a Supreme Court of BC Order. The College’s actions against unlicensed practice have resulted in a press release from the HPRBC and media attention. The College continues to monitor this area.

Advertising, Certifications, and Specialization

The Advertising Committee has been reviewing existing advertising bylaws and policy, and assessing their bearing upon issues such as telemedicine and social networking. In addition to providing advice to the Registrar and Inquiry Committee concerning individual advertising

matters that arose, the Committee also reviewed work done by the Patient Relations Committee regarding social media guidelines for naturopathic doctors.

New certifications in Aesthetic Procedures, Advanced Injection Therapies, and Immunization were introduced in 2014 and early 2015 to ensure the safety of the public. Further information about these certifications may be found on the College's website at www.cnpbc.bc.ca, and registrants may call or write to the College with questions about the implementation of these new certifications.

The Task Force on Specialties was created last summer and an initial survey has been completed. The Task Force will make a one-year report to the Board this summer and will recommend next steps.

Thank you

We thank all registrants for their cooperation in making the first automated registration renewal for our College in December 2014 a success.

I want to recognize Dr. Karen Parmar for her time as Chair of the Board and as a Board member who started at the same time I became Registrar eight years ago. It was a pleasure to work with her and she has provided great leadership for the College. I would also like to recognize Dr. Stefan Kuprowsky, who served for a term as Vice-Chair and substituted as the Chair for Karen during her maternity leave, in addition to his voluminous work as QA Chair. Both Karen and Stefan must retire from the Board as they have reached their term limits, but we hope to have the benefit of their experience as Committee volunteers once they catch their breath. Best wishes also go to public member Wesley Barnaby as he retires from the Board. He has been a great supporter of the College. As Registrar, I am an ex officio member of all College Committees except Discipline and I want to thank all Committee Chairs and members for their collaborative efforts. Finally, I want to thank Dr. Cameron McIntyre, who I have worked with during his years on the Board and in his capacity as Finance Chair, as Vice-Chair and now Chair of the Board.

The dedicated contributions of committee members, inspectors, examiners, advisers and Board members, and a committed staff team, have contributed to another productive year that included some significant milestones.

The profession of naturopathic medicine in BC has experienced many exciting changes in recent years. It continues to be an honour to serve as your Registrar.

Respectfully Submitted,

Howard Greenstein, B.Sc., M.A., M.B.A.
Registrar and CEO

Finance Committee

The Finance Committee has the mandate to manage the financial administration systems of the College. The Finance Committee also acts in an advisory capacity to the Board regarding financial administration of the College.

In 2014, the accounting firm of Lam Lo Nishio continued to perform bookkeeping functions for the College. BDO Dunwoody, as the appointed accountant for the College, undertakes the annual review and prepares the annual financial statements.

During a busy year, efforts were made to contain costs. Despite complex complaint cases and the development of a significant information technology (IT) project, legal fees were significantly reduced from the prior year and most of the legal and IT costs were absorbed within the existing budget. In fact, 2014 expenses were lower than predicted when the annual budget was prepared last fall. However, the revenues from new registrants' dues were lower than predicted due to a lower number of applicants than anticipated. Overall, hard work from Board, Committee, and staff members contributed to a high level of productivity within a reasonable budget.

The College continues on a strong financial footing. Committee expenses increased slightly, which is a reflection of increased Committee activity, including the new efforts in 2014 of the Task Force on Specialties and the renewed activities of the Advertising Committee, as well as the activities of Inquiry Committee inspectors. The College seeks to have geographical diversity and thus the number of committee members from outside of the Lower Mainland at any given point has an impact upon committee travel and accommodation costs. Professional training for inquiry and discipline functions continued. The costs of the IT project are amortized over a number of years, reducing the impact upon the 2014 year-end. Action taken against unlicensed practice was managed well and costs have been contained by achieving a Supreme Court of BC Order and a consent agreement without a long court case.

New certifications were achieved with lots of staff and committee work, but overall minimal costs. New drugs were approved for use with the benefit of volunteer work from PDR Committee members. Decisions on procedures and certifications were made with valued input from the Scope of Practice panel members. The financial cost of all of this expertise to the College was minimal in comparison to its importance, and the Finance Committee acknowledges the enormous value contributed by committee members, inspectors, and advisors.

The College has continued to meet its mandate and even excel in many areas. While costs have been contained, it is clear to the Finance Committee that the College needs to plan for the cost pressures, particularly concerning staff resources and legal services, which will continue in the years ahead. The budget must continue to support the activities that the College must undertake according to its statutory mandate. The Finance Committee is recommending to the Board that the Board address financial planning goals in this year's annual planning session.

Registration Committee

Working closely with the Registrar, the Registration Committee makes decisions concerning registration matters and recommends required policy changes to the Board.

The number of registrants increased so that by the end of 2014, there were 458 practicing registrants and 110 non-practicing registrants for a total of 568 registrants. There were a total of 34 new licenses granted in the 2014 calendar/fiscal year.

In conjunction with the IT project, the College has continued reviewing all Registration processes to ensure compliance with requirements. The first automated Registration for the College went well overall. There were far fewer registrations that were cancelled due to failure to renew and that required reinstatement in January 2015 than in previous years.

Members of the Committee have reviewed a small number of non-routine applications and dealt with the decisions involved. Delegation of routine registration matters to the Registrar under the bylaws has been renewed by the Board annually for a number of years.

The staff and Committee continue to review policy matters concerning aspects of registration that arise occasionally and will make policy recommendations to the Board in due course.

Quality Assurance Committee

The QA Committee continues to be very active and productive. The committee's mandate is to ensure the highest standards of professionalism for naturopathic medicine in BC and to promote a culture of continual professional development. To accomplish these goals we have developed a comprehensive set of tools that include Continuing Education, Certifications in a number of higher-risk therapies, Self-Review, Peer Review and Practice Review.

At a recent QA conference of all the health professions in BC, it was evident that after trying a number of different and expensive approaches to QA, there appeared to be a general consensus that the best methodology is the on-site Practice Review. Having implemented this methodology about five years ago, the College has been a leader. At another meeting with the College of Traditional Chinese Medicine and Acupuncture, it was brought to our attention that our College is viewed as a leader and model for other professions in the development of Certification standards for a number of higher-risk procedures. The leadership provided by the College Board and the hard work of all the QA Committee members has given the naturopathic profession in BC this notable recognition amongst our peers in BC and across Canada.

At this time, the Committee performs ten Practice Reviews per year. This means that there is about a ten out of 450 or 2% chance that a given registrant will be selected for a practice review in any calendar year. This year the Practice Review Team will be implementing a change regarding reviews: if a registrant is selected from a multi-doctor clinic, the team will review the entire clinic and all the registrants practicing there. This approach is efficient and appropriate, because the Office Checklist and Office Management will be the same for all the registrants in that particular clinic.

Most registrants that have participated in practice reviews over the past five years have been found to practice at a very high standard of care. This is a testament to the high educational and practice standards in the naturopathic profession.

However, there are three issues that we commonly find during our practice reviews that all registrants should consider in reflecting upon their own practices:

The first issue is stocking post-expiry date emergency medications. This is often due to the fact that most registrants will rarely, if ever, use these emergency medications. Obviously, it is vital to appropriately dispose of out-of-date medications.

The second issue is a lack of sufficient clinical notes in patient records using the SOAP format. This issue seems to be more common among registrants who have been practicing for a number of years. Registrants are obligated to keep adequate patient clinical records; failure to do so constitutes misconduct. Registrants must provide sufficient detail in their charting that another naturopathic doctor could take over the case if needed. Adequate record keeping also protects the registrant in the case of a patient complaint.

The third most common issue of concern is the lack of appropriate certification for particular therapies being performed by the registrant doctor. This is particularly serious because, if a registrant is performing a therapy requiring certification and is missing either the primary certification or a supporting one such as NCLS or Prescribing Authority, they are practicing without any legal authority under the *Health Professions Act*. In the event of a malpractice case, the insurance company will ask the College if the registrant was authorized to perform the procedure at issue. If there is a certification deficiency, the College will have to report that the registrant was unauthorized to perform the therapy or technique. This may provide sufficient grounds for the insurance company to deny coverage for the claim,

The College's policies, guidelines, and standards are undergoing a series of revisions to ensure that certification requirements are easily understood and transparent. Quality Assurance records are becoming automated as part of the College's information system upgrade, and we expect that by 2016, Continuing Education requirements will be greatly simplified and reportable online.

The final news to announce is that a series of six new Aesthetic Procedures Certification Modules, including Dermal Fillers, Botox injections, cosmetic Mesotherapy, cosmetic PRP, Dermabrasion / Chemical Peels and Photorejuvenation, have been finalized and approved by the Board. Each certification requires 16 hours of theoretical and practical training. A number of courses have been approved for training and we expect to approve more local and cost-effective training programs in the near future.

Laser therapy involving the cutting or destruction of tissue will not be permitted until such time as it becomes included as a restricted activity for naturopathic physicians.

Dr. Stefan Kuprowsky's maximum term on the Board has come to an end. However, the College hopes to continue to benefit from his experience as QA Chair next year.

Inquiry Committee

The statutory mandate of the Inquiry Committee is to protect the public. It reviews and investigates complaints in order to attempt to resolve the complaint by consent. Where information comes to the Committee's attention in the absence of a complaint, the *Health Professions Act* ("HPA") provides that the Committee may also initiate an investigation into a matter on its own motion.

The Inquiry Committee process is not intended to be punitive in nature. The College endeavours to resolve complaints early in the complaint process where possible. The Committee appreciates staff support in facilitating early resolution of complaints, and urges registrants to participate in early and/or informal resolution efforts where appropriate. Last year 4 complaints were resolved at an early stage by the Registrar and 23 cases were resolved by the Inquiry Committee.

In 2014, the Inquiry Committee received 27 new formal complaints, and continued to monitor compliance with several consent orders resulting from complaints initiated in 2013 and 2014. A number of complaints dealt with alleged professional misconduct, including sexual misconduct, by registrants. Other complaints concerned dissatisfaction with treatment, questions regarding whether treatments were appropriate, informed consent, scope of practice issues including the use of substances and/or procedures which were or might be considered to be outside the scope of practice of naturopathic doctors, as well as the possible taking advantage of or mistreatment of patients.

Many of the complaints have included an element of miscommunication, or a perceived or real lack of informed consent. These complaints emphasize the importance managing patient expectations and obtaining written informed consent to treatment from all patients.

Naturopathic doctors should also be aware that, in the event there is a complaint against them, it is important to cooperate with the Inquiry Committee's investigation. The Committee may be forced to incur additional costs to complete an adequate investigation of a registrant who refuses to cooperate. In such a case, the Committee may seek indemnification for investigation costs as part of the resolution of the matter.

Where complaints are not addressed by early resolution, the Inquiry Committee may reach "consent agreements" with registrants. The Inquiry Committee resolved two cases using consent agreements in 2014, and continues to actively monitor the terms of three agreements.

In rare cases, resolution by consent is not possible. At that point, the Inquiry Committee can direct the Registrar to issue a Citation for a Discipline Hearing under the *HPA*. There were no Citations issued in 2014.

The Inquiry Committee reviews and refines its procedures on an ongoing basis in response to new decisions of the Health Professions Review Board and the courts. Procedures adopted by the Inquiry Committee must be consistent with the overarching considerations of public protection, transparency, accountability and procedural fairness. In order to meet these requirements, the College has ensured that adequate resources are available to the Committee, including staff support.

The College has also been proactive in ensuring that Inquiry Committee members, inspectors and staff have had access to training regarding the effective management of complaints and the legal framework within which the College must operate. Care was taken to include support for the inquiry process in the development of the new College information system. The predicted and observed increase in the complexity of the procedural and substantive issues raised by complaints has also required the College to continue to seek external legal advice.

The Chair wishes to publicly thank the Committee members, the inspectors, and staff for their ongoing dedication in making the work of the Inquiry Committee a success and pursuing a process that ensures the confidence of the public and a reputation of which the College and its members can be proud.

Discipline Committee

The Discipline Committee hears and determines Citations. A Citation is a charging document that alleges a College registrant has either not complied with governing legislation; has committed professional misconduct, unprofessional conduct or incompetently practised naturopathic medicine; or suffers from a physical or mental ailment, including addiction to alcohol or drugs, that impairs their ability to practice naturopathic medicine.

A Citation is issued by the Registrar of the College on direction from the Inquiry Committee or the College Board. The Discipline Committee then strikes a panel of three or more persons to hear and determine the matter. After hearing the Citation, the Discipline Committee may dismiss the matter or find that the Citation has been proved. Upon a finding that the Citation has been proved, the Discipline Committee may impose a penalty that can consist of a reprimand, limits

or conditions on the registrant's practice, or suspension or cancellation of the registrant's licence to practice naturopathic medicine.

The Discipline Committee did not hear any Citations in 2014 and there are none pending.

Examination Committee

The Examination Committee is responsible under the bylaws for advising the Board and the Registrar regarding registration examinations and consulting to the Board and the Registrar concerning the testing of skills and knowledge required of applicants for registration. The Examination Committee must recommend all examinations to be taken by applicants and ensure that all examinations are administered and invigilated. The Committee and its examiners invigilated several sittings of the CNPBC Oral/Practical Examination in 2014.

The Committee is involved in an ongoing process of continuous quality improvement, regularly upgrading and modifying the Jurisprudence examination to reflect changes to the Scope of Practice, Code of Conduct and Code of Ethics and the Naturopathic Physicians Regulation. Also, the Committee undertook the modification of the Oral/Practical Examinations in order to more accurately assess the depth of knowledge of applicants.

Patient Relations Committee

The Patient Relations Committee is responsible for developing, promoting and maintaining guidelines for registrants with respect to conduct concerning patients, as well as developing and implementing educational programs to prevent professional misconduct, including sexual misconduct.

In 2014, the committee continued revision of the Code of Ethics and Code of Conduct documents, particularly modifying the documents to include remarks on the use of social media, Facebook, blogging, etc. The Committee also reviewed documents regarding the use of social media published by other health professions. These revisions are being reviewed by other committees and staff for comment. The Advertising Committee has reviewed the social media material and the Inquiry Committee and staff will have input into the recommendations for revisions to the Codes, to be reviewed by the Board.

Pharmacopoeia and Diagnostic Referral (PDR) Committee

The PDR Committee was established under the CNPBC bylaw revisions required by the Naturopathic Physicians Regulation in order to implement prescriptive authority and diagnostic access.

In 2014, the PDR Committee has grappled with difficult issues concerning the possible use of certain scheduled items. The PDR Committee implemented forms to ensure that requests from registrants to have the Committee review the possible use of specific substances are accompanied by clear descriptions of intended uses, empirical evidence supporting intended use, including professional journal references, safety record and possible side effects.

The Sub-Committee of the PDR Committee for review of new drugs on the market performed the annual review of new drugs released to the market and made recommendations to the PDR

Committee, which were approved by the PDR Committee and the Board. The College announced the new drugs that are now approved for use by registrants.

Registrants should be aware that the College has very serious responsibilities to undertake via the PDR Committee, which must do due diligence consistent with the College's public safety mandate. Government via the College bylaws mandated the multi-disciplinary nature of the PDR Committee and thus the process by its nature is a thorough and deliberative one. Special thanks go to the pharmacists, MDs, and public members on the Committee for their collaborative efforts in working with the naturopathic doctors on the Committee.