

PRACTICE SUPPORT

The Practice Support Service, which is offered under the auspices of the College's Quality Assurance Committee, is available to registrants of the College of Health and Care Professionals of British Columbia. The intent of this service is to assist registrants in considering how best to handle ethical dilemmas and practice decisions and to enhance clinical practice, in order to ensure high practice standards consistent with the College's public protection mandate. The Service is intended to supplement peer consultation, which should be a routine component of clinical practice.

A registrant facing an ethical dilemma or a practice situation with unfamiliar characteristics or demands may find it beneficial to be able to discuss the matter with someone familiar with governing legislation, the *Code of Conduct*, and general psychology practice issues. The Practice Support Service is designed to provide this opportunity. The Service has a part-time senior psychologist dedicated to responding to registrant's inquiries of this nature.

Parameters of Practice Support

- The service is only available to registrants of the College of Psychologists of British Columbia
- Service users will have an opportunity to discuss their concerns and will be referred to existing documentation, including the *Code of Conduct*, the practice advisories, and governing legislation, for guidance.
- Options and possible outcomes will be discussed where relevant, with the final decision on the course of action to be taken being made by the registrant. The Practice Support Service cannot provide direct advice.
- The Service is intended to assist registrants to identify and clarify the issues being considered, to identify options, and to implement strategies to address the issues, resolve problems, and improve practice consistent with the College's public protection mandate.
- The College does not provide legal advice or clinical consultation. This includes the Practice Support Service.
- Inquiries to the Practice Support Service are confidential within the limits of the *Code of Conduct* and legislation. The College is required to take action on issues involving professional misconduct, incompetence, or impaired practice with respect to an identifiable registrant.
- The Practice Support Service is unable to assist registrants with complaint matters, discipline matters, or registration matters.
- Efforts are made to respond to inquiries in a timely fashion. It is expected that most inquiries will receive an initial response within three working days

Disclaimer

The College's Practice Support Service is intended to provide assistance to registrants when considering an ethical dilemma or unfamiliar practice situation; however, a registrant's consultation or discussion with the Practice Support Services does not constitute a ruling or decision by the College, and it does not bind the Inquiry Committee in the event that the matter may later become the subject of a complaint to the College. Every registrant remains responsible for their own decision-making and any actions they take with respect to any matter discussed with the Practice Support Service.