



BCACC



Inspiration into Action

2018 Annual Report

BC Association of
Clinical Counsellors

Contents

2	Strategic Plan 2016 - 2020	19	Finance Reports
3	Strengthening Our Foundations	24	BCACC Member Insurance
4	Our People	26	Regulatory Update
5	President's Report	36	BCACC Regions
7	Executive Director's Report	39	Communications
10	Committee Reports	41	BCACC Contact Information

Strategic Plan 2016 - 2020

The principles and goals of this Strategic Plan have continued to inform the work of the Board of Directors and BCACC volunteers in 2018. The Strategic Plan directed the development of the *Strengthening Our Foundations* project, a framework for the modernization of the BCACC. A timeline of the *Strengthening Our Foundations* project can be found on the following page.

VISION Safe, effective counselling therapy, available to all

Mission

Building the profession through accountable, well-resourced and supported counsellors

Values Professionalism, Accountability, Respect

Our values reflect shared beliefs, things we hold to be important. Together with the vision and mission, these values are foundational for the Association and guide everything we do.

PRINCIPLES

As an Association, we strive to attain and uphold our values of professionalism, accountability and respect through principles and practices such as the following.

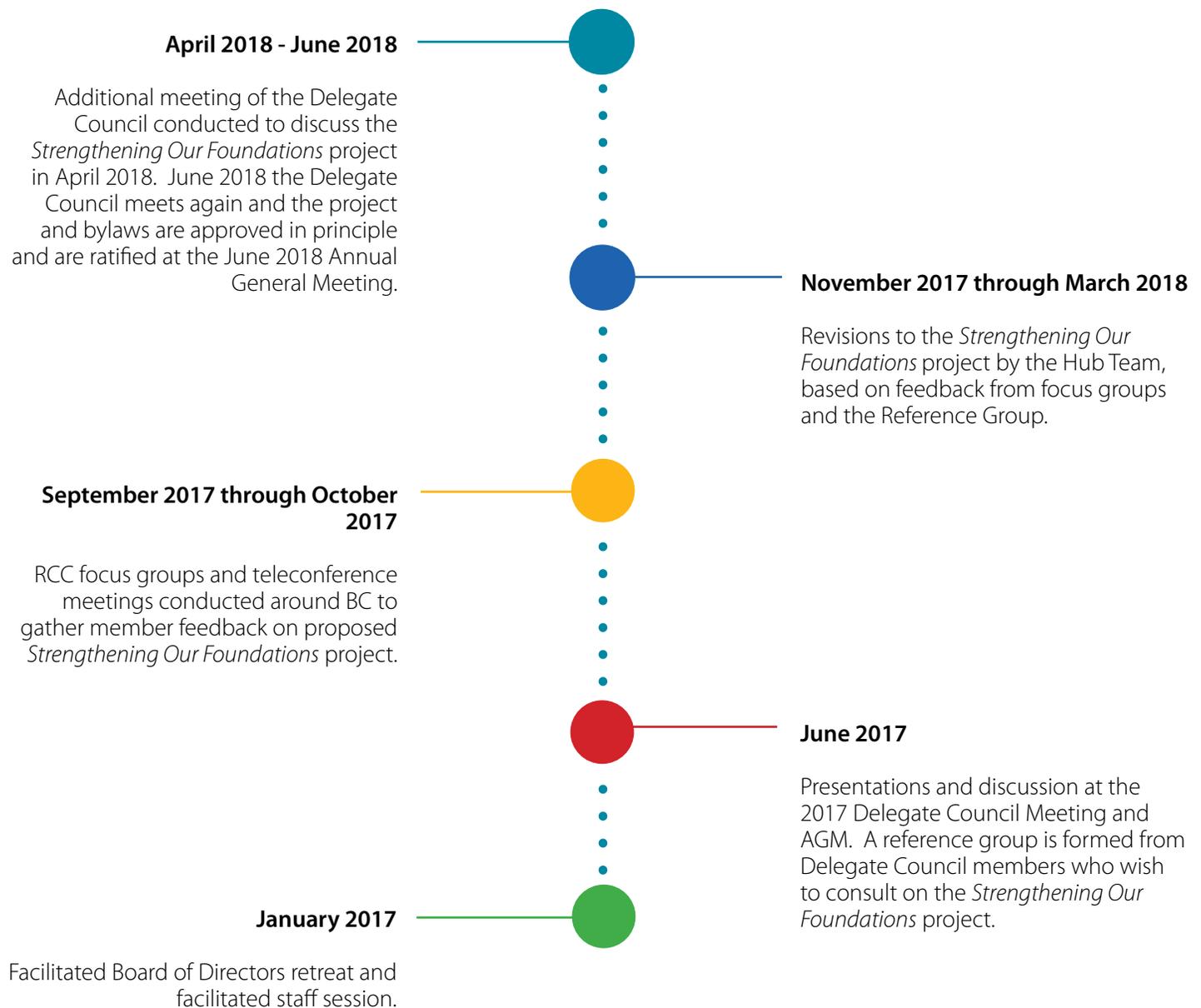
Professionalism	High standards, Integrity, Lifelong Learning, Collaboration, Collegiality
Accountability	Transparent, Ethical, Fair, Trustworthy
Respect	Responsiveness, Compassion, Sensitivity, Social Responsibility, Diversity

Goals

- Goal 1: Continue to refine the regulatory process
- Goal 2: Promote and support members' professional growth and development
- Goal 3: Build recognition and acceptance of the clinical counselling profession
- Goal 4: Establish and maintain governance and financial best practices

Strengthening Our Foundations

The *Strengthening Our Foundations* project was an organizational project which served to update the BCACC governance model and regulatory structure. The project served to bring BCACC into compliance with the Societies Act, 2016. The finalized project was ratified, along with new BCACC bylaws at the Annual General Meeting, June 15, 2018. We are thankful for the many hours of volunteer and staff time put into this extensive project. The following is a timeline of the work completed on the *Strengthening Our Foundations* initiative.



Our People

“Coming together is a beginning. Keeping together is progress. Working together is success.”

- Henry Ford

Head Office Staff

Carolyn Fast, Executive Director
Angela Burns, Registrar
John Gawthrop, Deputy Registrar
Linda-Mary Bluma, Finance Officer
Andrea Curran, Executive Coordinator
Marci Zoretich, Member Services Coordinator
Sarah Clutchey, Registration Coordinator
Donna Knee, Professional Practice Coordinator
Janine Toombs, Events Coordinator
Kim Carver, Reception/Office Assistant
Joan Paul, Reception/Office Assistant
Elana Ilott, Communications Coordinator

Staff finishing in 2018:

Coral Payne, Member Services Coordinator
Cindy Todd, Reception/Office Assistant

2018 Board of Directors

Joan Campbell, President
Deborah Braun, Vice President
Merry Miller, Treasurer
Irene Champagne, Director
Jane Goranson-Coleman, Director
Shirley Halliday, Director
Lee McLeod, Director
Rebecca Scott, Director
Katya Sivak, Director
Muzaffar Syed, Director

Regional Council Chairs

Rebecca Scott, Region 1 North Coastal
John Fraser, Region 2 Southern Vancouver Island
Janet White, Region 3 Interior South
Nazanin Moghadami, Region 4 Lower Mainland NW
Carolynn Turner, Region 5 Fraser Valley
Matt McClaskey, Region 6 Interior North

President's Message

A Year of Change

by Joan Campbell, M.Ed., RCC

Having the initials RCC continues to be a desirable designation for many people in BC who are becoming counsellors or who already work in the counselling profession. Our member numbers have increased to 4,196 in 2018. Having this many Association members also requires an increase in the support offered by our Head Office which has correspondingly grown with two additional staff.

The Watson Report that we funded and received in 2015 pointed out several ways that we could modernize our internal governance structures. To that end, we have worked hard to bring into being those suggestions. 2018 saw our Delegate Council, our mechanism for enacting and changing our bylaws, retired and the Board of Directors given that responsibility. BCACC's Delegate Council came together twice, once in March and for the last time in June to support and vote for the changes outlined in the *Strengthening Our Foundations* document and to approve in principle the bylaws which had been streamlined and updated. Saying goodbye to many people who had served as members of the Delegate Council, some for many years, and representing all six regions of our province was an emotional and heartwarming experience. Our new governance structure now includes a policy-making Board of Directors and an Advisory Council whose mandate provides regional representation and an additional way to give input and feedback to the Board.

Our Association is the largest member represented at the FACTBC table and this year, with the change in government and the opioid/mental health crisis that has impacted so many people and so many communities, we are finally able to see some progress in our twenty-plus year attempt to have counselling in BC regulated through a college. FACTBC President, Glen Grigg, has been in conversation with those in government designated to represent Minister Darcy, of the Ministry of Mental Health and Addictions, and has felt some optimism about the possibility we could see regulation happen. The *Cayton Report, An Inquiry into the Performance of the College of Dental Surgeons of British Columbia and the Health Professions Act*, to be released in May of 2019, may put some hesitation to that optimism but there is acknowledgement of the need to regulate counsellors with the mechanism yet to be decided.

President's Message

A Year of Growth

Continued

BCACC continues to be a vital and amazing organization with dedicated staff, many willing members volunteering their time, energy and ideas and a future that is beyond our wildest imagining. I thank you for the honor of serving you and will continue to do so to the very best of my ability.

Executive Director

Change In Motion

by Carolyn Fast, M.A.C.D.

As I contemplated writing another annual report message, I started by looking for a quote that might capture the issues, challenges and successes of the past year. It was very hard to find one statement that worked, so I've chosen three! These three quotes provide a framework for the work of BCACC in 2018.

Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world.

- Desmond Tutu, theologian and human rights activist

The successes of any organization always begin with the people. BCACC is fortunate to have many wonderful members, staff, and volunteers and each one contributes to the sustaining, growing and succeeding of the Association. 2018 was no exception as many served to implement our new governance model, joined new committees and task forces, accommodated new methods of communicating and working together and set new directions. All this growth has been forged by people. With thanks, we value each gift of time and energy.

Every attempt to reach new milestones holds opportunities for us to learn, adjust and progress.

- Jim Bridenstine, NASA administrator, after Israel's Beresheet spacecraft crashed on the moon

2018 saw new goals and innovations - and fortunately no moon crashes! Improved technological support for the membership (and staff at Head Office) happened with the change to MPower, our new client information management system. The system is built and supported in Canada, providing safe and secure storage of members' personal information. While the change was challenging, and afforded many opportunities to learn new things, we are on our way to more effective management of information, privacy and security for the Association.

The Member Services and Ethics Committees have been actively engaged in new initiatives. Notable accomplishments include development of a health benefits plan for members, engagement with ICBC to ensure BCACC members were part of planning for the significant changes to minor injury coverage to be established in

Executive Director

Executive Director's Report

Continued

2019. This helped to ensure that counselling support will continue to play a major role in recovery. Other activities include early development work on a new approach to clinical supervision for the Association and an ethics mentoring and support program for the membership, as well as starting review of our standards and guidelines. All these programs and projects are expected to develop through 2019, with implementation late next year or early 2020. Finally, first steps were taken to plan for a major conference in Richmond in late 2019.

All other teams – Regulatory, Communications, Administration, and Finance – work behind the scenes to provide support to members. For the first time, training for new Regional Council Chairs and the new Advisory Council was held in Victoria. Processes to refine and improve events co-ordination between regional volunteers and Head Office also took place. These small innovations occur throughout the year to make services at Head Office more accessible.

Another area of focus was our continued work with FACTBC, with some success achieved in forging new relationships with the Ministry of Mental Health and Addictions. Thanks to members, Glen Grigg and Joan Campbell, for representing BCACC to advance the cause of regulation of counselling. This is one area where achievement is not instant and perhaps the quote heading up this section is how we must measure the path to success.

To achieve great things, two things are needed: a plan and not quite enough time.

- Leonard Bernstein, composer

I am always amazed at how much work our staff gets done and the Bernstein quote captures it all! Our 12 full and part-time staff work collaboratively with dedication, commitment, considering new ways to do things, with good humour and all in the context of time and resource pressures. We focus on quality service to members and the public, as well as working effectively as a team. We said goodbye and thanks to two staff last year, Cindy Todd and Coral Payne. We welcomed Joan Paul to our Front Desk Administrative Support and Elana Ilott to our Communications Team. Thank you to each staff person who continues to serve BCACC so well.

Executive Director

Executive Director's Report

Continued

Special thanks to Angela Burns, Registrar, for her ongoing support and wisdom.

While not staff, two long-time service providers who retired from their jobs in 2018 deserve recognition. Brad Ackles, VP at Mitchell and Abbott and George Bryce, BCACC counsel, have both been dedicated, accessible and resourceful advocates and contributors to the work of BCACC. We wished them well with gifts and acknowledgements as they each begin a new phase of life.

2019 will bring new work, new challenges and new opportunities to serve. That service happens at BCACC, but also in what you as counsellors do each day with your clients, your agencies, your communities. We are proud to be your partners in providing mental health and wellness services in BC!

Governance

Governance Committee Report

by Merry Miller, Ph.D., RCC, Chair

The Governance Committee under the new governance model, is a committee of the Board whose purpose is to ensure that the Board of Directors governs the Association effectively through two key functions: the nominations process and Board development. In 2018, the Governance Committee was formed and terms of reference were established.

The Committee, through its Nominations Task Group, conducts an annual recruitment and screening process to recommend strong member candidates for the Board of Directors. It also oversees and assists with other calls for nominations for committees, task forces and Advisory Council. The Task Group's process will include surveying the need for various skill sets, diversity, experience, and regional representation, overseeing the call for nominations among the membership and ensuring that elections comply with bylaws and legal requirements. As is possible, the Task Group will match the recruits with the needs of the Board. If candidates lack skills, then the Task Group can prepare to train for those skills once nominees are in their roles on the Board. Each year a slate will be approved at the Annual General Meeting. In 2018, the Nominations Task Group began working on a major review and revision of the nominations documentation and processes in anticipation of a call for nominations for board directors in early 2019.

The second role of the Committee, board development, will involve orientation of new board members, annual evaluations of board performance, developing priorities for board training – individually and as a group – and creation of resources that will support the board members in their work. In 2018, the Committee began a project to develop a Board Governance Manual which will be an online resource made up of organizational policies, board policies, resource materials and tools that will give each board member access to information they require in their oversight roles. The manual will be launched in the summer of 2019.

In the fall of 2018, a significant training workshop was presented by Watson Inc., governance consultants, to train and orient new and existing board members in their new policy governance roles. We plan to continue this level of training regularly to help equip board members for their fiduciary responsibilities.

Governance

Governance Committee Report

Continued

2018 is a building year for the work of the Governance Committee. We are grateful to the members – Merry Miller, Joan Campbell, Deb Braun, Lida Izadi, and Shirley Halliday – for their diligent work in this first year. Carolyn Fast, Executive Director, provides staff support to the Committee.

Thank You to Our Governance Committee

Gratitude is expressed to our committee members for their ongoing energy and commitment.

Merry Miller, Chair
Lida Izadi
Deb Braun

Region 3
Region 4
Region 4

Joan Campbell
Shirley Halliday
Carolyn Fast

Region 1
Region 4
Executive Director

Member Services

Member Services Committee Report

by Lida Izadi, M.A., RCC, Chair

The Member Services Committee had a change of staff person in 2018. We bid farewell to Coral Payne and thank her for the work she did to get the committee off the ground and formed. The group was on hiatus while a new staff person was hired at BCACC Head Office.

Marci Zoretich transitioned from Communications Coordinator to the Member Services Coordinator in October 2018 and the Committee met the same month. The Member Services Committee was briefed on initiatives that BCACC Head Office and other committees had been working on that included updates to the way we collect gender information from members and advocacy work with ICBC during their restructuring process. The Committee also reviewed the new member portal on the BCACC website and advised on additions to formatting and content that would be of use to members.

Work on the November 2019 conference, *Wired Together: Self, Science, Society*, began in earnest. The Conference Committee has brought together great ideas for a theme that will resonate with counsellors and serve to inform practice while shining a light on the talented individuals who carry the RCC designation.

The Member Services Committee is also engaged in looking at the services that BCACC brings to the membership and has identified areas of interest that include:

- Livestreaming / video recording of BCACC events
- Creation of safe and robust online Communities of Practice that allow RCCs to connect with each other
- Advocacy opportunities with service providers – EAPs

In October 2018, BCACC was proud to release a Health and Benefits plan specifically for Registered Clinical Counsellors. This plan was crafted in response to a survey sent to the membership in April 2018 that identified counsellors' needs. The plan is comprehensive and allows counsellors to add additional components to a robust paramedical lineup that includes dental, loss of income, critical illness, and travel insurance.

Member Services

Member Services Committee Report

Continued

There is no qualifying medical exam and anyone under 65 can purchase the plan which stays in effect until age 75.

We look forward to continuing to work on initiatives that will enhance the BCACC member experience and hope to see you all at the conference in 2019.

Thank You to Our Member Services Committee

Gratitude is expressed to our committee members for their ongoing energy and commitment.

Lida Izadi, Chair	Region 4	Faith Leather	Region 1	Matt Johnston	Region 5
Lori Cliff	Region 4	Elana Sures	Region 4	Erin Laird	Region 2
Amber Lowdermilk	Region 4	John Sherry	Region 6	Sylvie Hamel	Region 3
Carolyn Fast	Executive Director				
Marci Zoretich	Member Services Coordinator				

Advisory Council

Advisory Council Report

by Matt McClaskey, M.Ed., RCC, Chair

As part of the new organizational structure outlined in our *Strengthening Our Foundations* project, the Advisory Council replaced the Delegate Council in 2018. This group serves to provide input and feedback to the Board from the membership. As a channel for member voices, this group watches for emerging issues and opportunities that may be significant for Association leadership.

The Advisory Council is comprised of the Regional Council Chairs and one other member from each region. It held its inaugural meeting on September 30, 2018 in Victoria.

The purpose of this first meeting was to get organized for the year's work ahead. The group was excited to meet and came with good questions about the role of the Council. Initial discussion on emerging issues covered a range of topics, including student engagement; providing professional development opportunities by live stream or recordings, advocacy with insurance companies, EAPs, governments; review of the member insurance package; communications around implementation of the new Strengthening model; and competencies for working with minority and vulnerable groups.

The group identified a need to elect an Advisory Council Chair and Vice-Chair and after an internal election, I was elected Chair and Miki Flynn, 2nd Seat from Region 1 was elected Vice-Chair.

The Advisory Council members were provided with a survey to identify the importance of issues that had been flagged for consideration as well as options for a meeting schedule. It's proven difficult to try and find a time that is mutually agreeable for our busy volunteers. The group is looking at a couple of in-person meetings a year, including one with the Board of Directors, and a teleconference meeting to update on the work of all BCACC committees.

Advisory Council

Advisory Committee Report

Continued

We look forward to moving into functional work in 2019 and encourage the membership to contact their Regional Council Chairs if they identify trends in counselling they think should be considered or addressed by the Association.

Thank You to Our Advisory Council

Gratitude is expressed to our council members for their ongoing energy and commitment.

Matt McClaskey, Chair of Advisory Council
Rebecca Scott, Regional Council Chair
Shahin Jones, 2nd Seat
Lisbet Rosenfeld, 2nd Seat
Jerry Arthur-Wong, 2nd Seat
Gerry Bock, 2nd Seat
Kelsey Grimm, 2nd Seat

Region 6 Miki Flynn, Vice-Chair of Advisory Council
Region 1 John Fraser, Regional Council Chair
Region 2 Janet White, Regional Council Chair
Region 3 Nazanin Moghadami, Regional Council Chair
Region 4 Carolynn Turner, Regional Council Chair
Region 5 Catherine Cloutier, 2nd Seat
Region 6

Region 1
Region 2
Region 3
Region 4
Region 5
Region 6

Ethics and Standards

Ethics and Standards Committee Report

by Julie Chadwick, M.Sc., RCC, Chair

Our thanks to Shenaz Shahban who stepped down as Chair of Ethics in February 2018

The Ethics Committee had a busy year in 2018 that saw our committee of three grow to a committee of six, supported by BCACC Head Office Staff, Marci Zoretich, Member Services Coordinator and Carolyn Fast, Executive Director. We are happy to have Dr. Ellie Bolgar, Heather Pattison and Sarah Patrick join us and appreciate the time they are giving to this important work.

Our focused committee is now oriented to the work at hand and met six times in 2018. Our work is driven by the comprehensive working plan that we developed in 2017. This plan outlined our work going forward from 2018 – 2020. Based on this plan, we have been busy crafting a preliminary framework for an ethics support program for the BCACC membership which we hope to see come to fruition by 2020.

The work of the committee also involved revising a Standard of Practice around Dual Relationships on recommendations from the Board of Directors. This standard will be released to the membership in 2019. As well, the committee had all the BCACC Standards of Practice reviewed by legal counsel and identified which ones needed to be updated.

Updating these standards is a large undertaking and will represent the bulk of the Committee's work going forward into 2019 - 2020.

We are grateful to our group of committed volunteers and the hard work they are doing.

Thank You to Our Ethics and Standards Committee

Gratitude is expressed to our committee members for their ongoing energy and commitment.

Julie Chadwick, Chair	Region 4	Dr. Liz Zed	Region 1	Dr. Ellie Bolgar	Region 5
Lurline Raposo	Region 1	Sarah Patrick	Region 5	Heather Pattison	Region 3
Marci Zoretich	Member Services Coordinator			Carolyn Fast	Executive Director

Continuing Competency

Continuing Competency Committee Report

by Mary Dolen, RCC, Chair

Our thanks to Merry Miller who resigned as Chair of the Continuing Competency Committee in November 2018

In 2018, the Continuing Competency Committee gave their full attention to the details that would ready the Continuing Competency Program for an anticipated launch in 2019.

One of the most critical pieces that needed to be completed was the creation of the program platform in MPower with user-friendly access to it. We were so pleased to have the talents of staff member, Andrea Curran, to facilitate the technological details required for the program. The Committee was able to test the system in October 2018 and was very satisfied with the results.

In our excitement to see the program launched in the 2019 year, we had not considered the volume of administrative work required to manage, implement and oversee such an initiative. There was also the question of whether the program would be mandatory or voluntary and whether the by-laws allowed for a mandatory program. This question was thus referred to the Board for further discussion at their meeting in January 2019.

At the end of 2018, a specific launch date had not yet been set. The committee will continue to work with Head Office staff as they format and create a final program that embraces BCACC's brand and policy guidelines. We can hardly wait!

2018 is the first year that our committee has worked so closely with Head Office staff and, for me as a new chairperson, it has been a little steeper than expected learning curve. It is so refreshing to have Andrea Curran attached to our committee as she is very competent and efficient in her job. And, understanding that Head Office staff is available to help with all communications is such a welcome support to the committee. Thank you to Carolyn Fast, Andrea Curran and Marci Zoretich for all their input. We look forward to also working with Elana Ilott in 2019.

Continuing Competency

Thank You to Our Continuing Competency Committee

Gratitude is expressed to our committee members for their ongoing energy and commitment.

Mary Dolen , Chair
Kevin Ward
Suman Jaswal

Region 1
Region 3
Region 5

Merry Miller
Muzaffar Syed

Region 3
Region 4

“The pessimist sees difficulty in every opportunity. The optimist sees opportunity in every difficulty.”

- Winston Churchill

Treasurer's Report

by Merry Miller, RCC, Treasurer and Chair

We are pleased to present the financial report for the 2018 fiscal year. The Finance and Audit Committee, together with the Executive Director and Finance Officer, has delivered comprehensive reporting to the Board this fiscal year. The Board in its fiduciary role provides oversight, and with increased financial expertise building each year among the Board members, insightful and detailed questions inform excellent financial decision-making.

This is the third year with our appointed accounting firm, now Baker Tilley Victoria Ltd., who continue to provide superior expertise. Following our first audit in 2016, Baker Tilley recommended conducting an alternate annual review called a Review Engagement. We did conduct a Review Engagement in 2017, but at the advice of the auditor we are returning to full audits each year going forward. As the Association grows in its annual budget and financial complexity, the full audit is warranted to provide the most comprehensive reporting to the membership.

The work of the Finance and Audit Committee includes: overseeing effective budgeting and forecasting practices, monitoring financial policies for spending and investment, and planning for the long-term financial health of the Association. We commit to a stewardship perspective, honouring the valuable funds that our members contribute through annual dues, funds that are committed to member services and regulatory activities that sustain and increase the value of the RCC designation and membership in BCACC. In 2018, one of the largest expenses we incurred was the purchase and implementation of a new, Canadian-built client management database, MPower. This investment is providing better service to members, and more importantly effective, safe storage of personal information in Canada.

We are grateful for the dedication and commitment of our financial staff, Linda-Mary Bluma, Carolyn Fast, and Andrea Curran. Head Office staff also contribute through their accurate processing of the many financial transactions with the membership and their mindful planning and spending.

Treasurer's Report

Continued

Our Finance and Audit Committee members included Merry Miller, Joan Campbell, and Rebecca Scott, who give significant time and skill to the care of BCACC's finances. We acknowledge with gratitude the volunteer commitment of these members.

The summary of the Audited Financial Statements for Fiscal Year 2018 is presented in this report. Full copies of the statements will be available at the AGM and by request.

We look forward to answering your questions at the AGM.

"If you want to go fast, go alone. If you want to go far, go together."

- African Proverb

Finances

Statement of Financial Position

B.C. ASSOCIATION OF CLINICAL COUNSELLORS STATEMENT OF FINANCIAL POSITION

	December 31	
	2018	2017
ASSETS		
CURRENT		
Cash	\$ 1,105,553	\$ 1,176,577
Accounts Receivable	1,115	1,946
Prepaid Expenses	53,902	99,002
Rent Security Deposit	6,382	6,382
	<u>1,166,952</u>	<u>1,283,907</u>
OPERATING RESERVE INVESTMENTS	279,856	282,493
COLLEGE FUND RESERVE INVESTMENTS	252,394	260,104
CAPITAL RESERVE INVESTMENTS	97,661	-
CAPITAL ASSETS (net)	77,897	90,173
INTANGIBLE ASSETS (net)	115,573	36,961
	<u>\$ 1,990,333</u>	<u>\$ 1,953,638</u>
LIABILITIES and FUND BALANCES		
CURRENT LIABILITIES		
Deferred Revenue	\$ 633,239	\$ 780,924
Accounts Payable	35,975	8,577
Accrued Liabilities	52,614	44,083
Employee Deductions Payable	626	611
GST Payable	22,847	31,304
	<u>745,301</u>	<u>865,499</u>
FUND BALANCES		
Operating Fund	421,651	418,408
Invested in Capital and Intangible Assets	193,470	127,134
Operating Reserve	279,856	282,493
College Fund Reserve	252,394	260,104
Capital Reserve	97,661	-
	<u>1,245,032</u>	<u>1,088,139</u>
	<u>\$ 1,990,333</u>	<u>\$ 1,953,638</u>

Key Notes for Changes from 2017

- 1 2017 prepaid expenses is greater primarily due to the deposit for new membership software MPower
- 2 Capital Reserve is new in 2018 - to hold resources to contribute to the purchase or lease of a larger head office space
- 3 In 2018, BCACC replaced the former membership database with MPower
- 4 Dues for 2019, received prior to January 1, are considered deferred revenue in 2018. The new MPower database permits members to renew in November/December, but defer their payment to January 1
- 5 In December 2018 there were some large legal invoices which were not paid until January 2019

Finances

Statement of Revenues and Expenditures

B.C. ASSOCIATION OF CLINICAL COUNSELLORS STATEMENT OF REVENUES AND EXPENDITURES

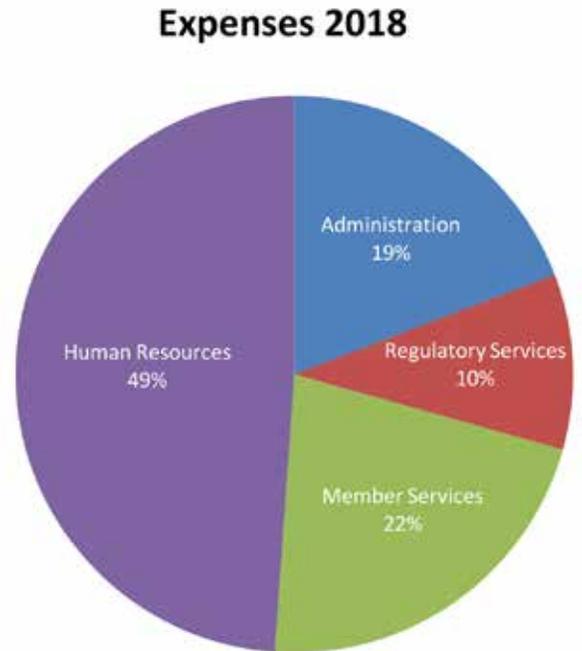
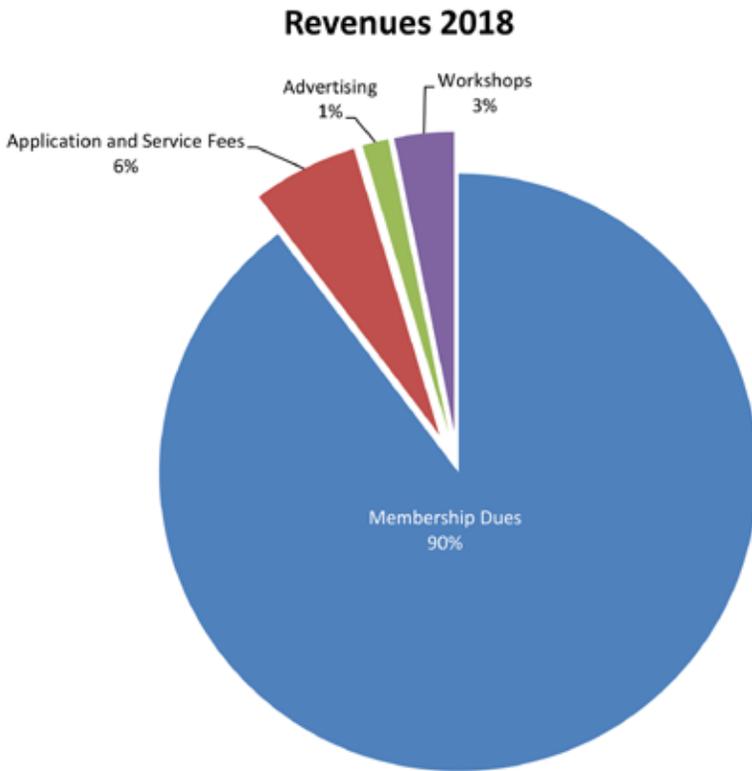
	Year Ended December 31	
	2018	2017
REVENUES		
Membership Dues	\$ 1,580,688 1	\$ 1,457,437
Application and Service Fees	100,209	96,022
Advertising	24,821	27,425
Workshops	56,784 2	13,451
Other	2,423 3	23,817
	<u>1,764,925</u>	<u>1,618,152</u>
EXPENDITURES		
Administration	\$ 307,529	\$ 307,946
Regulatory Services	163,021 4	122,971
Member Services	348,865 5	265,839
Human Resources	783,442 6	713,353
Other Expense	5,175 7	-
	<u>1,608,032</u>	<u>1,410,109</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENDITURES	<u>\$ 156,893</u>	<u>\$ 208,043</u>

Key Notes for Changes from 2017

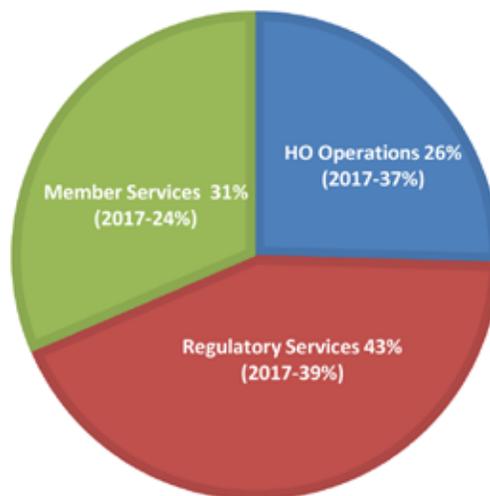
- 1 Membership is growing by approximately 8% a year
- 2 Primary difference is Region 5 EMDR workshop fees - revenues offset by expenses
- 3 Investment value is recorded at market value as at December 31 - a slower growth year in 2018
- 4 Primary difference was professional services for investigations and conduct review
- 5 Primary differences were one extra Delegate Council meeting, more Member Services committees active, more regional activities, and the EMDR workshop (offset by revenue)
- 6 Primarily costs for Organizational Structure Review in 2018
- 7 Accounting writedown of the MemberNation database software

Finances

2018 Revenues and Expenses



WAGES AND BENEFITS 2018 (2017)



BCACC Member Insurance Program

The Mitchell & Abbott Group

by John Paul Mitchell, Managing Partner, The Mitchell & Abbott Group

This AGM Annual Report for the insurance term ending April 1, 2019 will be my first report as I have taken over as plan administrator for Brad Ackles. Brad appreciates the opportunity to have worked with the BCACC and wishes all the members continued success. I look forward to working with the BCACC as we continue to build on our strong relationship.

Ending April 1, 2019 there were 3,726 "Active" status RCCs enrolled in the program, an 11% increase over the prior year, with an additional 229 in the "Inactive" category. In addition, we now have 101 members in the seven year post-retirement coverage that is provided at no cost.

The program continues to have excellent member support as each year we see growth, which is a reflection of the increased membership registration at the BCACC.

We continue to have open and informed communications with members and the BCACC Executives about a variety of issues. As member needs have changed, we are pleased to introduce the following additional coverages at no extra cost:

- Legal Entity now includes up to 3 members on staff with additional options available for clinics with more than 3 professionals
- The Cyber Security and Privacy Liability Extensions have increased from \$50,000 to \$100,000 per member with a \$3,000,000 shared aggregate. Higher limits with broader coverage are available and should be considered. For further details, please contact Brenda Mathieson at 905.381.4261
- Employers Bodily Injury Liability Extension with a \$2,000,000 limit
- Employee Benefits Errors & Omissions Insurance with a \$1,000,000 limit
- Naloxone has been approved for emergency use only

BCACC Member Insurance Program

The Mitchell & Abbott Group

Continued

- The definition of Student Members has been amended as follows:

“All student members in the BC Association of Clinical Counsellors program and meeting the criteria established by the association provided that INSURED SERVICES are rendered under the supervision of a professional, with at least a Masters degree in counselling or a related field, and with at least 5 years of experience, and must belong to a counselling or related association but, not necessarily the BC Association of Clinical Counsellors.”

We have always tried to create an insurance program that is a long-term source of stable financial protection, where members can benefit from comprehensive coverage and consistent pricing.

We are confident that your BCACC member insurance program is “best-in-class” for coverage and pricing. As the Program Administrator, I will continue to look for improvements to enhance the quality of the BCACC program, which will help ensure the long term success and sustainability for your business.

Regulatory Update

Office of the Registrar

by Angela Burns, M.A., RCC

2018 saw the adoption of the new Integrated Bylaws document (effective June 29, 2018). This document lays out the contractual nature of the relationship between BCACC and the membership. The disciplinary process has been replaced by a Conduct Review process that will allow for cancellation of membership in cases in which the contract has been broken and the issues are unresolvable.

BCACC's first Conduct Review Hearing was originally scheduled for December 2018 but was rescheduled to the Spring of 2019.

BCACC's Board has taken great pains to formulate a plan for its own future design that is sleek, modern and visionary. 2018 saw the advent of this major transformation that is bringing our mission, values and strategies into alignment with the limits of our authority under the Society Act. The Board continued training in governance and has been creating a new governance structure for BCACC that will be rolled out in 2019.

Counselling in B.C. remains unregulated in the wake of more than 30 years of government lobbying by both this Association in the early years and by FACT BC most recently. A portion of each member's dues have gone towards advocating for a Regulatory College that would focus solely on the protection of the public – the kind of protection that is underpinned by statute. BCACC members are to be applauded for their contribution to this cause that would improve both the access to and quality of counselling services for residents of BC!

A portion of annual fees covers the costs of investigations related to complaints initiated by clients of our members. Unregulated counsellors' clients are not afforded the privilege of having their complaints reviewed by anyone. Members voluntarily conform to a set of ethical principles and standards of practice that are in the best interests of their clients. They agree to cooperate with investigative processes and consent agreements which address errors and omissions in their practices. BCACC's members provide therapeutic services to the complete spectrum of BC's constituents: the grief stricken, families and couples in conflict, organizations, those struggling with addiction and chronic pain, abused children, the LGBTQ community, those with anxiety and depression, etc.

Regulatory Update

Office of the Registrar

Continued

The amount of healing and enhancement of mental health, both direct and indirect, that this group of dedicated professionals offers to our communities here in BC, is formidable.

Standards of Practice continue to be developed to capture emerging areas of counselling and to support members in ethical decision making.

In September 2018, the Board President, Joan Campbell, the Deputy Registrar, John Gawthrop, and Chair of Inquiry, Jane Goranson-Coleman attended the Council on Licensure, Enforcement and Regulation's annual conference in Philadelphia. We got to meet with regulators from around the globe and compare notes on our processes. The conference spotlights administration, legislation, policy, compliance and discipline matters that are of interest to professional regulators. This year a lot of the buzz was about the changing face of professional regulation in Canada. Ontario had undertaken a comprehensive review of health professions colleges and the news was that a similar review was happening in BC (more on this in the 2019 Annual Report!)

I work closely with both the Inquiry and Registration Committees. These Committees are the ones who hold the interest and protection of our members' clients as their mandates. They are charged with the rigorous review of applicant and complaint files and do so with balance and expertise. The Regulatory Committees provide hundreds of hours of volunteer time annually to BCACC – I count myself fortunate to call these individuals my colleagues.

In 2018, we had 31 Inquiry cases requiring much engagement from (Chair) Jane Goranson-Coleman, Kevin McMullen, Lisbet Rosenfeld, Maggie Mooney, Mario Testani and Jetta Midtgaard. This Committee negotiated Consent Agreements, reviewed investigator reports, debated, deliberated, conceded, dismissed, etc. and achieved all of it with consensus. While the number of complaints increased, the proportional percentage has remained the same (our membership count increases annually). I am grateful for the work ethic and dedication of this knowledgeable group.

Regulatory Update

Office of the Registrar

Continued

The Registration Committee is concerned with evaluating applications that require scrutiny and interpretation that are not the purview of staff. They spend time reviewing course descriptions, resumes and detailed supervisory reports. This Committee is Chaired by Anita Melin and populated by Helen Huang, Hannah Caradonna, Kirsten Morgan and Sherry Bezanson. I am appreciative of the attention to detail that is required and delivered by this gate-keeper Committee.

The Head Office staff are to be commended for their flexibility and accommodation in the face of almost constant change – this year the changes include: bylaws, policies and procedures, and technology. This team pulls together and brings about some amazing feats of administration, transformation, responsiveness to feedback and navigation through some challenging situations. We managed to balance voluntary self-regulation with promotion of the profession of counselling with thoughtfulness and care. I would like to thank Carolyn Fast, our Executive Director, for her presence and patience with process. The Regulatory team of John Gawthrop, Donna Knee and Sarah Clutchey are my closest colleagues and work diligently in the face of emerging challenges - I am deeply appreciative of our team of competent, insightful and fun professionals. I would also like to thank Andrea Curran, Marci Zoretich, Kim Carver, Linda-Mary Bluma, Janine Toombs, Joan Paul and Elana Ilott for all their work and contributions to the smooth running of the regulatory department, specifically , and BCACC in general.

Regulatory Update

Membership Registration

We closed out the year with 4,196 members which was a net increase of 324 from the previous year. We registered 413 new members, reinstated 42 members, and had a loss of 131 members due to retirement, resignation and termination of memberships for non-payment of dues. We had one member who was suspended.

Thank You to Our Registration Committee

Gratitude is expressed to our committee members for their ongoing energy and commitment.

Anita Melin, Chair	Region 3	Sherry Bezanson	Region 1	Hannah Caradonna	Region 2
Helen Huang	Region 4	Kirsten JH Morgan	Region 6	Angela Burns	Registrar
John Gawthrop	Deputy Registrar	Sarah Clutchey	Registration Coordinator		

Regulatory Update

Comparison of Membership 2015 - 2018

Year	New Members	Reinstated	Resigned/ Retired Deceased	Terminated	Net New Members
2015	291	29	78	42	200
2016	377	27	89	44	271
2017	408	29	87	43	278
2018	413	42	101	30	282



Regulatory Update

Membership at a Glance

Thirty Year Members

BCACC wishes to recognize individuals who have maintained 30 years of membership in the Association since its inception in 1989. Thank you for your sustained support of BCACC and the clinical counselling profession.

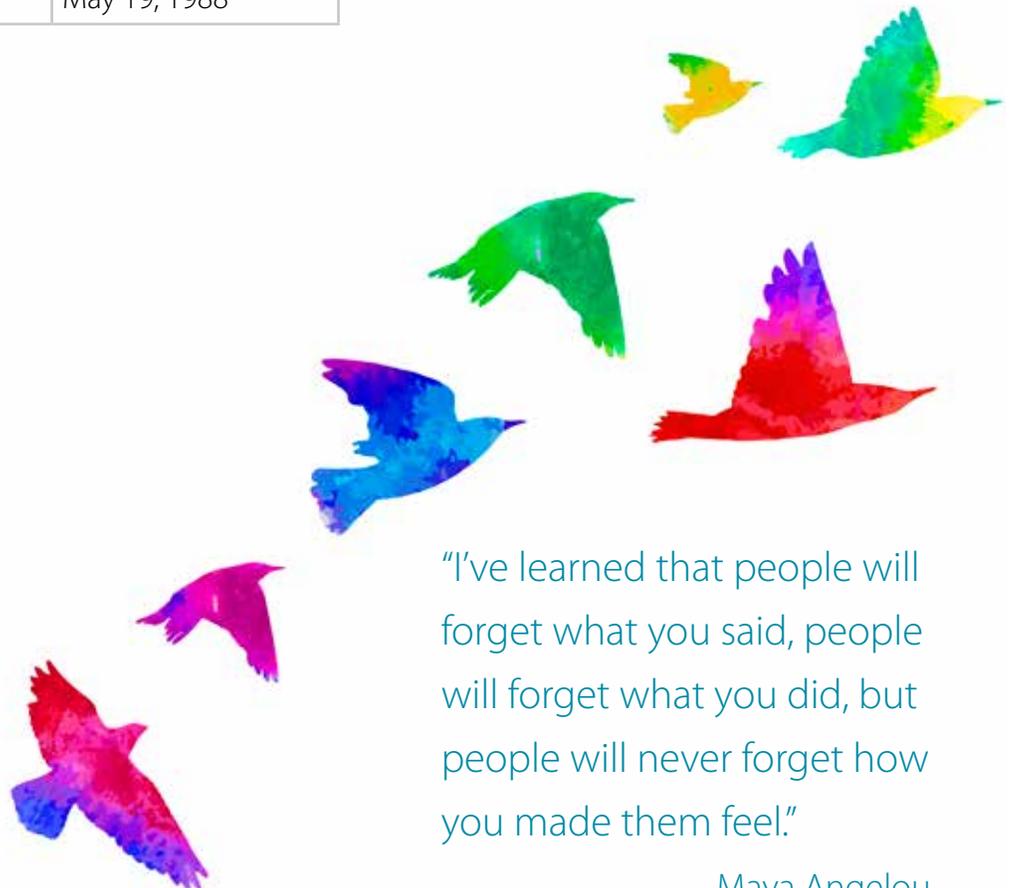
Debora Abood	Marie Jose Dhaese	Jane Katz	Gregory Saunders
Heather Atkinson	Sue Diamond Potts	Judith Kerr	Colleen Schiesser
Casandra Banman	Bill Dyck	Stephen King	Chandra Sen
Sheldon Bilsker	Susan Farling	Patricia Kitchener	Jennifer Shifrin
Dixie Black	Cally Farr	Corinne Koehn	Jan Spilman
Jane Bourree	Lora Favor	Pamela Lelong	David Stewart
John Braun	Livingston Finch	James Logan	Debbie Suian
David Burke	Julie Flowerdew	Ian Macnaughton	Beth Trotter
Angela Burns	Mary Forbes	Maureen McEvoy	Shirley Turcotte
James Cardinal	Dawn Fuller	Michael Miskin	Peter Vaughan
Brenda Casey	Colleen Gibson	Mahmud Nestman	Allan Wade
Tara Chotem	Joanne Gilbert	Duane O'Kane	Lynette Walker
Alan Churchill	Jocelyn Harris	Devorah Peterson	Jayne Weatherbe
Avraham Cohen	Deborah Heller	Tracy Porteous	E. Ann Welwood
J. Ellen Connell	Carol Hubberstey	Rhona Raskin	Don Wright
Lee Davidson	Annette Kasahara	Lori Reed	Sandra Wrightman

Regulatory Update

Membership at a Glance

Deceased

First Name	Last Name	Member Since
Linda	Stieler Johnson	November 6, 1989
Lorraine	Short	September 30, 2002
Liz	Louwersheimer	February 24, 2009
Paul	Rypkema	August 1, 1990
Thad	Allen	May 19, 1988



“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou

Regulatory Update

Inquiry Committee Report

by Jane Goranson-Coleman, M.A., RCC, Chair

As the BCACC moved into the first year of BCACC's new bylaws and governance structure, the work of the Inquiry Committee proceeded with several interrelated tasks. The Committee met monthly by teleconference and quarterly in face-to-face meetings to fulfill its primary job of receiving, investigating, adjudicating, and resolving complaints from the clients of our members.

Similar to previous years, complaints tended to fall into general categories of issues arising from custody and access work, particularly in the area of report writing; confidentiality; and personal/professional boundary issues.

In addition, the Committee has worked to become familiar with the new bylaws as they relate to the the voluntary regulatory process. As part of that process, the Committee met for a weekend workshop to review and edit the draft of the Inquiry Committee's policies and procedures to align with the changes in the bylaws, as well as to review various aspects of the inquiry process.

In the past year, two members left and one new member joined the Inquiry Committee. A huge thank you and acknowledgement of the many hours of work donated by the past and present members of the Inquiry Committee.

Thank You to Our Inquiry Committee

Gratitude is expressed to our committee members for their ongoing energy and commitment.

Jane Goranson-Coleman, Chair	Region 4	Maggie Mooney	Region 1
Lisbet Rosenfeld	Region 3	Mario Testani	Region 4
Kevin McMullen	Region 3	Mitra Jordan	Region 2
Sherri Rebman	Region 4	Angela Burns	Registrar
John Gawthrop	Deputy Registrar	Donna Knee	Professional Practice Coordinator

Regulatory Update

Complaints

The Inquiry Committee's procedures for investigating complaints have evolved over the last 25 years with input from legal counsel, committee members and members who have gone through the investigative process – all changes are Board approved.

This year we received **31 formal complaints**. This means that we received complaints about only **0.7%** of our membership.

Relevant principles from the BCACC Code of Ethics used in our complaint cases:

Principle 1:

Respect for the Dignity of all Persons and Peoples

- 60% Generally Respect for the Dignity of all Persons and Peoples
- 48% Respect for Clients
- 38% Informed Consent
- 12% Privacy
- 51% Respect for Other Individuals
- 19% Respect for Self

Principle 3:

Integrity in Relationships

- 96% Generally Integrity in Relationships
- 9% Communicating in Integrity
- 29% Connecting with Clients
- 84% Relationship as a Conscious Undertaking

Principle 2:

Responsible Caring

- 64% Generally Responsible Caring
- 61% Competent Caring

Principle 4:

Responsibility to Society

- 51% Ethical Knowledge and Awareness
- 12% Social Responsibility
-

Complaints in cases can overlap and contain several breaches. Please refer to the Principles listed within the BCACC Code of Ethics.

Professional Development

Events



Sincere thanks to the many presenters, hosts, and volunteers who helped to bring 57 professional development events to 1,943 registrants in 2018



BCACC Regions

Regions at a Glance

The BCACC is composed of six different regions within BC. Each region has a Regional Council Chair and Council.



Region 1

North Coastal - Vancouver Island from Nanaimo to Port Hardy

Thank you to our Region One Council.

Rebecca Scott, Council Chair

Chris Stasiuk

Miki Flynn

Ron Depner



Region 2

Southern Vancouver Island - Victoria to Nanaimo and Gulf Islands

Thank you to our Region Two Council.

John Fraser, Council Chair

Lucia Simoncicova

Tammy Van Hinte

Dawn Cox

Kimberley Hopwood

Virginia Ronning

Danelle Barnard



Region 3

Interior South - Okanagan and Kootenay Area

Thank you to our Region Three Council.

Janet White, Council Chair

Leora Splett

Lisbet Rosenfeld

BCACC Regions

Regions at a Glance



Region 4

Lower Mainland NW - Greater Vancouver, Sunshine Coast to Mt. Currie

Thank you to our Region Four Council.

Nazanin Moghadami, Council Chair	Jerry Arthur-Wong	Lida Bahrami
Shenaz Shahban	Amber Lowdermilk	Jo-Anne Weiler
Sherry H. Ghorbankhani	Suzana Dujmic	



Region 5

Fraser Valley - Surrey to Hope

Thank you to our Region Five Council.

Carolynn Turner, Council Chair	Heidi Davison	Gerry Bock
Caity O'Neill	Karen Cook	Michele Maurer



Region 6

Interior North - Hope to Chase and north to the BC Yukon border

Thank you to our Region Six Council.

Matt McClaskey, Council Chair	Catherine Cloutier	Kelsey Grimm
John Sherry	Nicole Plante	Becca Shears

BCACC Regions

2018 Region Updates

Regional Councils are responsible for goal setting and event planning for their region. More information on the specifics of the events and workshops is available from Head Office.

Goal: To continue to engage membership through events and travel to outer communities

Region 1

Yearly Events: Hosted a holiday bowling event, held a meet and greet for counsellors in the Tofino/Uclulet region, hosted (and have more planned!) our first ever Counsellor Cafe, upcoming workshops planned

Proud of: Regional Council members who have helped to organize and facilitate 100% more events than last year

Goal: To bring quality professional development events to the counselling community in our region and to provide our members an opportunity to connect and share their expertise and knowledge

Region 2

Yearly Events: Three workshops, one networking event, and six Counsellor Cafe

Proud of: The collaborative, rewarding and important work our council does together on behalf of the membership and the community at large. We encourage our members to continue to provide us their input and let us know what topics are of relevance to their professional practice

Goal: Offer BCACC supported training across the region and have more direct interaction between members

Region 3

Yearly Events: Kelowna offered 6 sessions and Vernon offered 3 sessions. Presentations varied from grief to hostile parenting. One four day training was offered in 2018 in Nelson

Proud of: Very proud that members are finding becoming committee members is a worthwhile commitment

Goal: Continue and maintain our commitments to our professional and community members; engage new and prospective members by new initiatives; and most importantly, create a sustainable structure for the region to support a functional operation

Region 4

Yearly Events: 4 full-day member workshops, 8 Skills for Mindful Living, 5 Counsellor Cafe

Proud of: The exceptional commitment of Council members who dedicated time and energy to make all the events happen; the care and attention members put into creating events with education, inclusion and protecting the public in mind

Goal: To increase connection and engagement in our region through building community and delivering training opportunities

Region 5

Yearly Events: Ted Leavitt (ADHD counsellor cafe), Pauline Carey (TIR counsellor cafe), Bessel van der Kolk video workshop, Monthly peer support group, and EMDR Basic Training Level 1

Proud of: Raising the level of engagement in our region and providing our members with access to training opportunities that represent 'first-ever' BCACC endeavours

Goal: To increase engagement

Region 6

Yearly Events: Two full-day member workshops, two Counsellor Cafe

Proud of: Events were well attended in 2018

Communications

Insights Magazine

INSIGHTS had another successful year of publication in 2018 with three issues.

Fall 2018



Spring 2018



Winter 2018



We continue to enjoy working with Page One Publishing and their incredibly talented team, including our INSIGHTS Editor, Carolyn Camilleri.

Content for our magazine is driven by our Editorial Advisory Committee. We are so fortunate to have a dedicated group of counsellors on this committee that bring their skill, creativity, writing talents and humour to the table. Our committee grew by two members at the end of 2018 as we welcomed Shahin Jones and Linette Schut to our group.

We look forward to bringing you another great lineup in 2019 and as always, we welcome your input, feedback and contributions.

Thank You to Our Editorial Advisory Committee

Gratitude is expressed to our committee members for their ongoing energy and commitment.

Rebecca Scott	Region 1	Shahin Jones	Region 2
Deirdre McLaughlin	Region 3	Constance Lynn Hummel	Region 4
Ted Leavitt	Region 5	Laura Rhodes	Region 3
Linette Schut	Region 6	Carolyn Fast	Executive Director
Marci Zoretich	Member Services Coordinator		

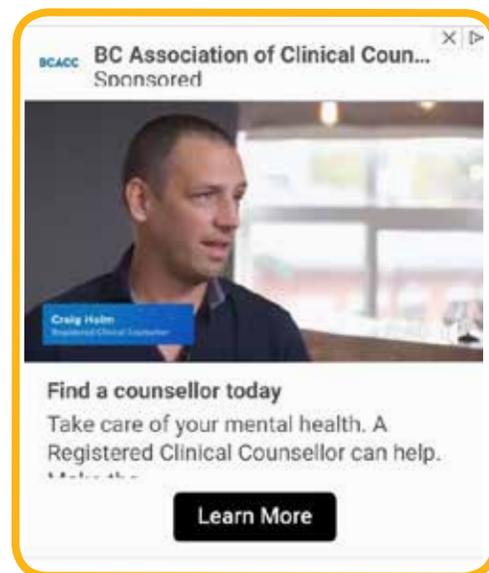
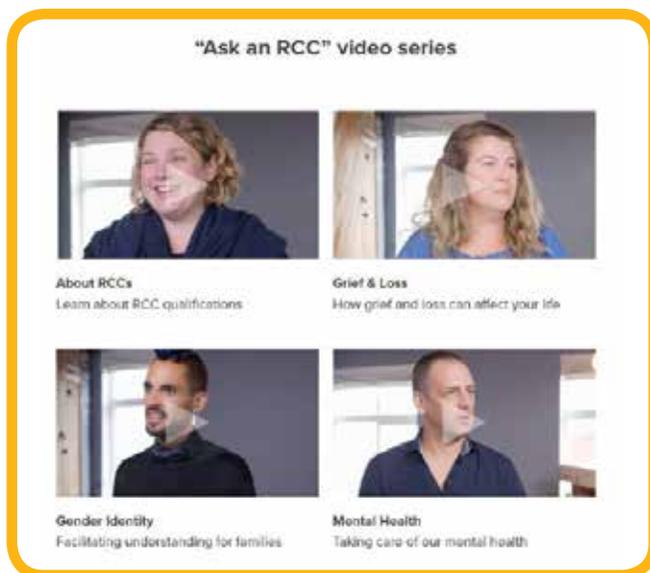
Communications

“Ask an RCC” video series & Member Portal

In 2018, Trapeze Communications was contracted to film and create a series of short, informational video clips designed to be used in social media marketing campaigns. Four videos have been deployed across multiple online channels, driving traffic to the Find A Counsellor tool and increasing inquiries to Head Office. Further videos are in development with an expected launch date of late 2019.

Thank you to our RCCs who generously gave their time to be included in our videos: Miki Flynn, Geoff Plint, Marney Thompson, Colleen Stevenson, Craig Holm, Ocean Lum, Charlotte King-Harris, and Jocelyn Harris.

The launch of new CRM database MPower translated into a refreshed look and feel for the the Member Portal. Members can now find breaking news on their login homepage, and access to information and resources has been enhanced.



BCACC Contact Information

BCACC Head Office

The BCACC Head Office is located in Victoria, BC.



Address

#204 - 780 Tolmie Avenue
Victoria, BC
V8X 3W4

Contact

T: 250-595-4448
TF: 1-800-909-6303
F: 250-595-2926
E: hoffice@bc-counsellors.org

Online

www.bc-counsellors.org

