

COLLEGE OF PSYCHOLOGISTS OF  
BRITISH COLUMBIA

**CPBC CODE OF CONDUCT**

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*This Code sets out behavioural norms and standards of professional conduct for registrants of the College of Psychologists of British Columbia.*

The College of Psychologists of British Columbia would like to acknowledge and thank the following organizations for granting permission to integrate and/or excerpt material from their publications into this Code: the American Psychological Association; the Association of State and Provincial Psychology Boards; the College of Alberta Psychologists; and the College of Psychologists of Ontario. The College would also like to express gratitude to the Members of the Board, Inquiry, Registration, and Quality Assurance Committees, to individual registrants who took the time to provide thoughtful comments and suggestions, and to Dr. Thomas Nagy for his careful review leading to changes in the 2002 version incorporated into the 2009 edition of the Code of Conduct.

NOTE 1: Specific information about the changes in this Code from the 2009 Version of this Code are outlined in the document “Concordance Table Comparing Current Draft to 2009 Code” which is available on the website under Library/Reference Documents. The end of this booklet also contains a table summarizing the changes, additions and updates to the 2009 version of the Code.

NOTE 2: Changes are made to regulatory documents from time to time. As per Standard 3.8, registrants and applicants are responsible for checking the website to ensure they are relying on the most current version of regulatory documents.

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## 1.0 DEFINITIONS/INTERPRETATION

### 1.1 Definitions

In this Code, unless the context indicates otherwise,

“**Bylaws**” means the Bylaws of the College;

“**College**” means the College of Psychologists of British Columbia;

“**Confidential information**” means information revealed by a client or otherwise obtained by a registrant, where there is a reasonable expectation that because of the relationship between the client and the registrant, or the circumstances under which the information was revealed or obtained, the information must not be disclosed by a registrant without the informed written consent of the client or the client’s legal guardian;

“**Consent**” and “**Assent**” reflect different capacities of a client to accept or reject a service.

(a) The process of seeking “consent” means the client has been informed regarding, and understands, all relevant significant information that might influence his or her decision to accept a given psychological service, has the legal capacity to accept or reject the service, and has not been unduly influenced to accept the service.

(b) “Assent” may be sought (subject to any other applicable legal requirements) when a client either lacks the legal capacity to accept or reject the service, is compelled by law to accept the service, or lacks the capacity to understand all relevant significant information that might influence his or her decision to accept the service. The process of seeking “assent” means the client has been informed to the fullest extent possible (based on his or her mental capacity) regarding relevant significant information that might influence his or her decision to accept the service, and has agreed to accept the service. In the event the client lacks legal capacity or is compelled to accept the service but does not lack the mental capacity to understand all relevant significant information that might influence a decision to accept the service, the informed assent process is the appropriate term, and use of the term “assent” rather than “consent” serves to emphasize the conditions under which the client agreed to the service. The process of seeking “assent” from the client does not substitute for any other legal requirement to seek consent from the client’s guardian, representative, or other substitute decision maker, where applicable.

**“Practice of psychology”** includes

- (a) the provision, to individuals, groups, organizations, or the public, of any service involving the application of principles, methods, and procedures of understanding, predicting, and influencing behaviour, including the principles of learning, perception, motivation, thinking, emotion, and interpersonal relationships,
- (b) the application of methods and procedures of interviewing, counselling, psychotherapy, behaviour therapy, behaviour modification, hypnosis, or research,
- (c) the construction, administration and interpretation of tests of mental abilities, aptitudes, interests, opinions, attitudes, emotions, personality characteristics, motivations, and psychophysiological characteristics, and the assessment or diagnosis of behavioural, emotional, and mental disorder, and
- (d) the giving of testimony as a registrant;

**“Professional relationship”** means a mutually agreed upon relationship between a registrant and a client for the purpose of the client obtaining the registrant’s professional expertise;

**“Professional service”** means all actions of a registrant in the context of a professional relationship with a client;

**“Psychological services”** means a service included in the practice of psychology;

**“Records”** or **“Practice Record”** includes notes, reports, invoices, completed or partially completed test forms and protocol sheets, test results, interview notes, correspondence, emails, and other documents in whatever form, including information stored in digital form or on audio or videotapes, in the primary control of the registrant and related in any way to the registrant’s provision of psychological services to the client;

**“Registrant”** means a person who is registered with the College under the Bylaws;

**“Supervisee”** means any person who performs a psychological service under the supervision of a registrant.

## **1.2 Meaning of “client”**

In this Code, “client” means the person who is receiving psychological services. In most cases the references to “client” will mean an individual, couple, family, group, or organization; however, a client may also be a corporate entity or other organization when the services are intended to primarily benefit the entity or organization. Registrants may also have professional obligations to individuals or entities other than the direct recipient of their services. Examples include third-party payers and institutions (eg., correctional centres, hospitals, schools, etc.) that pay for services to clients under their jurisdiction. In the case of a minor who is not competent to give consent or a legally incompetent adult, his or her legal guardian is considered the client for decision making purposes except in respect of the following issues:

- a) issues directly affecting the physical or emotional safety of the individual, such as sexual or other exploitive dual relationships; and
- b) issues specifically reserved to the individual, and agreed to by the legal guardian before rendering psychological services, such as confidential communications in a therapy relationship.

## **1.3 Meaning of “sexual harassment”**

In this Code, “sexual harassment” means sexual solicitation, physical advances, or verbal or nonverbal conduct that is sexual in nature that occurs in connection with the registrant’s activities or roles as a registrant, and that:

- a) is unwelcome, offensive, or creates a hostile workplace environment;  
or
- b) is sufficiently severe or intense to be abusive to a reasonable person in the context.

For these purposes, “sexual harassment” may consist of a single intense or severe act or of multiple persistent or pervasive acts.

## **1.4 Interpretation aids**

Ethics codes and standards for providers promulgated by the Canadian Psychological Association, the American Psychological Association, the Association of State and Provincial Psychology Boards, and any relevant practice advisories of the College may be used as an aid in resolving ambiguities which may arise in the interpretation of this Code.

## **1.5 Conflict between standards**

Despite Standard 1.4, if there is a conflict between a provision of this Code and any other professional standard, the provision of this Code prevails.

## **1.6 Conflict between Code and law**

If there is a conflict between a provision of this Code and a requirement of law, the legal requirement prevails but the registrant must take the steps referred to in Standard 18.6.

### **1.7 Inconsistency between provisions of the Code**

Where there is a conflict or inconsistency between provisions of this Code:

- a) a provision which specifically applies to the particular circumstances of the case prevails over a provision of general application; and
- b) a provision which imposes a higher standard prevails over a provision which imposes a lower standard.

### **1.8 Use of headings**

The headings and titles of sections and standards of this Code are intended to assist the reader to locate information and are not intended to be used to interpret the meaning of any provision of this Code.

## **2.0 APPLICATION**

### **2.1 Scope**

This Code applies to all registrants providing psychological services in any context or circumstance.

### **2.2 Applicants for registration**

An applicant for registration is expected to comply with this Code during any period of education, training, and employment required for registration as well as during the application period itself. Failure to comply may be considered by the Registration Committee of the College as evidence of lack of fitness to practice psychology.

### **2.3 Obligation to comply**

The Bylaws require all registrants to comply with all applicable provisions of this Code.

### **2.4 Non-compliance [Deleted]**

## **3.0 GENERAL STANDARDS FOR COMPETENCY**

### **3.1 Responsibility**

A registrant must assume full responsibility for decisions he or she has made and actions he or she has taken in the performance of psychological services.

### **3.2 Maintaining competency**

A registrant must maintain competency in the areas in which he or she practices through continuing education, consultation, and any other procedures that conform to current professional standards.

### **3.3 Demonstration of knowledge**

A registrant must maintain demonstrable assessment and intervention skills related to all areas of practice in which he or she is conducting assessments and interventions.

### **3.4 Incompetence [Deleted]**

### **3.5 Limits on practice**

A registrant must limit the practice of psychology and supervision of others in the practice of psychology:

- a) to those areas of competence in which the registrant has gained proficiency through education, training, and experience; and
- b) to any specific areas of practice, settings or populations conferred by class of registration or by undertaking or agreement.

### **3.6 Referral**

A registrant must make or recommend referral to other professional, technical, or administrative resources when such referral is in the best interests of the client.

### **3.7 Professional knowledge**

A registrant must maintain current knowledge of scientific and professional developments that are directly related to the professional services the registrant renders.

### **3.8 Regulatory knowledge**

A registrant must maintain current knowledge of all international, federal and provincial statutes and regulations, and other agency and professional bylaws, codes of conduct, and practice advisories that relate to the performance of his or her psychological services.

### **3.9 Empirical foundation of interventions**

A registrant who performs interventions must:

- a) be familiar with the reliability, validity, related standardization, and outcome studies of the techniques used; and
- b) be trained in the proper applications and uses of these techniques.

### **3.10 Empirical foundation of assessment**

A registrant who administers, scores, interprets, or uses assessment techniques must:

- a) be familiar with the reliability, validity, related standardization, and outcome studies of the techniques used; and
- b) be trained in the proper applications and uses of these techniques.

### **3.11 Qualifications for tests and procedures**

A registrant must only use psychological tests and procedures that he or she is qualified to use.

### **3.12 Objectivity of opinions and interventions**

A registrant must provide professional opinions and interventions in an objective and unbiased manner.

### **3.13 Accuracy**

A registrant must ensure that his or her reports and public statements accurately reflect the information provided or available to him or her, including providing any statements of limitations necessary to an accurate understanding of the information being provided.

### **3.14 Opinion based on proper information**

A registrant must base his or her professional opinions on:

- a) accurately represented information provided or made available to him or her; and
- b) adequate and appropriate information.

### **3.15 Making professional judgments**

A registrant must rely on scientifically and professionally derived knowledge when making scientific or professional judgments or when engaging in research, clinical work, teaching, or other scholarly or professional endeavours.

### **3.16 Basis for opinion**

A registrant giving a formal professional opinion or recommendation about a client must do so only after direct and sufficient professional contact with, or a formal assessment of, that client.

### **3.17 Exception to 3.16**

If it is not possible to comply with Standard 3.16 due to extraordinary circumstances, such as those where there is a risk of imminent harm to self or others, a registrant must articulate the reasons for non-compliance in any verbal or written report related to the opinion or recommendation.

### **3.18 Limitations on opinions**

A registrant must disclose any limitations regarding the certainty of his or her opinions, including any limitations respecting diagnoses, judgments, predictions, or formal recommendations that can be made. .about groups or individuals, or that relate in any way to the nature of the service(s) provided.

### **3.19 Presentation of perspectives**

When the perspectives of two or more individuals are presented in a report, a registrant must clarify authorship of each perspective in a clear and accurate manner.



### **3.20 Clear and understandable**

A registrant must present his or her professional opinions and information about clients in a form that is clear and understandable.

### **3.21 New competencies**

A registrant who is attaining competency in a service, technique, or intervention that is unfamiliar or new to him or her or to the profession must:

- a) seek appropriate education and training in that service, technique, or intervention; and
- b) engage in ongoing consultation with other registrants or appropriate professionals.

### **3.22 Where no standards for training**

Where generally recognized standards for preparatory training for psychological services, techniques, or interventions do not exist, a registrant must take steps to ensure his or her competence in those services, techniques, or interventions and to protect clients, students, trainees, research participants, and others from harm. This includes adequately advising and obtaining the informed consent of the recipient, in advance of providing services, regarding the experimental nature of the service, technique, or intervention.

### **3.23 Identifying special client characteristics**

A registrant must identify situations in which particular interventions, assessment techniques, or norms may not be applicable or may require adjustment in administration or interpretation because of factors such as gender, age, race, ethnicity, national origin, religion, sexual orientation, disability, language, or socioeconomic status.

### **3.24 Obtaining needed training for special situations**

Where differences of age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language, socioeconomic status, or any other factor significantly affect a registrant's work concerning particular individuals or groups, a registrant must obtain the training, experience, consultation, and/or supervision necessary to ensure the competence of his or her psychological services, or must make appropriate referrals.

### **3.25 Special assessments/interventions**

A registrant who conducts specific kinds of assessments and/or interventions, or who offers services in a new way (such as, for example, via telepsychology rather than in person), must ensure he or she has the necessary knowledge, training, and experience to conduct assessments and/or interventions in that area or in that fashion.

### **3.26 Issue beyond competence**

If issues arise in a particular assessment or intervention that are outside the competence of a registrant, the registrant must refer that aspect of the assessment or intervention or the assessment or intervention in general to another qualified professional.

### **3.27 Impaired competence**

A registrant must refrain from accepting or continuing psychological work in any area if he or she knows or should know that there is a substantial likelihood that his or her personal problems (e.g., physical illness, mental disorder, substance abuse, life situation, or other problem) will prevent him or her from fulfilling obligations and commitments or from performing in a competent manner, or will otherwise harm a client, colleague, student, research participant, or other person with whom he or she has a professional relationship.

### **3.28 Seeking assistance**

A registrant has an obligation to maintain his or her physical and mental health sufficient to carry out professional work, and when he or she becomes aware of personal problems that may interfere with performing work-related duties adequately, the registrant must:

- a) take appropriate measures, such as obtaining professional consultation or assistance; and
- b) determine whether he or she should limit, suspend, or terminate his or her work-related duties.

### **3.29 Terminating due to impairment**

If a registrant's competence becomes impaired within the meaning of Standards 3.27 or 3.28 during the course of a professional relationship, such that the relationship should be terminated, the registrant must terminate the professional relationship appropriately, with due regard for the welfare of the client or other recipient of services, and where appropriate give formal notice of the termination in writing.

### **3.30 Offering services through telepsychology**

a) Registrants who offer services to clients through telepsychology, are responsible for:

- 1) ensuring they have the necessary training, education, and experience, and seek consultation as appropriate, to provide the contemplated service(s) competently and with full regard for the welfare of potential clients;
- 2) ensuring they are knowledgeable and competent in the use of the proffered technology, including regarding any security issues related to that technology and regarding the impact of the technology on consumers, and engage in appropriate risk management practices to address potential information security risks; (cont't next page)
- 3) ensuring each prospective client is fully informed regarding the service, including potential limitations to the service and threats to confidentiality and security of information specifically related to the technology, and has provided fully informed consent prior to proceeding;
- 4) ensuring they have any necessary liability insurance coverage; and
- 5) ensuring they maintain compliance with all relevant provisions of this Code.

b) In addition, if offering telepsychology services to clients in another jurisdiction, the registrant must:

- 1) determine any obligations for registration or licensure with the appropriate regulatory body in the other jurisdiction, and ensure they are in compliance with those requirements; and
- 2) determine any legal and/or ethical requirements for providing services in the other jurisdiction and maintain compliance with those requirements.

### **3.31 Exception to 3.30**

Standard 3.30 is not intended to prohibit the planned provision of temporary services by a British Columbia registrant, to a client normally seen within British Columbia, when either the registrant or the client is in another jurisdiction on a vacation or other short stay in another jurisdiction, subject to any requirements of the other jurisdiction.

## **4.0 INFORMED CONSENT**

### **4.1 No services without informed consent**

A registrant must obtain adequate informed consent prior to providing psychological services unless otherwise provided by law, including this Code. In such specified circumstances in which it is not possible to obtain adequate informed consent, a registrant must attempt to obtain informed assent prior to providing the psychological services, unless otherwise provided by law, including this Code. Registrants must document the informed consent and/or assent, or the steps taken to obtain either consent or assent and the basis for proceeding without either, in the record.

### **4.2 Elements of informed consent**

Although the required elements for informed consent may vary depending upon the particular circumstances, and additional elements may be necessary in certain circumstances, a registrant must ensure that the following general elements are satisfied when seeking informed consent:

- a) the client has the capacity to consent;
- b) the client has been informed of all appropriate significant information concerning the psychological service(s);
- c) the client has freely and without undue influence expressed consent;
- d) the client has been informed of the fees for the intended service(s);
- e) the client has been informed of the limits of confidentiality, including but not limited to those aspects of confidentiality limits expressed in Standard 6.7;
- f) the consent has been obtained in writing where possible; and
- g) the consent of the client, or of other appropriate persons where the client is not legally capable of giving informed consent, has been appropriately documented in the registrant's practice record.

### **4.3 Lack of capacity to give informed consent**

If an individual is not legally capable of giving an informed consent to a registrant, the registrant must:

- a) obtain any necessary documentation to determine the identity of all parties with legal entitlement to provide or withhold consent for services;
- b) obtain informed written consent from all of the parties specified in part (a), above;
- c) provide an appropriate and understandable explanation of the services to the individual;
- d) where possible obtain the individual's assent to the procedure or intervention; and
- e) document the explanation and any consents and assents in the registrant's practice record.

#### **4.4 Informed consent and family law proceedings**

Subject to any court order or court direction, a registrant providing psychological services to parents or to children for the purposes of a family law proceeding, including such services as custody and access assessments, must, prior to providing the services:

- a) determine any issues of custody and parental rights or status prior to or as part of obtaining informed consent from all appropriate persons; and
- b) obtain and document all necessary consents prior to proceeding with the services.

[See also new Standards 4.24 and 4.25]

#### **4.5 Informed consent continuing throughout psychological services**

A registrant must obtain informed consent from the recipient of his or her services before altering the treatment plan or changing any psychological services that he or she has agreed to provide to him or her.

#### **4.6 Structuring the relationship**

A registrant must discuss with his or her clients as early as practicable in the professional relationship such issues as the nature and anticipated course of the intervention or assessment, the obligation of confidentiality attached to the provision of such services, the potential risks of the intervention or assessment, and alternative treatments that may be available.

#### **4.7 Supervised services**

If a student, intern, testing assistant, test scorer, or any other type of supervisee will be providing any psychological services under the supervision of a registrant, the registrant must ensure that the client (and the payer, if different from the service recipient) is informed of the supervisee's status and the name of the supervisor. The registrant must also ensure the client (and the payer, if different from the service recipient) has provided informed consent for the supervised services prior to the initiation of those services. Any and all such informed consents must be documented in the registrant's practice record.

#### **4.8 Innovative services and applications**

A registrant must inform clients of the innovative nature of any proposed psychological service or technique or any non-standardized application of a standardized service or technique, and of the known risks associated with the service or technique, and/or its nonstandard application, including any known or anticipated risks associated with the method of service delivery (for example, possible increased risk of a confidentiality breach, access limitations imposed by the contemplated technology, etc., associated with telepsychology services).

#### **4.9 Avoiding misunderstandings**

A registrant must make reasonable efforts to answer clients' questions and to avoid any apparent misunderstandings about the psychological services to be performed.

#### **4.10 Using understandable language**

Whenever possible when providing information orally or in writing, a registrant must use language that is reasonably understandable to the client.

#### **4.11 Informing about assessment procedures**

A registrant must ensure that each participant in an assessment process is informed at the outset of the purpose, procedures, and methods involved in the evaluation process, any involvement of third parties, the limits to confidentiality, and feedback and interpretation of test results that may be expected at the conclusion of the assessment process.

#### **4.12 Observing and recording**

When diagnostic interviews or therapeutic sessions with a client are to be observed by a third party or recorded in any mechanical or electronic manner for audio or visual purposes, a registrant must obtain informed consent from the client or the client's legal guardian in advance.

#### **4.13 Informed consent for research**

Before conducting research, except research involving only anonymous surveys, naturalistic observations, or similar research, a registrant must enter into an agreement with research participants that clarifies the nature of the research and the responsibilities of each party, and that includes the following elements:

- a) the purpose of the research, expected duration, and procedures;
- b) participants' right to decline to participate or to withdraw from the research once participation has begun;
- c) the foreseeable consequences of declining or withdrawing;
- d) reasonably foreseeable factors that may be expected to influence the person's willingness to participate, such as potential risks, discomfort, or adverse effects;
- e) any prospective benefits of the research and/or of involvement as a participant;
- f) the limits of confidentiality;
- g) any incentives for participation;
- h) who to contact for questions about the research and research participants' rights; and
- i) an explanation of any other aspects about which the prospective participants inquire.

#### **4.14 Informed consent for intervention research**

A registrant conducting intervention research involving the use of experimental treatments must inform participants at the outset of the research about:

- a) the experimental nature of the treatment;
- b) any known risks associated with the treatment;
- c) the services that will or will not be available to the control group(s), if appropriate;
- d) the means by which assignment to treatment and control groups will be determined;
- e) available treatment alternatives if an individual does not wish to participate in the research or wishes to withdraw after the study has begun; and
- f) any compensation for, or monetary costs of, participating, including whether reimbursement from the participant or a third-party payer will be sought.

#### **4.15 Research with subordinates**

When a registrant conducts research with individuals such as students, employees, or subordinates, he or she must take special care to protect the prospective participants from any adverse consequences of declining or withdrawing from the research.

#### **4.16 Required research participation**

When research participation is a course requirement or an opportunity for extra credit, a registrant must give prospective participants the choice of equitable alternative activities.

#### **4.17 Respect for research participants**

A registrant must treat all research participants with respect, including by avoiding any behaviour that is demeaning, harassing, humiliating, abusive, exploitive, or gratuitously harmful in any other way.

#### **4.18 No sex with research participants**

A registrant must not have any form of intimate or sexual relationship with his or her current research participants, or any former research participants, where a therapeutic relationship was created.

#### **4.19 Research filming/recording**

A registrant must obtain informed consent from research participants before filming or recording them in any form, unless:

- a) the research involves simply naturalistic observations made in public places; and
- b) it is not anticipated that the recording will be used in a manner that could result in personal identification of participants or cause harm to participants.

#### **4.20 Deception in research**

A registrant must not conduct a study involving deception unless:

- a) he or she has determined that the use of these techniques is justified by the study's significant prospective scientific, educational, or applied value; and
- b) effective non-deceptive alternative procedures are not feasible.

#### **4.21 No deception about risks**

A registrant must never deceive prospective participants about research that would likely cause physical pain, emotional distress, or any other type of threat to their well-being.

#### **4.22 Dispensing with informed consent**

A registrant is not required to obtain the informed consent of an individual who may be affected by or involved in research involving only anonymous questionnaires, naturalistic observations, or certain kinds of archival research, but before determining that such consents are not required the registrant must consider applicable regulations and institutional review board requirements, and consult with professional colleagues as appropriate.

#### **4.23 Debriefing**

A registrant must:

- a) provide a prompt opportunity for participants to be debriefed, if necessary, and to obtain appropriate information about the nature, results, and conclusions of the research. If scientific or human values justify delaying or withholding this information, registrants must take reasonable measures to reduce the risk of harm;
- b) explain to participants any deception that was an integral feature of the design and implementation of an experiment as early as is feasible, preferably at the end of their participation, but no later than at the end of data collection, and permit participants the opportunity to withdraw their data; and
- c) take reasonable steps to rectify the situation when he or she becomes aware that research procedures have harmed a participant (e.g., by offering to help obtain psychological services if needed).



#### **4.24 Court ordered assessments or treatment**

If a treatment, assessment, or other form of psychological service has been ordered by a court, the registrant must first endeavour to obtain the client's informed consent to proceed. If the circumstance represents one in which the subject individual is compelled to comply, the registrant must endeavour to obtain the individual's informed assent to proceed. In the event the client cannot or will not consent or assent to the service, the registrant must inform the individual to the fullest extent possible of information about the service before proceeding. The registrant must:

- a) document why the requirements of Standard 4.1 cannot be met;
- b) either inform the client of significant information concerning the psychological service to be provided (including at a minimum the purpose and relevant expectations of the service, limitations to confidentiality, to whom and for what purpose the registrant may provide reports, the client's rights in the context, and possible consequences to the client of refusing to participate), or clearly document the reason for not providing the information if retainer-terms, a court order, a court-supervised process, or legislation to the contrary prevents informing the client; and
- c) in all cases document the client's informed consent or assent, or lack thereof, and state clearly in the record and in any report the ways in which the client's consent or assent, or lack thereof, may impact on the treatment, assessment, or other psychological service.

#### **4.25 Informed consent and file reviews**

When conducting a file review, regardless of whether the purpose is to offer an opinion regarding file evidence pertaining to the client (such as when one is asked to provide input to a case manager regarding a client who is not receiving direct services from the registrant) or to provide an opinion regarding the sufficiency of a report itself, registrants must:

- a) either fully inform the individual who is the subject of the file being reviewed about the process, including that the registrant will be writing a review report, or document why it is not appropriate or possible to fully inform the individual in the circumstance;
- b) either obtain the informed consent or assent of the individual who is the subject of the file being reviewed, or if consent or assent need not be obtained, inform the individual of the court order or other basis on which a file review will be conducted absent informed consent or assent, or document why it is not appropriate or possible to obtain the informed consent or assent of the individual in the circumstance; and
- c) in the case of repeated or ongoing file reviews involving the same subject, either ensure the subject is informed at the outset that this is the case and provides consent for repeated or ongoing reviews, or document why it is not appropriate or possible to fully inform the individual and obtain informed consent or assent in the circumstance.

## 5.0 RELATIONSHIPS

### 5.1 Preserving client welfare

A registrant must take steps to protect or act in accordance with the client's welfare in all professional relationships.

### 5.2 Providing explanation of procedures

A registrant must give a truthful, understandable, and appropriate account of the client's condition to the client. The registrant must keep the client fully informed as to the purpose and nature of any evaluation, treatment, or other procedure, and of the client's right to freedom of choice regarding services provided.

**[See also new Standard 5.33 and revised Standard 5.26]**

### 5.3 Disclosure of assessment results

To the extent advisable and not contraindicated, a registrant must within a reasonable time properly inform an individual who has undergone a psychological assessment, or his or her legal representative(s), of the conclusions, opinions, and advice generated by the assessment.

### 5.4 No abuse of information/power with clients or former clients

A registrant must not:

- a) use information obtained during the provision of psychological services, or use a power relationship associated with the provision of psychological services, to abuse or exploit a client or former client;
- b) use information received from a client to acquire, directly or indirectly, a material advantage or other benefit; or
- c) seek any benefits from relations with a client aside from appropriate agreed upon monetary compensation for the psychological services rendered.

### 5.5 No misuse of influence

Because a registrant's scientific and professional judgments and actions may affect the lives of others, the registrant must be alert to and guard against personal, financial, social, organizational, political or other factors that might lead to misuse of his or her influence. A registrant providing psychological services to a client must not:

- a) persuade or influence that client to make gifts or contributions to him or her or to institutions, organizations, or charities in which he or she has a direct interest;
- b) induce that client to solicit business on the registrant's behalf; or
- c) in any other way exert influence to the detriment of the client.

### 5.6 Gifts

A registrant must not accept a gift of more than token value from a client.

### **5.7 No stereotyping**

A registrant must not impose on his or her clients any stereotypes of behaviour, values, or roles related to age, gender, religion, race, ethnicity, disability, nationality, sexual preference, diagnosis, or any other factor which would interfere with the objective provision of psychological services to the clients.

### **5.8 Referrals on request**

A registrant providing psychological services to a client must make an appropriate referral when requested to do so by the client.

### **5.9 Multiple clients**

When a registrant agrees to provide psychological services to two or more individuals who have a relationship, such as spouses or parents and children, the registrant must establish clarity at the outset of the services regarding the following issues:

- a) the identification of the individuals who are to be considered the clients;
- b) a determination of the nature of the relationship the registrant will have with each individual, including any necessary clarification of the role and obligations of the registrant;
- c) the intended or probable uses of the services provided or of the information obtained from the services provided; and
- d) parameters of confidentiality.

### **5.10 Prohibited dual relationships**

- a) A registrant must not undertake or continue a professional relationship with a client when the objectivity or competency of the registrant could reasonably be expected to be impaired because of the registrant's present or previous familial, social, sexual, emotional, financial, supervisory, political, administrative, or legal relationship with the client or with another relevant person associated with or related to the client.
- b) A registrant must also take steps to avoid altering the terms of an existing professional relationship such that a dual role is created.
- c) If a dual relationship is unavoidable, the registrant must document the specific circumstance, an account of why the duality is unavoidable and document the informed consent of the client(s) for all services.

### **5.11 Third-party conflicts**

If there is a foreseeable risk that a registrant will be asked to perform conflicting roles because of the involvement of a third party, the registrant must:

- a) clarify the nature and direction of his or her responsibilities;
- b) keep all parties appropriately informed as matters develop; and
- c) resolve the situation in accordance with this Code.

### **5.12 Identifying conflicts of interest or dual roles**

a) As soon as it becomes apparent that a registrant may be called upon to perform potentially conflicting roles, the registrant must:

- 1) identify the present or potential issues,
- 2) notify all parties whose rights might be affected by the potentially conflicting role or conflicts of interest, and
- 3) think through the implications of any new or continued involvement in a matter and make a decision whether or not to proceed as planned, proceed with any necessary adjustments, or withdraw, and document, as appropriate.

b) Examples of such conflicts include, but are not limited to, acting as marital counsellor to husband and wife and then acting as witness for either of them in a divorce proceeding, being both a reviewer (e.g. reviewing another registrant's assessment report) and an evaluator (e.g. perform an additional task such as conduct a complete or partial assessment), or being asked to conduct an independent psychological assessment of the registrant's therapy client.

### **5.13 Third-party requests for services**

When a registrant agrees to provide psychological services to an individual or entity at the request of a third party, the registrant must clarify at the outset of the services the nature of the relationship with each affected party, including:

- a) the registrant's role with, and obligations to, each affected party;
- b) the probable uses of the services provided or the information obtained; and
- c) any limits to the obligation of confidentiality.

### **5.14 No harassment, sexual harassment, exploitation, or discrimination**

- a) A registrant must not engage in behaviour that is harassing or demeaning to any individual.
- b) A registrant must not engage in the sexual harassment of any individual.
- c) A registrant must not exploit or discriminate against any individual, sexually, financially, or in any other way.

### **5.15 [Deleted. See revised Standard 5.28]**

### **5.16 No former sex partners**

A registrant must not accept as a client an individual with whom the registrant has engaged in sexual or romantic intimacies.

### **5.17 Continuity of care when absent**

During foreseeable absences from his or her professional practice, a registrant must arrange for one or more other appropriate professionals to provide coverage of his or her practice and deal with any urgent needs of his or her clients, as required.

### **5.18 Continuity of care when employment ends**

When entering into employment or contractual relationships, a registrant must make provisions, to the extent possible and with paramount consideration for client welfare, for the transfer of responsibility for client care if the employment or contractual relationship ends.

### **5.19 Assistance on termination of services**

When psychological services are to be terminated, a registrant must offer to help locate alternative services or assistance for the client, unless the services are being terminated under Standard 5.20(d).

### **5.20 Terminating psychological services**

A registrant:

- a) must not abandon his or her clients;
- b) must terminate psychological services when it is reasonably clear that
  - i. the client no longer needs or wants the services, or
  - ii. the client is not benefitting from the relationship;
- c) may terminate psychological services when a potential conflict of interest or dual relationship arises, or attempt to resolve the situation in some other appropriate manner that preserves client welfare; and
- d) may terminate psychological services if threatened or otherwise endangered by the client or another person with whom the client has a relationship.

### **5.21 Appropriate training/supervision**

A registrant must provide appropriate training to his or her employees and supervisees and must take steps to see that such persons perform psychological services responsibly, competently, and ethically.

### **5.22 Supervision to ensure standards**

A registrant who supervises others in the provision of psychological services must ensure that the services provided meet professional standards and the requirements of this Code.

### **5.23 Delegation of responsibilities**

A registrant so authorized by the College, may delegate to his or her employees, supervisees, research assistants, or any other person only those responsibilities that such persons are able to perform competently on the basis of their education, training, or experience and must provide supervision appropriate to the delegation.

### **5.24 Institutional conflicts**

If institutional policies, procedures, or practices prevent fulfillment of the obligations specified in Standards 5.21 to 5.23, a registrant must :

- a) clarify the nature of the conflict;
- b) make known the conflicting obligation and the registrant's commitment to comply with this Code; and
- c) to the extent feasible, seek to resolve the conflict in a way that permits full adherence to the Code.

**5.25 [Deleted. See revised Standard 5.14]**

**5.26 Avoiding harm**

A registrant must take steps to avoid harming any individual with whom he or she works or has any form of professional relationship. This obligation includes taking steps to avoid foreseeable harm caused by acts of commission and to avoid foreseeable harm caused by a failure to take appropriate action.

**5.27 [ Deleted. See revised Standard 5.14]**

**5.28 No sexual or romantic relationships with those under one’s authority or with clients or former clients.**

- a) A registrant must not enter into sexual or romantic relationships with individuals over whom he or she has supervisory or evaluative influence or other authority, such as students, supervisees, employees, and research participants.
- b) A registrant must not engage in sexual or other physical intimacies, or enter into a romantic relationship, with any client or former client, or with individuals they know to be close relatives, guardians, or significant others such as a spouse, former spouse, child, sibling, parent or grandparent of a client or former client.
- c) Paragraph (b) does not apply to a relationship between a registrant and a former client or a relative, guardian or significant other of a client or former client that commenced before September 1, 2014 and was in compliance with the Code of Conduct at the time the relationship commenced.

**5.29 [Deleted. See revised Standard 5.14]**

**5.30 Treatment of complaints and complainants**

A registrant must accord dignity and respect to all complainants and respondents.

**5.31 Respecting others**

A registrant must, in his or her work-related activities and professional relationships, respect the rights of others to hold values, attitudes, and opinions that differ from his or her own.

**5.32 Research subjects**

A registrant must respect the dignity and protect the welfare of research participants and must comply with all relevant laws, applicable institutional rules and guidelines, and any practice advisories issued by the College concerning the treatment of research participants.

### **5.33 Therapeutic relationships**

Registrants who offer therapeutic services must demonstrate interpersonal and therapeutic skills that would reasonably be regarded by peers as sufficient for those services, including:

- a) interpersonal competence and an ability to establish rapport and a working therapeutic alliance that serves the client's best interests;
- b) active self-awareness sufficient to protect the client from unintended harm;
- c) knowledge of client-specific factors sufficient for sensitive, culturally competent therapeutic services;
- d) an ability to appropriately process interpersonal events within the therapeutic relationship; and
- e) willingness to refer the client to another resource when for any reason, including a mismatch between client characteristics and therapeutic services, referral is in the best interests of the client.

### **5.34 No inappropriate supervision**

Registrants are responsible for ensuring that they do not offer supervision services for an inappropriate purpose or to someone who lacks the requisite education, training, and/or experience to undertake the supervised activities. They are also responsible for ensuring that the purpose, intent, and substance of their supervision services are consistent with the intended objectives of the supervisee in seeking the supervision services, or they must decline to offer the services.

## **6.0 CONFIDENTIALITY**

### **6.1 Informing about limits of confidentiality**

A registrant must inform clients at the commencement of the professional relationship of the limits of confidentiality to be maintained by the registrant and by any other person engaged in the provision of psychological services to them who is under the registrant's supervision.

### **6.2 No disclosure without written consent**

Except as otherwise permitted by law, including this Code, a registrant may only disclose confidential information about a client to a third party if the client has provided written consent. For purposes of determining whether a registrant is permitted or required to disclose confidential information under this Code, an enactment, or otherwise pursuant to law, a registrant may, without the client's written consent, disclose confidential information to a solicitor, on a confidential basis, to seek legal advice concerning the registrant's disclosure rights and obligations.

### **6.3 Multiple clients**

When psychological services are rendered to more than one client who have a relationship, whether in a joint session or otherwise, a registrant must at the beginning of the professional relationship:

- a) clarify for all clients the manner in which confidentiality will be handled; and
- b) provide all clients with the opportunity to discuss and accept whatever limitations to confidentiality apply before proceeding.

### **6.4 Interested third party**

In a situation involving a third party, such as an employee assistance program or an insurance company, in which more than one party has an interest in the psychological services rendered by a registrant to a client, the registrant must, to the extent possible, clarify with all involved parties at the outset of service provision, and throughout the provision of psychological services, as appropriate, the dimensions of confidentiality and professional responsibility that apply to the rendering of the services.

### **6.5 Limiting access to client records**

A registrant must limit access to client records to preserve their confidentiality, and must ensure that all persons working under his or her authority (e.g., office staff, supervisees, etc.), and colleagues, comply with all confidentiality requirements specified in this Code.

### **6.6 [Deleted. See Standard 6.17]**

### **6.7 Disclosure where risk of harm**

Subject to Standard 6.8, a registrant may disclose confidential information without the informed written consent of the client if:

- a) the registrant determines that disclosure is necessary to protect against a clear and substantial risk of imminent serious harm being inflicted by the client on him- or herself, or on another individual;
- b) the registrant determines that disclosure is necessary to protect an identifiable child, consistent with applicable law;
- c) the registrant determines that disclosure is necessary to protect a vulnerable adult who by virtue of condition or circumstance is unable to seek support or assistance for abuse or neglect, consistent with applicable law.
- d) it is in accordance with any other lawful requirement to do so.

### **6.8 Limits on 6.7**

- a) Standard 6.7 does not authorize a registrant to disclose confidential, personal or proprietary information in circumstances where such disclosure would be contrary to any other applicable legal requirements. (con't next page)



- b) Where a registrant makes a disclosure in the circumstances described in Standard 6.7, the registrant must conduct him- or herself as follows:
  - 1) the registrant must limit disclosure of the information only to those persons or agencies and to that content that is consistent with applicable law; and
  - 2) the registrant must limit disclosure of the information only to those persons or agencies and to that content which would be consistent with this Code of Conduct.

### **6.9 Clients without legal capacity**

At the beginning of a professional relationship with a client who is a minor or who is under a legal disability, a registrant must inform the client in an appropriate and understandable way of the legal exceptions to confidentiality regarding communications with the registrant.

### **6.10 Exceptions to 6.9**

Despite Standard 6.9,

- a) if the legal guardian of a minor or person under legal disability agrees before psychological services are rendered that certain issues are not to be disclosed to the guardian, a registrant must comply with this agreement, except where there is a risk of harm to self or others, or where another legal requirement for disclosure arises; or
- b) if the psychological service is an assessment to determine the best welfare of the minor or person under legal disability, the registrant may limit his or her discussion of confidentiality limits to that person solely so as not to impair the registrant's ability to determine the best welfare of the person being assessed. If the registrant has limited his or her explanation of confidentiality limits for this purpose, the registrant must document the process used for obtaining assent, any omissions in the discussion of confidentiality, the reason(s) for limiting the explanation of confidentiality limits, any foreseeable consequences of doing so, and any associated recommendations for safeguarding the welfare of the minor or person under legal disability.

### **6.11 Court order**

Despite any other provision of this Code, a registrant must comply with a court order requiring the release of confidential information.

### **6.12 Client access to the clinical record**

A registrant must provide access to and permit the reproduction and release of confidential information about a client to that client, when requested, unless there is a significant likelihood that disclosure of the information would cause

- a) a substantial adverse effect on the client's physical, mental, or emotional health or
- b) harm to a third party.

## **6.13 Release of psychology records**

### **Definitions:**

The **practice record** is the entire client file, contained on any kind of media, excluding any test material.

**Test material** is any materials provided by the test publisher or in any other way forming part of the tests administered, including manuals, forms, and other published documents.

**Test results** are any data (including raw, summary, or otherwise) collected through the process of test administration.

In responding to requests for release of information in compliance with Standard 6.12, a registrant must comply with the following requirements, in addition to any other applicable legal requirements pertaining to the disclosure of confidential, personal or proprietary information:

#### ***(1) General requirements for release of practice records***

When responding to a request for release of confidential information, a registrant must, before releasing all or any part of a practice record, unless otherwise required by law:

- a) identify all relevant clients in the matter and ensure that all necessary valid written consents have been obtained to authorize the release of the practice record;
- b) clarify which parts of the practice record are relevant to the purpose of the information request;
- c) evaluate whether disclosure of the practice records being requested would engage provisions specified in Standard 6.12 requiring non-disclosure;
- d) where non-disclosure of requested practice records appears warranted on a basis set out in Standard 6.12, advise the authorizing party of the basis for withholding material, and offer to provide a summary or a redacted version of the practice record;
- e) advise the recipient of any practice records, or any summaries or redacted versions thereof, in writing, of the confidential nature of the documents, and the potential harm to the public of improper use of the information by unqualified individuals; and
- f) document all steps taken in responding to the request for release of information, including any bases for releasing and/or withholding information, alternatives offered, etc.

#### ***(2) Release of test material***

Before releasing all or any part of test material, in addition to performing the steps set out in subsection (1) above, a registrant must, unless otherwise required by law:

- a) determine whether the release of test material without a court order would put the registrant in breach of contractual obligations to a test publisher or otherwise violate applicable law, and act accordingly, including by seeking legal consultation as necessary;
- b) carefully consider the requirements for protecting test integrity and security specified in Standards 11.14 and 11.16; (con't next page)

- c) if a court order or other legal action is required to release the test material, advise the authorizing party of that fact and the basis for the requirement, and offer to provide information helpful to the purpose of the request or to provide a summary of results, with explanations to provide meaning and context, without providing copies of test material; and
- d) where unable to release test material without a court order except to another registrant or to a regulated psychological service provider in another jurisdiction, offer to release the test material as so permitted.

***(3) Release of test results***

Before releasing test results, in addition to performing the steps set out in subsection (1) [and in subsection (2) if any test results are recorded on test materials] above, a registrant must:

- a) ensure compliance with Standard 11.12 when releasing test results to another registrant or a regulated psychological service provider in another jurisdiction;
- b) where the intended recipient of the test results is not another registrant or a regulated psychological service provider in another jurisdiction, offer to provide the information to another registrant or to a regulated psychological service provider in another jurisdiction; and
- c) advise the recipient of any test results in writing that the College of Psychologists of British Columbia is of the view that test data may easily be misinterpreted, and should be discussed with a professional competent to use or analyze such data.

***(4) Seeking legal advice***

Different and sometimes competing legal requirements may bear on a release of information request. It is a registrant's responsibility to seek legal consultation as needed to ensure that information requests are handled with due consideration of all legal requirements relevant to the particular circumstance at hand.

***(5) Notice to legal counsel retaining registrant***

Where a registrant has been retained by a lawyer for a legal matter relating to the client, the registrant must advise the lawyer of any request for the release of practice records, test materials, or test results prior to releasing any part of that material.

***(6) Release of practice records or test material to another registrant or recognized psychological services provider***

Where a client or the client's legal guardian has requested that practice records, test materials, and/or test results be released to another registrant or a psychological service provider, the registrant must comply with all applicable subsections above prior to releasing any information.

#### **6.14 Sharing with professionals**

When rendering psychological services as part of a professional team or when interacting with other professionals concerning the welfare of a client, a registrant may share confidential information about the client if:

- a) the registrant takes steps to ensure that all persons receiving the information are informed about the confidential nature of the information in accordance with this Code; and
- b) the registrant informs the client in advance that the client's confidential information will be shared with other members of the professional team.

#### **6.15 Ongoing confidentiality**

A registrant must continue to treat as confidential all information regarding a client after the professional relationship between the registrant and the client has ended.

#### **6.16 Provision of records to College**

A registrant is not in breach of the confidentiality obligation to his or her clients if the registrant provides his or her clinical records or other documents related to his or her practice to authorized persons in response to a request from the College in the course of an investigation of a complaint, a registration matter, or a quality assurance matter.

#### **6.17 Writings and lectures**

A registrant must not disclose in his or her writings, lectures, or other public media any confidential, personally identifiable information concerning his or her individual clients or organizational clients, students, research participants, or other recipients of his or her psychological services that he or she obtained during the course of his or her work or performance of those services, unless the individual or organization has consented in writing.

#### **6.18 Disguised information**

In the scientific and professional presentations referred to in Standard 6.17, a registrant must disguise confidential information concerning the individuals or organizations to prevent those individuals or organizations from being identified by others and to prevent the presentations from causing harm to those individuals or organizations who may be able to identify themselves.

### **7.0 PROFESSIONALISM**

#### **7.1 Compliance with regulation/discipline and quality assurance program**

A registrant must:

- a) cooperate with and be responsive to the regulation and discipline of the College; and
- b) participate fully in all mandatory aspects of the quality assurance program of the College.

## **7.2 Investigations and proceedings of College**

A registrant must cooperate fully with the College in investigations and proceedings of the College and in any resulting requirements.

## **7.3 Response to College requests**

A registrant must respond appropriately and promptly to all requests from the College, the registrar, the board, and committees for information respecting his or her activities.

## **7.4 Inappropriate communications**

A registrant must not communicate with or about the College or a registrant in a manner that would reasonably be regarded by registrants as rude, disparaging, disrespectful or as a discredit to the profession.

## **7.5 Communicating with the Board on matters before the College**

- a) An applicant or registrant engaged with the Registration Committee about any aspect of his or her registration must not initiate any direct communication with any member of the Registration Committee or the Board concerning the matter.
- b) A registrant involved in an active complaint, investigation, or discipline process must not initiate any direct communication with any member of the Inquiry Committee, the Discipline Committee, or the Board concerning the matter.
- c) A registrant involved with the Quality Assurance Committee about his or her continuing competency activities or any other matter under the Quality Assurance Committee's jurisdiction must not initiate any direct communication with any member of the Quality Assurance Committee or the Board concerning the matter.
- d) An applicant or registrant involved in any of the above matters may direct communications, including questions, to College staff, who will redirect the communication as appropriate or respond accordingly.

## **7.6 Compliance with undertaking**

A registrant must comply with any undertaking and consent given to, or other agreement made with, the College, in accordance with the provisions of the *Health Professions Act*.

## **7.7 Compliance with limitation/condition**

A registrant must comply with a condition or limitation imposed on his or her registration by the College.

## **7.8 Unprofessional behaviour**

A registrant must not engage in conduct unbecoming a member of the profession of psychology, or perform an act that, having regard to all the circumstances, would otherwise be regarded by registrants as disgraceful, dishonourable or unprofessional.

### **7.9 Professional cooperation**

A registrant must seek to work with other professionals in a professional and cooperative manner, for the good of the client.

### **7.10 Providing information to clients**

Registrants must provide to the recipients of their services, in writing, or by posting in a conspicuous location in the offices in which they provide psychological services, information about the mandate, function, and location of the College, the availability of information from the College respecting the laws, the Code, and guidelines governing the provision of psychological services, and their right to make a complaint to the College about the services received. In situations where this is impossible for reasons of institutional policy or setting, or due to client literacy issues, this information must be provided verbally.

### **7.11 [Deleted. See Standard 7.9]**

### **7.12 Determination before offering overlapping services**

When deciding whether to offer or provide psychological services to a client who is already receiving services of a related nature from another professional service provider, a registrant must carefully consider the treatment and/or assessment issues and the potential client's welfare.

### **7.13 Minimizing conflict**

A registrant must:

- a) discuss the issues identified in Standards 7.9 and 7.12 with the client, or other person who is authorized to give informed consent for the client, in order to minimize the risk of confusion or conflict between services of a related nature;
- b) consult with the other professional service provider(s) as appropriate; and
- c) proceed with caution and sensitivity to the therapeutic issues.

### **7.14 [Deleted. See HPA 32.2, 32.3, 32.4]**

### **7.15 [Deleted. See HPA 32.2, 32.3, 32.4]**

### **7.16 [Deleted. See HPA 32.2, 32.3, 32.4]**

### **7.17 Reporting required by law**

Nothing in this Code is intended to relieve a registrant of any obligation to make any report required by law.

### **7.18 Conflicts between Code and institutional/organizational regulations**

If the obligations of a registrant to an institution or organization with which the registrant is affiliated conflict with the registrant's obligations under this Code, the registrant must:

- d) clarify the nature of the conflict;
- e) make known the conflicting obligation and the registrant's commitment to comply with this Code; and
- f) to the extent feasible, seek to resolve the conflict in a way that permits full adherence to the Code.

### **7.19 Professional documentation**

A registrant must appropriately document his or her professional and scientific work in order to:

- a) facilitate provision of services in the future by him- or herself or by other professional service providers;
- b) ensure accountability; and
- c) meet other legal or institutional requirements.

### **7.20 Signing Documents**

All reports, letters, or other documents containing information, opinions, or assessments prepared by a registrant in the course of that registrant's professional services must be signed by the registrant before they are provided to another party, in order to ensure authorship/responsibility is clear.

### **7.21 Electronic Documents**

For the purposes of electronically created, transmitted, or filed documents, "signing" a document may include affixing an electronic signature or providing some other method of identification and authentication when the document is sent that ensures authorship/responsibility is clear.

## **8.0 PROVISION OF SERVICES**

### **8.1 Context of professional relationship**

A registrant must provide diagnostic, therapeutic, teaching, research, supervisory, consultative, or other psychological services only in the context of a defined professional or scientific relationship or role.

### **8.2 Services appropriate to needs**

A registrant must provide psychological services which are appropriate and adequate to the client's needs, or else refer the client to another service provider for services.

### **8.3 Fulfillment of agreements**

A registrant must fulfill the terms of his or her agreements with a client as established while obtaining informed consent for services at the outset of the professional relationship.

### **8.4 Provision of partnership services**

Where a registrant provides psychological services through a partnership that includes non-registrant partners, the registrant must assume responsibility for the planning, supervision, and billing practices of the psychological component of the services offered.

### **8.5 Sufficient personnel**

A registrant must employ sufficient personnel to maintain the quality of any psychological services offered by, or under the supervision of, the registrant.

### **8.6 Accountability for supervisees**

A registrant is responsible and accountable for the actions of any non-registrant who is providing psychological services under his or her supervision.

### **8.7 Obligation to advise of responsibility**

Where a registrant supervises any non-registrant in the provision of psychological services, the registrant must advise the client (and the payer, if different from the client) that the registrant has professional responsibility and legal accountability for the supervised services.

### **8.8 Provision of services in sponsoring agency**

Where a registrant offers psychological services or is directing the psychological services of others within a sponsoring institution and the registrant believes that the most appropriate service(s) to a client is not in accord with the expectations of the sponsoring institution, the registrant must attempt to reconcile these differences with the administration of the institution in order to best respond to the client's needs.



## **9.0 REPRESENTATION OF SERVICES AND CREDENTIALS**

### **9.1 Identification as registrant**

A registrant must identify him- or herself to the general public as a registrant of the College of Psychologists of British Columbia at the beginning of a professional relationship, and in any advertisements appearing in any media or form, including in letterhead, on business cards, in a curriculum vitae, etc.

### **9.2 Accurate representation of credentials**

A registrant must accurately represent, and must not exaggerate, his or her area(s) of competence, education, training, experience, and professional affiliations, to the College, the general public, and his or her colleagues.

### **9.3 No specialty designation**

Unless specifically authorized to do so by the College, a registrant must not hold him- or herself out:

- a) as having any specialty designation granted by the College; or
- b) as having any specialty qualification based upon any areas of practice declared by the registrant for the purpose of registration, renewal of registration, or otherwise with the College.

### **9.4 Misrepresentation of affiliation**

A registrant must not misrepresent his or her affiliations with institutions or organizations or the consequences of such affiliations. As examples, a registrant must not offer registration, membership, or fellowship in the Canadian Psychological Association, the British Columbia Psychological Association, or other associations as evidence of professional qualification, and reference to these affiliations may not be placed adjacent to one's credentials or status as a registrant.

### **9.5 Misrepresentation of non-registrant as a registrant**

A registrant must not represent or imply that an individual is a registrant if that individual is not registered with the College.

### **9.6 Correction of misrepresentation**

A registrant must correct any misrepresentations made by others regarding the registrant's credentials, qualifications, or affiliations, or regarding the status of a non-registrant when the registrant knows the individual is not a registrant.

## 9.7 Requirements for credential presentation

Registrants are not restricted from appropriately communicating their training and credentials to clients or prospective clients, but must do so in a fashion that avoids any possibility of the public misperceiving they have been granted specialty designation or qualification by the College. A registrant must comply with the following requirements when (1) representing him- or herself as a registrant, (2) describing his or her practice (including when the registrant engages in any of the activities contemplated under Standard 10.7), or (3) being named in a group or multi-disciplinary practice:

- a) The registrant's name and title must be clearly indicated and, where directed by the College at its sole discretion, must designate where applicable that the registrant has restrictions, limitations, or conditions on his or her registration.
- b) The registrant must place immediately before the professional title only the highest academic degree upon which the registrant's registration with the College is based. Where the registrant has been registered as a Psychologist on the basis of a doctoral degree, the prefix Doctor or its abbreviation Dr. may be used, but not both the degree and prefix.

### Examples:

Acceptable: W. Jones, Ph.D., R. Psych. or Dr. W. Jones, R. Psych.

Unacceptable: Dr. W. Jones, Ph.D., R.Psych.

- c) A registrant may specify other degrees or professional titles, such as MBA, only if the area of Study is relevant to the registrant's psychological practice. The area of study must also be specified unless readily apparent from the degree or title.

### Example:

Acceptable: K. Lee, L.L.B., Ph.D., R. Psych.

- d) A registrant may describe him- or herself as "Registrant of the College of Psychologists of BC."
- e) Unless specifically authorized or required by the College, a registrant must list his or her title without any modifier that suggests a specialty. "Practice in", "Practice restricted to" or other introductions to the modification of the area of psychological service are acceptable. Only modifiers assigned to a registrant by the College are permitted adjacent to the title Psychologist or adjacent to the designation R.Psych., and any modifiers so assigned by the College must be used by the registrant.

### Examples:

Acceptable: Dr. P. Smith, R.Psych., Practice in Child Psychology

Unacceptable: Dr. P. Smith, R.Psych., Child Psychologist

- f) Applicants for registration or registrants awaiting the awarding of a degree must not describe themselves as "candidate for registration" or "candidate for degree", respectively.
- g) A determination of equivalence by an external credentialing agency must not be represented, listed or otherwise used in a manner to suggest that one has actually obtained that credential.

## **10.0 ADVERTISING AND OTHER PUBLIC STATEMENTS**

### **10.1 Misleading information**

A registrant must not provide false or misleading information in public statements, including in statements concerning psychological services he or she offers.

### **10.2 Misrepresentation of affiliations**

In announcing or advertising the availability of psychological services or products, a registrant must not display any affiliations with an organization or individual in a manner that falsely implies the sponsorship or certification of that organization or individual.

### **10.3 Restrictions on naming associations**

A registrant must not name his or her employer or professional associations, in advertisements or announcements of his or her services, unless the psychological services are to be provided by, or under, the direct supervision and continued control of that employer or association.

### **10.4 Use of registrant's name with services and products**

A registrant must not associate with any services or products, or permit his or her name to be used in connection with any services or products, in such a way as to misrepresent:

- a) the services or products;
- b) the degree of his or her responsibility for the services or products; or
- c) the nature of his or her association with the services or products.

### **10.5 Solicitation for services**

A registrant must not contact or communicate with or cause or allow any person directly to contact or communicate with potential clients, either in person, by telephone, over the Internet, or in any other way in an attempt to solicit business, unless the person contacted represents an organization, firm, corporate entity, or community which is the potential client.

### **10.6 Registration number**

A registrant must include his or her registration number from the College register on all advertisements for his or her psychological services or products.

### **10.7 Public statements**

A registrant must ensure that all public statements, announcements of psychological services or products, advertising, and promotional activities dealing with the facilities, psychological services, or products of the registrant or the registrant's supervisees, comply with this Code. This includes when using letterhead, business cards, and any other public name displays.

**10.8 No solicitation or use of testimonials**

A registrant must not solicit or utilize testimonials from clients or former clients, or utilize testimonials from any other source regarding any of his or her professional activities, to solicit clients. This standard is not intended to prohibit a registrant from advertising his or her workshops or other educational services for professionals by utilizing testimonials from other professionals who have attended previous offerings of those workshops or other educational services.

**10.9 No misrepresentation of expertise**

A registrant must not appear in, or permit the use of his or her name in, an advertisement that implies or could reasonably be interpreted to imply that his or her professional expertise is relevant to the subject matter of the advertisement.

**10.10 Exception to 10.9**

Standard 10.9 does not apply to scholarly reviews, to an advertisement of the registrant's own practice, or to an advertisement of a non-profit organization, provided the registrant receives no compensation for making an appearance or for use of his or her name.

**10.11 No misrepresentation of registration**

A registrant must not permit, counsel, or assist those who are not registrants to represent, promote, or advertise themselves as registrants.

**10.12 No inducement for news publicity**

A registrant must not compensate or give anything of value to representatives of the press, radio, television, Internet, or other communication media in anticipation of or in return for professional publicity in a news item.

**10.13 Indication of paid advertisement**

A registrant must ensure that any paid advertisement is advertised as such unless it is readily apparent from the context that it is a paid advertisement.

**10.14 Fair and accurate presentation**

A registrant who interprets the science or the practice of psychology or psychological services to the general public must present the information fairly and accurately.

### **10.15 Media presentations**

When a registrant provides advice or comment by means of public lecture, demonstration, radio or television program, pre-recorded tape, printed article, mailed material, the Internet, or other media, the registrant must:

- a) take precautions to ensure that the statements are based on appropriate psychological literature and practice, including the most current relevant data;
- b) exercise a high level of professional judgment;
- c) ensure the statements are consistent with the requirements of this Code;
- d) take precautions to ensure that the recipients of the information are not encouraged to infer that a professional relationship has been established by the registrant with them personally; and
- e) not name an individual registrant or offer his or her own psychological services through the media, although may refer listeners or readers to a community agency for assistance in obtaining a referral for psychological services.

### **10.16 No false or deceptive statements**

A registrant must not make public statements that are false, deceptive, misleading, or fraudulent, because of what he or she states, conveys, or suggests, or because of what he or she omits, concerning his or her research, practice, or other work activities or that of persons or organizations with which he or she is affiliated. As examples, and without limiting this standard, a registrant must not make false or deceptive statements concerning his or her:

- a) training, experience, or competence;
- b) academic degrees and credentials;
- c) institutional or associational affiliations;
- d) fees;
- e) scientific or clinical basis for, or results or degree of success of, his or her psychological services; or
- f) publications or research findings.

### **10.17 [Deleted . See revised Standard 10.15]**

### **10.18 No unauthorized use of College logo**

Registrants are not permitted to use the College logo in any public statements or advertizing without the written permission of the College.

### **10.19 Use of restricted title in company or business name**

A registrant who includes as part of the name of a company, or other business owned directly or indirectly, in whole or in part by the registrant either a reserved title, or another title, description or words incorporating the word "psychology," "psychological," or "psychologist," or otherwise implying training, experience, or expertise as a psychologist, must ensure that:

- a) all of the services offered by the company or business fall within the definition of "practice of psychology" as set out in the Psychologists Regulation;
- b) all of the services offered by the company or business are provided directly by, or supervised by, a registrant of the College who is authorized to provide those services;
- c) the company or business name does not use a reserved title in a manner contrary to the best interests of the public or to the maintenance of the high standards of the profession;
- d) the company or business name does not assert or imply a fact that is false, inaccurate, unverifiable, or misleading;
- e) the company or business name is unlikely to create an unjustified expectation of the results which can be achieved;
- f) the company or business name does not compare the quality of services provided with those provided by another professional;
- g) one or more responsible registrants' names are prominently displayed whenever and wherever the company or business name is used for advertising or promotional purposes or for otherwise communicating with members of the public (if the company or business name does not itself include the surname of one or more responsible registrants); and
- h) the College is advised immediately if any of the above conditions are no longer met, and, if so, such action is taken as may be directed by the College, including changing the company or business name if so directed.

## **11.0 ASSESSMENT PROCEDURES**

### **11.1 Requirements for performing assessments**

A registrant must meet the following prerequisites and fulfill the following requirements when carrying out psychological assessments:

- a) obtain specific training, supervision, and experience required for the proper selection, administration, scoring, and interpretation of psychological tests;
- b) conduct all testing as part of a comprehensive assessment strategy that includes the effective communication of results to all appropriate stakeholders in the assessment;
- c) take responsibility for the ethical maintenance of test materials, protocols, reports, and procedures in his or her own work and that of supervisees and, to the extent appropriate to the setting, for the work of colleagues in agency or institutional environments;
- d) promote responsible practices in all individuals being supervised in testing and assessment practices; and
- e) comply with institutional, legal, and contractual agreements, as appropriate, in carrying out psychological assessments.

### **11.2 Responsibility for assessment**

A registrant is solely responsible for the assessment process, including the appropriate selection, application, interpretation, and use of assessment instruments, and for information contained in the resulting report, whether the registrant scores and interprets the tests him- or herself or uses automated or other services.

### **11.3 Gathering information**

Registrants must gather assessment information in a manner that is appropriately comprehensive, objective, and balanced.

### **11.4 Purpose and scope of assessment**

As the scope of an assessment process is determined by the nature of the referral question or issue, a registrant must clarify any ambiguity related to the purpose of the assessment and ensure that the purpose of the assessment is specifically stated in the assessment report.

### **11.5 Test Construction**

A registrant who develops and conducts research with tests and other assessment techniques must use scientific procedures and current professional knowledge for test design, standardization, validation, reduction or elimination of bias, and recommendations for their use.

### **11.6 Substantiation for formal recommendations**

A registrant's assessments, recommendations, and reports must be based on information and techniques sufficient to provide appropriate substantiation for his or her findings.

### **11.7 Confidentiality in assessment**

A registrant must treat all assessment results, data, and interpretations regarding individuals as confidential information.

### **11.8 Obligation to provide explanation and exception**

A registrant must:

- a) ensure that appropriate explanations of results are given to a client regardless of whether the scoring and interpretation is done by the registrant, by supervisees, or by automated or other outside services; or
- b) when circumstances prohibit such explanations, due to the registrant's formal role or the nature of the situation, inform the client of this in advance.

### **11.9 Interpreting results**

When interpreting assessment results, including when using automated interpretations, a registrant must take into account the various test factors and characteristics of the individual being assessed which may affect the registrant's judgments or reduce the accuracy of his or her interpretations.

### **11.10 Communicating results**

When communicating the results of an assessment to a client or to the legal guardian or other agent of a client, a registrant must use adequate interpretive aids or explanations and language that is reasonably understandable.

### **11.11 Reporting limitations in validity or accuracy**

A registrant must:

- a) indicate any significant reservations he or she has about the accuracy or the validity of the assessment, or limitations to his or her interpretations, in any assessment report; and
- b) include in his or her report of the results of a formal assessment procedure for which norms are available, any limitations of the assessment norms for the individual assessed and any relevant reservations or qualifications which affect the validity, reliability, or interpretation of results.

### **11.12 Provision of raw test data**

A registrant must provide, within a reasonable time, the original or raw results or data of a psychological assessment to a registrant or to a provider of psychological services in another jurisdiction when requested to do so by a client or the legal guardian or agent of a client.



**11.13 Unqualified persons**

A registrant must not promote the use of psychological assessment techniques by unqualified persons.

**11.14 Test security**

A registrant must not reproduce or describe in popular publications, lectures, public presentations, over the Internet, or in any other media, psychological tests or other assessment devices in any way that might invalidate them.

**11.15 Selection and validity of assessment test, device or procedure**

A registrant is responsible for the appropriate selection of a test, device, or assessment procedure and must not make claims about its utility or validity that are not supported by the professional literature.

**11.16 Maintenance of integrity of tests**

A registrant must make reasonable efforts to maintain the integrity and security of tests and other assessment techniques consistent with legal and contractual obligations, and in a manner that permits compliance with the requirements of this Code.

**11.17 Assessment/interpretation services for other professionals**

A registrant offering an assessment procedure or automated interpretation service to other professionals must:

- a) accompany this offering with a print or digitized manual or other materials which accurately and fully describe the development of the assessment procedure or service, and the rationale, purpose, norms, validity, reliability, and applications of the procedure;
- b) explicitly state the purpose and application for which the procedure is recommended and identify any special qualifications required to administer and interpret it properly; and
- c) ensure that any advertisements for or public statements about the assessment procedure or interpretive service are factual and descriptive.

**11.18 Selection of scoring services**

A registrant must select scoring and interpretation services, including automated services, on the basis of evidence for the validity of the program and procedures as well as on other appropriate considerations.

**11.19 Reliance on computer reports or interpretive texts**

A registrant must never substitute computer generated assessment reports or statements, or material from interpretive texts regarding a psychological test, for his or her own professional opinion, assessment, or report.

### **11.20 Acknowledgment of sources**

A registrant who uses computer-generated interpretive statements and/or interpretive texts in preparing psychological evaluations must:

- a) acknowledge the source(s) of such statements in a written citation that is formally included in the assessment report; and
- b) formally quote, using an appropriate format, any material taken verbatim from those computer-generated interpretations and/or interpretive texts.

### **11.21 Obsolete/outdated results/tests**

A registrant must not base his or her assessment or intervention decisions or recommendations on:

- a) data or test results that are outdated for the current purpose; or
- b) tests and measures that are obsolete and not applicable to the current purpose.

### **11.22 Direct examination of individual**

A registrant must not provide a report or give testimony respecting the psychological characteristics of an individual unless the registrant has first conducted a direct, in-person examination of the individual which is adequate to support the registrant's statements and/or conclusions.

### **11.23 Exception to 11.22**

When, despite reasonable efforts, the examination required in Standard 11.22 is not feasible, a registrant must clarify the impact of his or her limited information on the reliability and validity of his or her reports and testimony, and must limit appropriately the nature and extent of his or her conclusions and/or recommendations.

### **11.24 Avoiding conflicting roles**

A registrant must avoid performing multiple and potentially conflicting roles, such as psychotherapist and assessor of competency to stand trial, psychotherapist and assessor for the court with the purpose of determining injury causation and compensation, or psychotherapist and assessor of parental access.

### **11.25 Clarification of roles in legal proceedings**

In circumstances where a registrant may be called upon to serve in more than one role in a legal proceeding (for example, first as a consultant or expert for one party or for the court and second as a fact witness), the registrant must clarify to the extent possible any role expectations and the extent of the registrant's obligation of confidentiality in order to avoid compromising the registrant's professional judgment and objectivity and in order to avoid misleading others regarding the registrant's role.

**11.26 Role clarification at outset and later on**

Role clarification under Standard 11.25 must be given in advance of performing psychological services to the extent that this is feasible, and at any subsequent time when changes are anticipated in the expected role or services to be performed.

**11.27 Impartiality**

When conducting an assessment, especially any assessment that may affect the rights of the individual(s) being assessed, a registrant must:

- a) be impartial and unbiased;
- b) remain independent in order to make objective recommendations;
- c) not act as an advocate for any party;
- d) be aware of any personal or societal biases or other factors or circumstance that may affect the objectivity of the service provided and the recommendations made in a report; and document such matters in the report, as appropriate.

**11.28 Truthfulness and candour**

In testimony and reports, a registrant must:

- a) testify truthfully, accurately, and candidly;
- b) consistent with applicable legal procedures, describe fairly the basis for his or her testimony and conclusions; and
- c) acknowledge any limits of his or her data or conclusions when that acknowledgment is necessary to avoid being misleading to those individuals reading his or her report or hearing his or her testimony.

**11.29 Prior relationships**

A prior or current professional relationship with a party does not preclude a registrant from testifying as a fact witness or from testifying to his or her psychological services to the extent permitted by applicable law, but a registrant must:

- a) appropriately take into account the ways in which that prior or current relationship might affect his or her professional objectivity or opinions;
- b) disclose the prior or current relationship to the relevant parties; and
- c) where a potential or possible conflict of interest is unavoidable, disclose the potential conflict to the relevant parties and obtain consent.

**11.30 Use of parallel procedures**

When more than one individual is being assessed on the same set of criteria, a registrant must use parallel procedures.

### **11.31 Exception to 11.30**

If it is not possible to use the parallel procedures specified in Standard 11.30, a registrant must provide a rationale for not following this requirement, must include the rationale in the written report, and must address any resulting limitations to the report and to its conclusions and recommendations.

### **11.32 Assessment methods**

A registrant must:

- a) assess the variables and factors relevant to the referral question or issue; and
- b) use multi-method, multi-trait procedures when conducting assessments where the outcome may affect the rights of the client.

### **11.33 Conclusions and recommendations**

a) A registrant's conclusions must follow logically, consistently, and clearly from the information gathered throughout the assessment process, and the recommendations must follow logically, consistently, and clearly from the conclusions presented in the report;

b) A registrant's conclusions and recommendations must be based on stated assumptions, the data gathered and reported during the assessment process, appropriate and impartial interpretations of test data, and accepted professional and scientific information that is relevant to the question or issue being addressed; and

c) A registrant's conclusions and recommendations must not be biased by the registrant's preconceptions, prejudices, unsupported beliefs, or criteria which are not represented within the body of scientific knowledge generally recognized within the practice of psychology.

### **11.34 Repeat assessment**

A registrant must not repeat an assessment of an individual if a new assessment is unlikely to produce results which are significantly different from a previously completed assessment. The repeat assessment must be as comprehensive as the original assessment or focused on a specific issue with an explicit rationale for why the repeat assessment is required.

### **11.35 Explanation for repeat assessment**

If an assessment is repeated, a registrant must:

- a) explain the rationale for repeating it;
- b) describe any steps taken to minimize the impact of a repeat assessment on the validity and reliability of the results; and
- c) specify any resulting limitations to his or her assessment results, conclusions, diagnoses, and recommendations.

### **11.36 Review of other's report or file review**

When reviewing reports prepared by other registrants or other professionals, a registrant must:

- a) restrict the review to information in the file that is acknowledged in the professional literature as relevant to the issue at hand;
- b) limit comments to the methods, procedures, and processes employed by the registrant or other professional;
- c) restrict comments to the sufficiency and accuracy of the conclusions, recommendations, or diagnoses in the original report, with such comments based upon and limited to the data presented by, or referred to by, the original report's author;
- d) restrict comments regarding diagnosis or other conclusion or finding to the sufficiency of the record to support the given diagnosis, conclusion, or finding, and to whether the file contains evidence that is consistent with a particular diagnosis, conclusion, or finding;
- e) not make any conclusions, diagnoses, assessment of psychological status, or recommendations specific to the individuals who were the subject of the original report ;
- f) stipulate in the review report whether the professional opinion sought is possible based on the information reviewed and include a description of any limits on the review opinion given the information available in the file;
- f) identify any conflict of interest, past, present or potential; and where they are of the opinion that there is a need for any reassessment or additional assessment, make the recommendation that this is to be completed by another qualified practitioner.

## **12.0 FEES**

### **12.1 General obligation**

A registrant must:

- a) respect the client's right to know what fees and charges will be charged;
- b) set reasonable fees and charges; and
- c) collect these fees and charges with consideration for the welfare of the client.

### **12.2 Providing accurate fee information at the outset**

At the commencement of professional services, a registrant must:

- a) ensure that full information is provided to the client about financial arrangements, including, but not limited to, fee structure, missed appointments, interest on overdue accounts, and bill collection; and
- b) not mislead or withhold from the client, a prospective client, or a third party payer, any information about the cost of the registrant's professional services.

**12.3 Fee basis**

A registrant must base his or her fees on the amount of time spent in rendering professional services to the client, on the nature and complexity of the services rendered, and on the cost associated with providing such services.

**12.4 Inappropriate basis for fees**

A registrant must not base his or her fees upon the likelihood of material or other benefit(s) accruing to the client as a result of professional services rendered.

**12.5 Credit cards**

A registrant must not require the use of a credit card for payment for professional services.

**12.6 Interest on overdue accounts**

A registrant may charge interest on an overdue account for professional services if the client is appropriately informed, in advance, as to the amount and method of calculating interest.

**12.7 Discretion on interest**

The amount of time given by a registrant for interest free payment must be guided by the circumstances, and the rate of interest charged must be consistent with current professional practices.

**12.8 No prepayment for services**

A registrant must not require prepayment for professional services.

**12.9 Exception to 12.8: Retainer in trust**

Despite Standard 12.8, if the client and the registrant agree, the registrant may hold a retainer in trust, but must only apply such trust funds to the payment of agreed fees and charges for professional services rendered.

**12.10 Withholding records**

Except as otherwise provided by law, a registrant must not withhold records under his or her control when they are requested and imminently needed for a client's treatment if the reason for withholding them is solely because payment has not been received for professional services rendered to that client.

**12.11 Exception to 12.10**

Despite Standard 12.10, a registrant may withhold psychological reports due to the client's failure to pay for professional services rendered if the client was advised before the beginning of an assessment, or before preparation of a treatment summary report, that payment in full was required before the report would be released.

### **12.12 No payment for referral**

A registrant must not:

- a) give a commission, rebate, or remuneration to a person who has referred a client to the registrant; or
- b) accept a commission, rebate, or remuneration from a person to whom the registrant has referred a client.

### **12.13 Reasonableness**

A registrant must not exploit any client or third party payer by charging a fee that is excessive for the professional services performed or by entering into an exploitive bartering arrangement in place of a fee.

### **12.14 Barter**

Barter is the acceptance of goods, services, or other nonmonetary remuneration from clients in return for psychological services. Registrants may barter only if:

- a) it is not clinically contraindicated; and
- b) the resulting arrangement is not exploitative to the client.

### **12.15 Accurate fee reports**

In a report to third party payers for professional services or to sources of research funding, a registrant must accurately state the nature of the service or research provided, the fees or charges, and where applicable, the identity of the service provider, the findings, and the diagnosis.

### **12.16 No inappropriate assertion of supervisory relationship**

A registrant must not claim to have a supervisory relationship with another service provider solely for billing purposes. A supervisory relationship may only be asserted in those cases in which the registrant is actively providing a level of supervision sufficient for the supervisee's education, training, or experience and the service being provided, and consistently with Standards 5.21, 5.22, and 5.23, and with Standards 8.6 and 8.7 in the event the supervisee is a non-registrant.

## **13.0 MAINTENANCE OF RECORDS**

### **13.1 Length of record retention**

A registrant must ensure that all information in his or her professional records concerning a client is maintained for not less than seven years after the last date that professional services were rendered to that client.

### **13.2 Minors' records**

A registrant must keep records relating to minors for not less than seven years following the date the minor reached the age of majority.

### **13.3 Legal requirements**

A registrant must comply with all legal requirements for record retention, including maintaining records for a longer period than that required in Standards 13.1 and 13.2 where legally required to do so.

### **13.4 Discretion to keep longer**

A registrant must use his or her judgment in those circumstances in which it may be appropriate to maintain his or her professional records for longer than seven years.

### **13.5 Records of equipment maintenance**

A registrant must keep a record of equipment maintenance for all equipment that, if malfunctioning when used to examine, treat, or render any service to clients, could cause physical harm to a client.

### **13.6 Content of records**

A registrant rendering professional services to a client or billing a third party for professional services must maintain records that include the following:

- a) the name of the client and other identifying information;
- b) the presenting problem(s) or the purpose of the consultation;
- c) the fee arrangement;
- d) the date and substance of each professional service, including relevant information on interventions, progress, any issues of informed consent, and issues related to termination;
- e) any test results or other evaluative results obtained and any basic test data from which the results were derived;
- f) a copy of all assessment or other evaluative reports prepared as part of the professional relationship;
- g) notations and any results of formal consultations with other service providers;
- h) any releases or consents executed by the client;
- i) copies of any emails or other communications related to the file; and
- j) a copy of all documents relied upon in the course of providing psychological services, including but not limited to reports, evaluations, and test results generated by other health professionals.



### **13.7 Complete and legible records**

(1) A registrant must ensure that the information in the records under the registrant's control, required in Standard 13.6, is complete and accessible, regardless of whether the records are kept in a single file or in several files, housed at one location or at several locations, and regardless of the storage medium (e.g., paper, electronic, combination of paper and electronic).

(2) A registrant must, with respect to all records created by or under the supervision of the registrant:

- a) keep all practice records legible;
- b) if a record is illegible or in a language other than English and if requested to do so, provide a transcript or translation of the record, and an attestation by the registrant verifying the accuracy of the transcript or translation, when the record is to be copied or transferred as part of a legitimate request by the College of Psychologists of British Columbia, a client, or another person;
- c) if providing paper copies of electronically or otherwise stored documents, include a signed attestation confirming the paper copies are accurate copies of the original information;
- d) initial and date all entries in a clinical record;
- e) initial and date any amendments or alterations to a clinical record;
- f) where practice records contain any idiosyncratic or non-standard abbreviations, provide, at the beginning or end of the record, a glossary for the meanings of the non-standard abbreviations;
- g) paginate a practice record at the point the practice record is provided to another person; and
- h) organize the record in a clear and understandable manner, including by date and/or chronology, as appropriate, and without unnecessary duplication.

### **13.8 Supervisory records**

A registrant must maintain records regarding the supervision of an individual for a minimum of seven years after the last date the registrant provided supervisory services related to that individual.

### **13.9 Content of supervisory records**

A registrant must maintain records of supervised sessions that include, among other information, the type, place, and general content of the session, including any directions given to the supervisee. A registrant must also maintain in a supervisee's record copies of any evaluations or other communications, written or otherwise, provided to others regarding the supervisee.

### **13.10 Record of fees**

A registrant must maintain a record of fees charged to and received from a client or third party payer, and make it available to a client or third party payer upon request. The record must contain the following information:

- a) the service provider;
- b) the recipient of the professional services;
- c) the date, nature, and unit fee of the service provided;
- d) the total charged;
- e) the payment received;
- f) the date and source of payment; and
- g) any other information that the client may need to obtain insurance reimbursement, such as diagnostic codes, length of session, etc.

### **13.11 No basis for disposing of records**

Financial expense or other inconvenience is specifically not sufficient grounds for failing to keep copies of all documents referred to in Standard 13.6, including reports and other documents from other professionals that were relied upon in providing one's service or opinion.

### **13.12 Documents held in an institution**

In the event a registrant is prevented by legal or contractual circumstances from keeping copies of documents which he or she relied upon and the documents are held by an institution, the registrant must document in the retained portion of the record the location of the missing foundational records, and must treat the documents as institutional records for purposes of advising the College of all of his or her practice record locations.

## **14.0 SECURITY OF AND ACCESS TO RECORDS**

### **14.1 Location of records**

Practice records must be maintained or stored at the registrant's primary place of practice, in another location under the sole control of the registrant, under the control of another appointed registrant, or in a professional storage facility obligated to provide confidential and secure storage.

### **14.2 Security of records**

A registrant must ensure that:

- a) the records of all his or her professional services, including those of his or her supervisees, are secured, including but not limited to by restricting access to files, locking file cabinets, and providing secure storage for files;
- b) the privacy of all client information and data is assured; and
- c) if a professional storage facility is used it maintains appropriate security practices.

### **14.3 Electronic/optical storage security**

When information that is required to be prepared, kept, or maintained under this Code is prepared, kept, or maintained by electronic or optical techniques, a registrant must ensure that these techniques are designed and operated so that the information is reasonably secure from loss, tampering, interference, or unauthorized use or access. A registrant must also take all reasonable steps to ensure any electronic/optical storage is updated as necessary to ensure the information remains accessible if previous storage strategies become obsolete.

### **14.4 Handling confidential records**

A registrant must maintain the confidentiality of all records under his or her control in whatever form they are maintained and at all times, including while they are being created, stored, disposed of, accessed, or transferred.

### **14.5 Copying of Documents**

Registrants who have determined that they must produce all or any part of their practice record in response to a request or order must, if the circumstances permit, provide a copy of their records rather than the original. Any fees set for copying and releasing records must be set consistently with the requirements of Section 12.0 of this Code. A registrant may contract for off-site professional copying services provided those services are, at a minimum:

- a) Confidential - The employees are bound by a confidentiality agreement;
- b) Secure - Confidential documents are kept secure and separate from the rest of the printing operations; any waste from the copying is retained and shredded; and
- c) Accurate and legible - Services include a 100% quality control page-by-page check of copies against the original sets; services include a legibility check for difficult-to-copy items such as pencil notations; any perceived errors and omissions (e.g., missing pages) are recorded and reported back to the registrant.

### **14.6 Contingency planning for clients and records**

A registrant must:

- a) be in compliance with the requirement to name a professional executor; and
- b) make plans in advance so that confidentiality of records and data is protected in the event of the registrant's death, incapacity, or withdrawal from the position or practice. Such plans must include consideration of all practice record locations, including institutions and professional storage facilities, if any.

#### **14.7 Transfer on retirement**

A registrant may retire or withdraw from the practice of psychology but elect to remain on the College register. In the event a registrant leaves the College register, he or she must ensure that:

- a) each client record for which he or she has primary responsibility is transferred to another registrant whose identity is made known to the client, the institution, or the project under whose auspices the psychological services were provided, or
- b) each client for whom he or she has primary responsibility is notified in a timely fashion that the registrant intends to resign and that the client can obtain copies of the client's own record or have copies provided to such person(s) as the client may direct, subject to Standard 6.12.

#### **14.8 Common filing system**

A registrant employed in a multidisciplinary setting where a common filing system is used must:

- a) exercise appropriate care when placing information in a common file in order to ensure that his or her opinions, reports, findings, and recommendations are not misunderstood by members of other disciplines;
- b) work with his or her employer where appropriate to develop written policies and procedures that ensure the maintenance, storage, and access to all practice records and psychology files complies with both privacy legislation and with the registrants' responsibilities under this Code;
- c) educate others in the workplace regarding the privacy and confidentiality obligations of psychologists with regard to psychology practice records under this Code and under privacy legislation, and require some form of confidentiality agreement for others in the workplace who may come in contact with psychology practice records as appropriate;
- d) establish written policies and procedures for handling, copying, and destroying psychology practice records, for protecting the confidentiality of psychology practice records, and for ensuring there is a succession plan (as set out in Standard 14.7 of the Code) in the event of the registrant's death, incapacity, resignation, termination, or withdrawal from employment;
- e) prior to seeing clients, clarify if and how record-keeping policies and procedures of the publicly-funded or multidisciplinary setting impact on the confidentiality of clients, and review this information with clients as part of obtaining their informed consent to provide services; and
- f) assume responsibility for the appropriate management of any psychological tests being purchased under the name and qualifications of the registrant, including by ensuring written policies and procedures exist for the storage and handling of these materials in accordance with contractual obligations to the test publisher, the Code of Conduct, and privacy legislation, ensuring that these policies and procedures take into account future changes in psychology staffing, and educating others in the workplace about the proper maintenance and storage of test materials and test results.

**14.9 [Deleted. See revised Standard 14.8]**

**14.10 Coding of database information**

If confidential information concerning clients is to be entered into a database or system of record keeping which is available to persons whose access has not been authorized by the client, a registrant must use coding or other techniques to avoid the inclusion of personal identifiers.

**14.11 Research protocol**

If a research protocol approved by an institutional review board or similar body requires the inclusion of personal identifiers, a registrant must ensure that those identifiers are deleted before the information is made accessible to persons other than those to whom the client has authorized access.

**14.12 Exception to 14.11**

If the deletion required in Standard 14.11 is not feasible, a registrant must take steps to determine that appropriate consent of personally identifiable individuals has been obtained before:

- a) the data is transferred to others; or
- b) he or she reviews the data collected by others.

**14.13 Ownership of records**

Recognizing that ownership of records and data is governed by legal principles, a registrant must take reasonable and lawful steps to ensure that records and data remain available to the extent needed to serve the best interests of clients, research participants, and appropriate others.

**15.0 TEACHING**

**15.1 Design of education programs**

A registrant responsible for education and training programs must ensure that the programs are competently designed, provide the necessary and proper experiences, and meet the stated goals of the program.

**15.2 Accurate descriptions of education/training programs**

A registrant responsible for education and training programs must ensure that the following information is specified and made readily available to all interested parties:

- a) a current and accurate description of program content;
- b) any prerequisite requirements for gaining entry to the program;
- c) training goals and objectives; and
- d) requirements that must be met for satisfactory completion of the program.

### **15.3 Accurate descriptions of courses**

A registrant responsible for education and training programs must ensure that statements concerning course outlines are accurate and not misleading, particularly with respect to the subject matter to be covered, the basis for evaluating progress, and the nature of course experiences.

### **15.4 Accurate advertising**

To the degree that he or she exercises control, a registrant responsible for announcements, catalogues, brochures, or advertisements describing workshops, seminars, or other non-degree-granting educational programs must ensure that the publicity materials accurately describe the audience for which the program is intended, the educational objectives of the program, the presenters, and the fees involved.

### **15.5 Accuracy in training**

When engaged in teaching or training, a registrant must present psychological information accurately and with a reasonable degree of objectivity.

### **15.6 Assessing students and supervisees**

In academic and supervisory relationships, a registrant must establish an appropriate process for providing feedback to students and supervisees and inform them of same at the outset.

### **15.7 Basis for assessment**

A registrant must evaluate students and supervisees on the basis of their actual performance on relevant and established program requirements.

### **15.8 Prohibitions on training**

A registrant must not teach the use of any techniques or procedures to individuals who lack the prerequisite training or qualifications, the legal scope of practice, or the expertise to employ such techniques or procedures.

### **15.9 Knowledge of regulation**

A registrant providing supervisory services to individuals who are under the jurisdiction of another regulatory body must maintain awareness of any regulatory provisions pertinent to the supervisee's professional activities.

### **15.10 Supervision in multidisciplinary/collaborative care settings**

A registrant in a supervisory role over a non-registrant in a multidisciplinary/collaborative care setting is responsible for ensuring he or she:

- a) provides supervision only for that work for which each non-registrant has the appropriate background, training, and experience;
- b) clarifies his or her obligations as a supervisor with his or her employer, if any, and with his or her supervisee(s) regarding documentation of supervision, providing feedback to supervisees, reporting of supervisee activities, and any other elements of the supervision;
- c) maintains compliance with all other requirements in this Code pertaining to supervisory services.

## **16.0 RESEARCH**

### **16.1 Recognized standards**

A registrant must design, conduct, and report on research in accordance with recognized standards of scientific competence and ethical research.

### **16.2 Avoiding misleading results**

A registrant must plan his or her research to minimize the possibility of misleading results.

### **16.3 Ethical considerations**

In planning research, a registrant must take into account any applicable ethical considerations.

### **16.4 Resolution of ethical issues**

If application of an ethical issue is unclear, a registrant must seek to resolve the issue through consultation with institutional review boards, animal care and use committees, peer consultation, or consultation with other appropriate resources.

### **16.5 Ethical conduct of research**

A registrant is responsible for the ethical conduct of research conducted by him- or herself or by others under his or her supervision or control.

### **16.6 Protection of animals/human welfare**

In research projects, a registrant must implement appropriate protections for the rights and welfare of human participants and other persons affected by the research, and for the welfare of animal subjects.

### **16.7 Offering research inducements**

If a registrant offers professional services as an inducement to obtain research participants, a registrant must make clear to the participants the nature of the professional services offered, including any risks associated with and limitations to such services.

### **16.8 Unacceptable inducements**

A registrant must not offer excessive or inappropriate financial or other inducements to obtain research participants, particularly if such inducements may be expected to coerce participation.

### **16.9 Competent research**

A registrant must conduct research competently and with due concern for the dignity and welfare of the participants.

#### **16.10 Required consultations**

As part of the process of development and implementation of research projects, a registrant must consult those with expertise concerning any special population that is under investigation or that is likely to be affected by the research.

#### **16.11 Compliance with law**

A registrant must plan and conduct research in a manner consistent with international, federal and provincial laws and with professional standards governing the conduct of research, particularly those standards governing research with human participants and animal subjects.

#### **16.12 Institutional approval**

Before conducting research, a registrant must:

- a) provide accurate information about his or her research protocol in a research proposal to the host institution or organization; and
- b) obtain appropriate approval from the host institution or organization.

#### **16.13 Research in accord with protocol**

A registrant must conduct his or her research in accordance with any research protocol approved under Standard 16.12.

#### **16.14 Information to participants**

A registrant must provide a prompt opportunity for research participants to obtain appropriate information about the nature, results, and conclusions of the research, including any information necessary to correct any misconceptions the participants may have.

#### **16.15 Exception to 16.14**

If scientific or humane values justify delaying or withholding the information referred to in Standard 16.14, a registrant must take measures to reduce the risk of harm.

#### **16.16 Appropriate interference**

In conducting research, a registrant must only interfere with the research participants or the milieu from which data is collected in a manner that is warranted by an appropriate research design, and consistent with the registrant's role as a scientific investigator.

#### **16.17 Honouring commitments**

A registrant must honour all commitments he or she has made to research participants.

#### **16.18 No false reporting**

A registrant must not fabricate or falsify research data or results, or exaggerate the meaning and/or significance of any research data or results.



#### **16.19 Errors in reporting**

If a registrant discovers significant errors in his or her published data, the registrant must take steps to correct such errors in a correction, retraction, erratum, or by other appropriate publication means.

#### **16.20 Professional reviews**

A registrant who reviews material submitted for publication, grants, or research proposal review must respect the confidentiality of the information and the proprietary rights of the submitter in that information.

#### **16.21 Care of animals**

A registrant must acquire, care for, use, and dispose of animals in compliance with current federal, provincial, and local laws and with the utmost regard for applicable professional and humane standards.

#### **16.22 Required training for animals**

A registrant who conducts research involving animals:

- a) may only do so if trained in research methods with and experienced in the care of those animals;
- b) must supervise all procedures involving the animals; and
- c) is responsible for ensuring appropriate consideration of the animals' comfort, health, and their humane treatment.

#### **16.23 Minimize discomfort of animals**

A registrant who conducts research involving animals must treat them humanely and must make efforts to minimize their stress, discomfort, infection, illness, and pain.

#### **16.24 Exception to 16.23**

A registrant may only use a procedure subjecting animals to pain, stress, or privation when an alternative procedure is unavailable, and the goal is justified by its prospective scientific, educational, or applied value.

#### **16.25 Use of surgical procedures**

A registrant who conducts research involving animals must ensure that:

- a) any required surgical procedures are performed under appropriate anesthesia; and
- b) techniques to avoid infection and to minimize pain are used before, during, and after surgery.

#### **16.26 Humane termination**

When it is appropriate that an animal's life be terminated, a registrant must ensure that it is done humanely, with an effort to minimize stress and pain, and in accordance with accepted procedures.

### **16.27 Training for supervisees**

A registrant must ensure that his or her supervisees who are working with animals have received instruction in proper research methods and in the care, maintenance, and handling of the species being used, to the extent appropriate for the role to be played by the supervisees.

## **17.0 PUBLISHING**

### **17.1 Plagiarism**

A registrant must not present portions or elements of another's work or data as his or her own, even if the other work or data source is cited occasionally.

### **17.2 Publication credit**

A registrant must only take responsibility and credit, including authorship credit, for work he or she has actually performed or to which he or she has substantially contributed.

### **17.3 Co-authorship credit**

A registrant must ensure that principal authorship and other publication credits accurately reflect the relative scientific or professional contributions of the individuals involved, regardless of their relative status.

### **17.4 Inappropriate basis for credit**

A registrant is not justified in taking authorship credit based solely on holding an institutional position, such as Department Chair.

### **17.5 Minor contributions**

A registrant must acknowledge, in footnotes, an introductory statement, or in another appropriate manner, the minor contributors to the research or to the writing for publication.

### **17.6 Student credit**

A registrant must identify a student as principal author on any multiple-authored article which is substantially based on the student's dissertation or thesis.

### **17.7 Duplicate publication**

A registrant must not publish as original data, any data which have previously been published. This prohibition does not prevent the republication of such data when it is accompanied by a proper acknowledgment.

### **17.8 Sharing data with others**

After research results are published, a registrant must not withhold the data on which his or her conclusions are based from other competent professionals who seek to verify the substantive claims of the research through re-analysis, and who intend to use such data only for that purpose.

### **17.9 Limitations on 17.8**

Standard 17.8 only applies if the confidentiality of the research participants can be protected and any legal rights concerning proprietary data are not violated.

## **18.0 COMPLIANCE WITH LAW**

### **18.1 Legal compliance**

A registrant must:

- a) maintain current working knowledge of the laws applicable to the provision of psychological services, and of the professional standards and policies of the College as set out in this Code or issued in any other form made available to all registrants; and
- b) conduct him- or herself so that the psychological services provided by the registrant or his or her supervisees comply with the laws applicable to the provision of psychological services and with the professional standards and policies of the College set out in this Code or in any other form or document made available to all registrants.

### **18.2 No defence**

A registrant's lack of awareness or misunderstanding of an applicable law, standard, policy, advisory, or guideline referred to in Standard 18.1 does not of itself constitute an adequate defence to a charge of professional misconduct.

### **18.3 Criminal offence [Deleted]**

### **18.4 Fraud/misrepresentation/deception**

A registrant must not use fraud, misrepresentation, or deception in obtaining registration status with the College or in conducting any activity related to the practice of psychology except as provided for in Sections 4.0 and 16.0 of this Code regarding research activities.

### **18.5 Unauthorized assistance**

A registrant must not knowingly aid or abet another individual in misrepresenting that individual's professional credentials or registration status, or engaging in illegal conduct relating to the practice of psychology.

### **18.6 Conflicts with legal system**

A registrant must be aware of the occasionally competing demands placed upon him or her by the standards in this Code and the requirements of the legal system, and must attempt to resolve these conflicts by:

- a) making known his or her obligations to comply with this Code; and
- b) taking steps to resolve the conflict in a responsible manner.

**TABLE OF CHANGES, ADDITIONS AND UPDATES TO THE 2014 CODE  
(FROM THE 2009 CODE)**

<b>Standard</b>	<b>Change</b>
"Confidential information"	Updated
"Consent" and "Assent"	New
"Records" or "Practice Record"	Updated
1.2 Meaning of "client"	Updated
1.4 Interpretation aids	Updated
1.8 Use of headings	Updated
2.1 Scope	Updated
2.4 Non-compliance [Deleted]	Deleted
3.2 Maintaining competency	Updated
3.3 Demonstration of knowledge	Updated
3.4 Incompetence [Deleted]	Deleted
3.5 Limits on practice	Updated
3.8 Regulatory knowledge	Updated
3.13 Accuracy	Updated
3.17 Exception to 3.16	Updated
3.18 Limitations on opinions	Updated
3.20 Clear and understandable	Updated
3.21 New competencies	Updated
3.22 Where no standards for training	Updated
3.24 Obtaining needed training for special situations	Updated
3.25 Special assessments/interventions	Updated
3.27 Impaired competence	Updated
3.29 Terminating due to impairment	Updated
3.30 Offering services through telepsychology	New
3.31 Exception to 3.30	New
4.1 No services without informed consent	Updated
4.2 Elements of informed consent	Updated
4.3 Lack of capacity to give informed consent	Updated
4.4 Informed consent and family law proceedings	Updated
4.6 Structuring the relationship	Updated
4.7 Supervised services	Updated
4.8 Innovative services and applications	Updated
4.11 Informing about assessment procedures	Updated
4.13 Informed consent for research	Updated
4.14 Informed consent for intervention research	Updated
4.15 Research with subordinates	Updated
4.16 Required research participation	Updated
4.17 Respect for research participants	Updated
4.18 No sex with research participants	Updated
4.21 No deception about risks	Updated
4.22 Dispensing with informed consent	Updated
4.23 Debriefing	Updated
4.24 Court ordered assessments or treatment	New
4.25 Informed consent and file reviews	New
5.1 Preserving client welfare	Updated

<b>TABLE OF CHANGES, ADDITIONS AND UPDATES TO THE 2014 CODE (FROM THE 2009 CODE)</b>	
<b>Standard</b>	<b>Change</b>
5.2 Providing explanation of procedures	Updated
5.4 No abuse of information/power with clients or former clients	Updated
5.5 No misuse of influence	Updated
5.6 Gifts	Updated
5.7 No stereotyping	Updated
5.9 Multiple clients	Updated
5.10 Prohibited dual relationships	Updated
5.12 Identifying conflicts of interest or dual roles	Updated
5.13 Third-party requests for services	Updated
5.14 No harassment, sexual harassment , exploitation, or discrimination	Updated
5.15 [Deleted. See revised Standard 5.28]	Deleted
5.16 No former sex partners	Updated
5.18 Continuity of care when employment ends	Updated
5.22 Supervision to ensure standards	Updated
5.23 Delegation of responsibilities	Updated
5.24 Institutional conflicts	Updated
5.25 [Deleted. See revised Standard 5.14]	Deleted
5.26 Avoiding harm	Updated
5.27 [Deleted. See revised Standard 5.14]	Deleted
5.28 No sexual or romantic relationships with those under one's authority or with clients or former clients.	Updated
5.29 [Deleted. See revised Standard 5.14]	Deleted
5.30 Treatment of complaints and complainants	Updated
5.31 Respecting others	Updated
5.32 Research subjects	Updated
5.33 Therapeutic relationships	New
5.34 No inappropriate supervision	New
6.1 Informing about limits of confidentiality	Updated
6.2 No disclosure without written consent	Updated
6.3 Multiple clients	Updated
6.4 Interested third party	Updated
6.5 Limiting access to client records	Updated
6.6 [Deleted. See Standard 6.17]	Deleted
6.7 Disclosure where risk of harm	Updated
6.8 Limits on 6.7	Updated
6.9 Clients without legal capacity	Updated
6.10 Exceptions to 6.9	Updated
6.13 Release of psychology records	Updated
6.14 Sharing with professionals	Updated
6.16 Provision of records to College	Updated
6.18 Disguised information	Updated
7.1 Compliance with regulation/discipline and quality assurance program	Updated
7.5 Communicating with the Board on matters before the College	Updated

<b>TABLE OF CHANGES, ADDITIONS AND UPDATES TO THE 2014 CODE (FROM THE 2009 CODE)</b>	
<b>Standard</b>	<b>Change</b>
7.6 Compliance with undertaking	Updated
7.7 Compliance with limitation/condition.	Updated
7.8 Unprofessional behaviour	Updated
7.9 Professional cooperation	Updated
7.10 Providing information to clients	Updated
7.11 [Deleted. See Standard 7.9]	Deleted
7.12 Determination before offering overlapping services	Updated
7.13 Minimizing conflict	Updated
7.14 [Deleted. See HPA 32.2, 32.3, 32.4]	Deleted
7.15 [Deleted. See HPA 32.2, 32.3, 32.4]	Deleted
7.16 [Deleted. See HPA 32.2, 32.3, 32.4]	Deleted
7.20 Signing Documents	Updated
7.21 Electronic Documents	Updated
8.2 Services appropriate to needs	Updated
8.3 Fulfillment of agreements	Updated
8.4 Provision of partnership services	Updated
8.6 Accountability for supervisees	Updated
8.7 Obligation to advise of responsibility	Updated
8.8 Provision of services in sponsoring agency	Updated
9.1 Identification as registrant	Updated
9.2 Accurate representation of credentials	Updated
9.3 No specialty designation	Updated
9.4 Misrepresentation of affiliation	Updated
9.5 Misrepresentation of non-registrant as a registrant	Updated
9.6 Correction of misrepresentation	Updated
9.7 Requirements for credential presentation	Updated
10.1 Misleading information	Updated
10.5 Solicitation for services	Updated
10.7 Public statements	Updated
10.8 No solicitation or use of testimonials	Updated
10.9 No misrepresentation of expertise	Updated
10.10 Exception to 10.9	Updated
10.11 No misrepresentation of registration	Updated
10.12 No inducement for news publicity	Updated
10.13 Indication of paid advertisement	Updated
10.15 Media presentations	Updated
10.16 No false or deceptive statements	Updated
10.17 [Deleted . See revised Standard 10.15]	Deleted
10.18 No unauthorized use of College logo	New
10.19 Use of restricted title in company or business name	New
11.1 Requirements for performing assessments	Updated
11.2 Responsibility for assessment	Updated
11.8 Obligation to provide explanation and exception	Updated
11.9 Interpreting results	Updated

<b>TABLE OF CHANGES, ADDITIONS AND UPDATES TO THE 2014 CODE (FROM THE 2009 CODE)</b>	
<b>Standard</b>	<b>Change</b>
11.14 Test security	Updated
11.15 Selection and validity of assessment test, device or procedure	Updated
11.16 Maintenance of integrity of tests	Updated
11.18 Selection of scoring services A	Updated
11.19 Reliance on computer reports or interpretive texts	Updated
11.20 Acknowledgment of sources	Updated
11.22 Direct examination of individual	Updated
11.23 Exception to 11.22	Updated
11.24 Avoiding conflicting roles	Updated
11.26 Role clarification at outset and later on	Updated
11.27 Impartiality	Updated
11.28 Truthfulness and candor	Updated
11.29 Prior relationships	Updated
11.31 Exception to 11.30	Updated
11.33 Conclusions and recommendations	Updated
11.34 Repeat assessment	Updated
11.35 Explanation for repeat assessment	Updated
11.36 Review of other's report or file review	Updated
12.1 General obligation	Updated
12.2 Providing accurate fee information at the outset	Updated
12.3 Fee basis	Updated
12.4 Inappropriate basis for fees	Updated
12.7 Discretion on interest	Updated
12.9 Exception to 12.8: Retainer in trust	Updated
12.11 Exception to 12.10	Updated
12.13 Reasonableness	Updated
12.15 Accurate fee reports	Updated
12.16 No inappropriate assertion of supervisory relationship	New
13.1 Length of record retention	Updated
13.3 Legal requirements	Updated
13.4 Discretion to keep longer	Updated
13.6 Content of records	Updated
13.7 Complete and legible records	Updated
13.8 Supervisory records	Updated
13.9 Content of supervisory records	Updated
13.10 Record of fees	Updated
13.11 No basis for disposing of records	New
13.12 Documents held in an institution	New
14.1 Location of records	Updated
14.2 Security of records	Updated
14.3 Electronic/optical storage security	Updated
14.5 Copying of Documents	Updated
14.6 Contingency planning for clients and records	Updated

<b>TABLE OF CHANGES, ADDITIONS AND UPDATES TO THE 2014 CODE (FROM THE 2009 CODE)</b>	
<b>Standard</b>	<b>Change</b>
14.7 Transfer on retirement	Updated
14.8 Common filing system.	Updated
14.9 [Deleted. See revised Standard 14.8]	Deleted
14.11 Research protocol	Updated
14.13 Ownership of records	Updated
15.1 Design of education programs	Updated
15.2 Accurate descriptions of education/training programs	Updated
15.3 Accurate descriptions of courses	Updated
15.7 Basis for assessment	Updated
15.8 Prohibitions on training	Updated
15.9 Knowledge of regulation	New
15.10 Supervision in multidisciplinary/collaborative care settings	New
16.1 Recognized standards	Updated
16.4 Resolution of ethical issues	Updated
16.5 Ethical conduct of research	Updated
16.6 Protection of animals/human welfare	Updated
16.7 Offering research inducements	Updated
16.8 Unacceptable inducements	Updated
16.10 Required consultations	Updated
16.11 Compliance with law	Updated
16.12 Institutional approval	Updated
16.14 Information to participants	Updated
16.16 Appropriate interference	Updated
16.18 No false reporting	Updated
16.19 Errors in reporting	Updated
16.21 Care of animals	Updated
16.22 Required training for animals	Updated
16.23 Minimize discomfort of animals	Updated
16.25 Use of surgical procedures	Updated
16.26 Humane termination	Updated
16.27 Training for supervisees	Updated
17.4 Inappropriate basis for credit	Updated
17.7 Duplicate publication	Updated
17.8 Sharing data with others	Updated
18.1 Legal compliance	Updated
18.3 Criminal offence [deleted]	Deleted
18.4 Fraud/misrepresentation/deception	Updated