

PAA Practice Advisor Program



Program Evaluation

Completed July 2021

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Executive Summary

PAA's mission is to advance the science-based profession of psychology and to promote the well-being and potential of all Albertans. Launching in 1995, the PAA Practice Advisor Program is an award-winning advanced peer-support program for professional assistance and advice that enhances professional practice, circumvents problems, and is generally supportive and preventative. PAA Practice Advisors (Advisors) provide confidential advice regarding professional practice and/or ethical issues as a convenient, highly accessible, member-benefit. This is the first program evaluation of the PAA Practice Advisor Program.

Data for this evaluation was collected in a variety of ways. The PAA Practice Advisor Program was benchmarked against program descriptions of related organizations including psychological associations and colleges in North America and law societies in Canada. Practice Advisors participated in focus groups and completed a survey, active PAA members who had accessed the program in 2020 completed a survey, and PAA staff were interviewed. This evaluation also included a review and analysis of existing data from PAA's and CAP's 2020 Annual Reports, the queries PAA received in 2020, and PAA program tracking data.

Key findings from this evaluation included:

- Advisors found their volunteer roles to be very rewarding
- Members consider this program a significant member benefit
- This program is unique in psychology and a rare in its overall format

This evaluation also identified 6 areas for program enhancement:

1. Build a Community of Practice for Practice Advisors
2. Further Differentiate CAP's PGP vs PAA's Practice Advisors
3. Clarify the Practice Advisor Program
4. Add a FAQ section to PAA Practice Advisor Page
5. Implement a Member Feedback Form
6. Identify Alternatives

These changes would help support both members and Advisors by creating an enhanced program.

Table of Contents

Page 1	Introduction
Page 2	Benchmarks
Page 5	Review
Page 5	Limitations
Page 6	Findings
	Practice Advisor Experience
	PAA Member Experience
	PAA Staff Members
Page 13	PAA Practice Advisor Program vs CAP's PGP (2020)
Page 14	Wait Times
Page 15	2020 Program Requests
Page 16	Recommendations
Page 19	Conclusion
Page 20	Appendices
Page 20	A Further Differentiate CAP's PGP vs PAA's Practice Advisors
Page 21	B Clarify the Practice Advisor Program
Page 22	C Add a FAQ section to PAA Practice Advisor Page
Page 23	D Identity Alternatives

INTRODUCTION

The Psychologists' Association of Alberta (PAA) is the voice of, and for, psychology in Alberta. PAA is the voluntary body that advocates for psychology in Alberta, informs the public and the media, and advocates for consumers of psychotherapy, psychological, and mental health services. Since 1996 PAA has been the primary professional association for Alberta psychologists. PAA's mission is to advance the science-based profession of psychology and to promote the well-being and potential of all Albertans. The Vision for PAA is that PAA and its members are recognized leaders in enhancing the psychological health of all Albertans.

The PAA Practice Advisor Program started in 1995 and is an award-winning advanced peer-support program for professional assistance and advice that enhances professional practice, circumvents problems, and is generally supportive and preventative. Practice Advisors (herein referred to as Advisors) provide confidential advice regarding professional practice and/or ethical issues as a convenient, highly accessible, member-benefit. Support is collegial and does not entail disciplinary issues or help with personal problems. Practice Advisors volunteer their time and are exemplar senior psychologists with diverse areas of expertise and have at least 25-years' experience. Practice Advisors are ratified by the PAA Board, are not under order of discipline with the College of Alberta Psychologists, and are protected from liability through the PAA's professional liability insurance.

PAA is a separate organization from the College of Alberta Psychologists (CAP). CAP is the regulatory body for the profession in the province. CAP has a Professional Guidance Program (PGP). Paid staff guide members in identifying, interpreting, and applying regulatory resources (e.g., Legislation, Code of Ethics, Standards of Practice, Practice Guidelines/Alerts) to their practice situation. The CAP PGP and the PAA Practice Advisor Program are complementary but do not overlap in service provision.

PAA full or lifetime members can request a consultation with a PAA Practice Advisor by first confirming knowledge of all relevant CAP regulatory or professional ethics guidelines. Next the request is sent to an Advisor. Matching is confirmed within 2 business days. Advisors do not take requests directly and this service is not for routine peer consultation or for supervisors. Advisors may deal with a request from the same member more than once but not more than twice yearly.

PAA Practice Advisors provide a yearly report to the PAA and are honoured key contributors to our profession and association.

There were 95 PAA Practice Advisor requests 2019-2020. For 2020-2021 that number increased to 143 requests. This is the first program evaluation of the PAA Practice Advisor Program.

BENCHMARKS

Benchmarking is a way to gauge program effectiveness. Internally, benchmarks are effective for identifying opportunities, planning, and establishing key performance indicators for an organization. Externally, benchmarks are useful to potential members and funders, and can be a valuable resource in proposal preparation.

Data was collected by comparing the PAA Practice Advisor Program to various related online program descriptions of related organizations including psychological associations and colleges in North America, and law societies in Canada.

Programs in this benchmark:

- PAA [Practice Advisor Program](#). Volunteer Advisors give advice on professional practice and/or ethical issues. They are not peer consultants or supervisors. Full and lifetime PAA members can access the program.
- CAP [Professional Guidance Program \(CAP's PGP\)](#). They guide members in identifying, interpreting, and applying regulatory resources (e.g., Legislation, Code of Ethics, Standards of Practice, Practice Guidelines/Alerts) to their practice situation. This is a paid position.
- The College of Psychologists of British Columbia has the [Practice Support Service](#). The purpose of this service is to help registrants in considering how best to handle ethical dilemmas and practice decisions and to enhance clinical practice.
- Ethics Committees / Ethics Service of the Manitoba Psychological Society, Vermont Psychological Association, Maine Psychological Association, Georgia Psychological Association, and [Idaho](#) Psychological Association. These committees serve as consults for ethical queries.
- Law Societies with Practice Advisors including the Law Society of [Alberta](#), Law Society of [British Columbia](#), Law Society of [Saskatchewan](#), Law Society of [Manitoba](#), and the Law Society [Ontario](#). These advisors give advice on practice, legal, and ethical issues to those in the legal sector.

	Similarities to PAA	Differences from PAA
College of Alberta Psychologists	<ul style="list-style-type: none"> • For Alberta psychologists • Informs on the difference between CAP's PGP & PAA's Program 	<ul style="list-style-type: none"> • All provisionally and fully registered psychologists have access. • Provides regulatory information only. • Dedicated (staffed) Professional Guidance Officer (senior psychologist) • FAQ section
College of Psychologists of British Columbia	<ul style="list-style-type: none"> • Does not assist with registration matters 	<ul style="list-style-type: none"> • No legal or clinical consultation • FAQ section • Email or call the service directly. • Dedicated (staffed) part time (senior psychologist)
Ethics Committees / Service	<ul style="list-style-type: none"> • Free to members (all) • Experienced members as consultants (MB & VT) 	<ul style="list-style-type: none"> • Public access (ID) • Committee input • Queries go directly to the committee (ID & MB offer direct and indirect contact with consultants) • Allows for follow-up questions (MB)
Law Societies	<ul style="list-style-type: none"> • Advice in various areas • Free to members • BC & AB include what an Advisor does & does not advise on • ON: Advisors are volunteers. MB: Staffed Director. (Other Societies not explicitly stated) 	<ul style="list-style-type: none"> • A few Societies allow interim students access. • Advisors can be reached through the Society or directly. • BC & ON: FAQ section • BC: Has an Ethics Committee that members can contact if they disagree with the advice given.

Summary

- **Unique in Psychology** -- No comparable programs exist for psychology professional associations. Only Law Societies appear to provide practice advisors.
- **Rare Program Type** -- Most psychological professional associations in North America do not have practice advice or professional ethics support for members.
- **Triage** -- Besides the Law Society of Alberta, PAA appears to be the only one not giving direct access to the advisors/committee.
- **Member Benefit** -- Except for the Idaho Psychological Association which allows the public, only members can access these programs.
- **Member Exclusion** -- Few allow access to interim/interning/student members. PAA does not allow this.
- **Topic Variability** -- Most programs help primarily with ethical queries but take on a wide variety of practice topics like PAA's Practice Advisors.
- **Follow-Up** -- Information and access to further follow-up is rare in any of these programs or at least not advertised as a feature.

REVIEW

This was a mixed-method evaluation which included meeting with PAA staff, focus groups and feedback from the Advisors, an Advisor survey, and a survey for PAA members who had accessed the program in 2020.

This evaluation also included a review and analysis of existing data from PAA's and CAP's 2020 Annual Reports, the queries PAA received in 2020, and PAA program tracking data.

Participants

PAA Staff Members	2
Advisor Focus Groups / Communication	3 focus groups, 7 Advisors total 2 Advisors in a presentation
Advisor Survey Responses	7
Member Survey Responses	36

Limitations

There were a few limitations with this evaluation. First were time restrictions. This evaluation was conducted as part of a graduate program with limited timelines. With more time there might have been benefits of including focus groups for PAA members who had accessed the program. Second was response rate. There was a low response rate to the member survey, which limits generalizability of those findings. Also, not all Advisors were available to participate in the time that the evaluation was conducted.

FINDINGS

The findings for this program evaluation are considered with three perspectives. These are:

- Practice Advisor Experience
- Member Experience
- Staff Experience

Practice Advisor Experience

The experience of PAA Practice Advisors were captured through a series of focus groups, an online survey, and targeted communications (presentations, email, phone conversations).

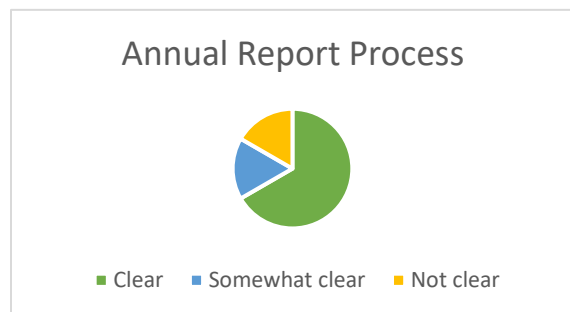
Focus groups were held in addition to a presentation for potential PAA Practice Advisors in which some current Advisors were present.

Focus Group Themes

- **Volunteer Benefits** – Advisors spoke to the significant rewards of serving as a PAA Practice Advisor which included personal and professional development benefits.
- **Process Clarity** – Advisors having a concise summary with a referral benefits the process.
- **Appreciation** – Advisors recognize the value of this program and appreciation of members served.
- **Encouragement** – Advisors were impressed by how prepared members often are for a consult.
- **Curiosity** – Whilst there may be complex issues, consults can exceed an hour due to Advisor curiosity and engagement with the member.
- **Access** – While Advisors did not encounter excessive request numbers, they did note that program access has been increasing.
- **Marketing** – There is a need to ensure members realize that this program is not to provide other services (e.g., training, education) and need to be able to differentiate this program with the CAP PGP.
- **Feedback** – Members do not give feedback after advice is given and there is no training for Advisors which does not inform continuing professional development.

Survey Themes

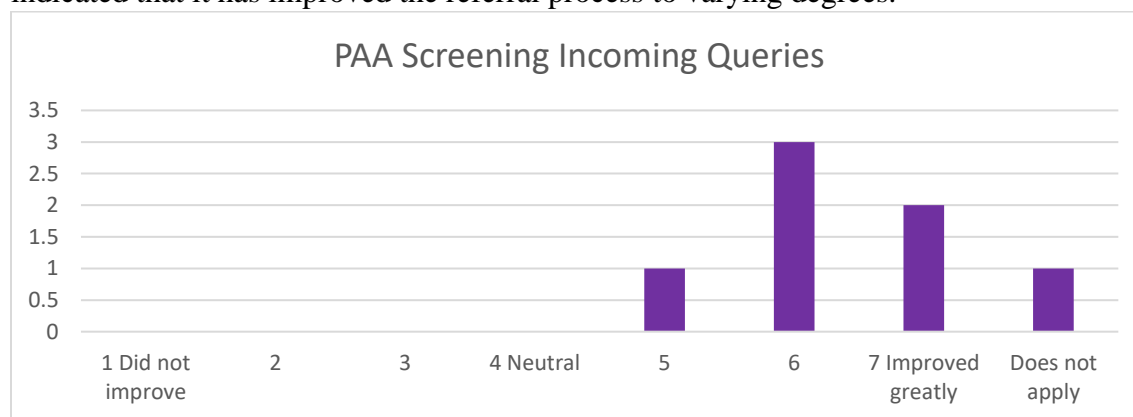
The online survey for Advisors consisted of Likert type questions and open-answer feedback. Themes from the online survey included:



“What is your assessment of the Annual Report process?”

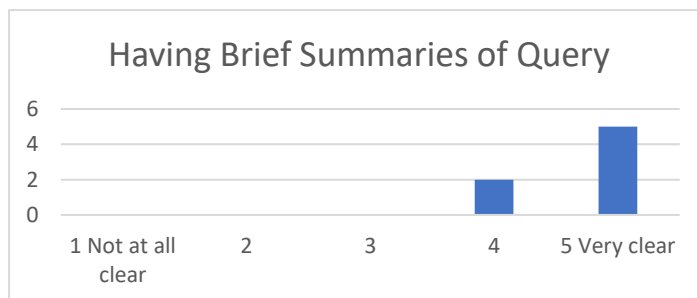
Overall, most Advisors rated the process as clear.

Two years ago, PAA started screening queries to triage the incoming referrals. “If you were an Advisor before this was implemented, did this improve the process?” Impacted Advisors indicated that it has improved the referral process to varying degrees.



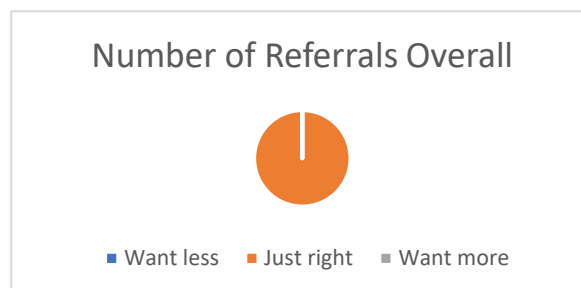
At that time, PAA started having members write a summary of their query to help the Advisors understand the request for advising. Advisors were asked to rate how clear this process is.

Overall, Advisors note that the summaries are very helpful.

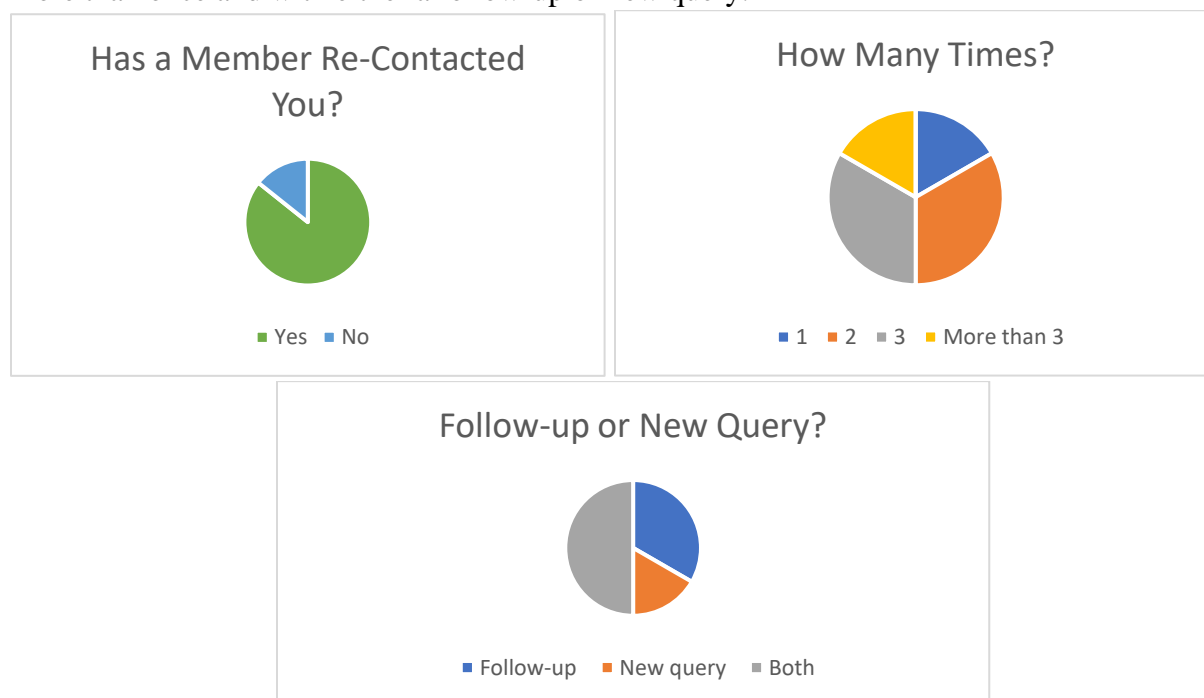


Advisors were asked “How are the number of referrals you receive overall?”

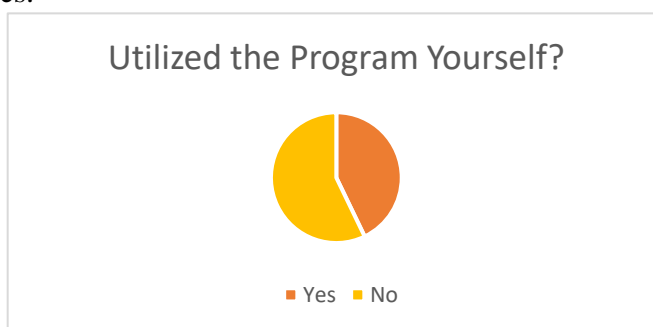
Overall, Advisors indicated that the number of referrals received was “just right”.



“Has a member re-contacted you after advice was given? If yes, how many times? Was it a follow-up or new query?” Overall, members are often recontacting the Advisors, sometimes more than once and with either a follow-up or new query.



“Have you accessed the program yourself?” Just under half of Advisors indicated having utilized the program themselves.

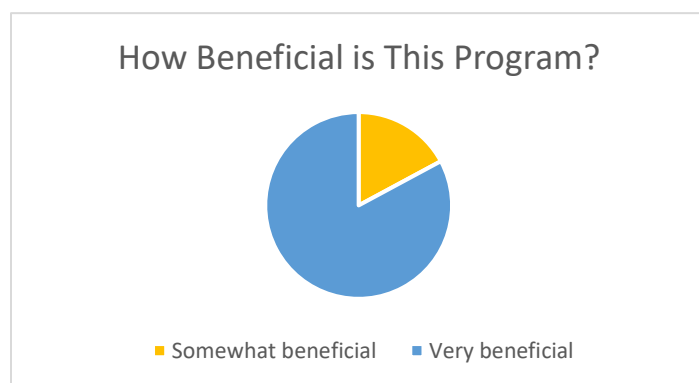


Overall Advisor Themes

- **Vital Service** – Advisors indicated that this is a vital service for members.
- **Demand Increasing** – Advisors can balance queries with work, but query requests are increasing, and more Advisors are needed.
- **Service Clarification** – There appears to be a need for education or peer consulting, which is not the intention of this program.
- **Process** – Triaged summaries are useful, the annual reporting process is clear, but further clarify for members how CAP's PGP differs, the process to follow-up.
- **Feedback** – Members do not give feedback after advice is given and there is no training for Advisors.

PAA Member Experiences

The following are the findings from surveying 36 of the 92 active PAA members who accessed the program in 2020. Members were sent a short survey that consisted of Likert type questions and open-answer feedback.



“As a full or life PAA member, you get access to the Practice Advisor Program. How beneficial is this program?”

Overall, members indicated that this program is beneficial.

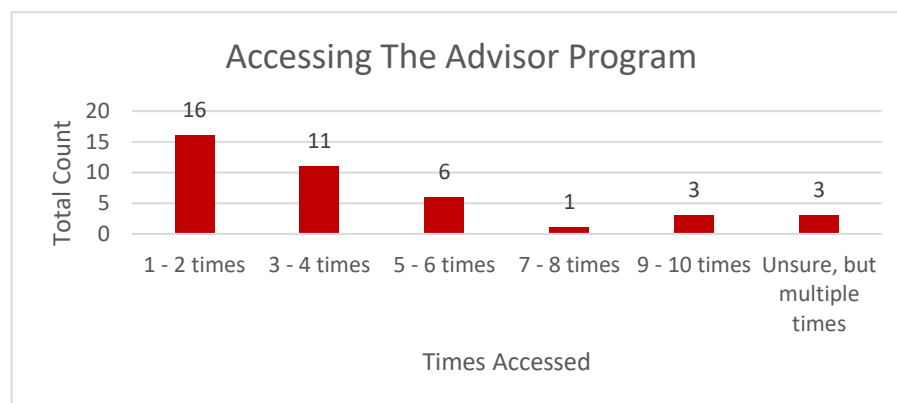
“After accessing the Advisor, did the advice assist you in working through a difficult situation?”

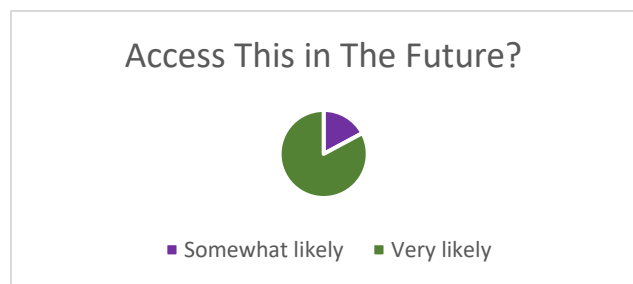
Overall, members indicated that the advice from the Advisors helped them.



Members were asked about frequency of program access.

The majority indicated that they had accessed this program more than once.





“How likely are you to access this program in the future?”

Overall, members indicated that future use is likely.

“What comes to mind when you think about accessing a Practice Advisor?” Findings from this question indicated:

- **Collaboration** – There are benefits from collaboration for problem solving.
- **Assistance** – This program provided needed support or was a relief.
- **Value** – This program is a valuable member benefit.
- **Expertise** – There was benefit from having access to expert, non-judgmental psychologists.

“What suggestions do you have for improving this program?” Findings from this question indicated:

- **Marketing** – Increasing awareness/promotion of the program.
- **Process** – Clarity on how to access the program, what to expect, how this differs from CAP’s PGP.
- **Consistency** – Being able to speak with the same Advisor.
- **Promptness** – Quicker response time – especially for time sensitive needs.

“Is there anything else you would like to add at this time?” Findings from this question indicated:

- **Appreciation** – For the service, that it is a free member benefit, that the Advisors are volunteers.

Overall Member Themes

- **Appreciation** – Very positive feedback in that members appreciated the PAA Practice Advisor Program.
- **Patience** – While most queries are answered quickly a few do not receive as immediate of a response.
- **Awareness** – Members were not completely clear about the process for accessing the program. Importantly, many members were not clear on differences between the program and the CAP PGP.
- **Peer Consultation** – There also appeared to be a need for peer consultation which is not the intention of this program.

PAA Staff Members

Most staff handle queries about the program. The two staff who directly handle most program referrals were interviewed.

Themes from those interviews included:

- **Benefit** – Members consider this program very helpful and the detail in their requests indicates desire to be well informed in their practice.
- **Concerns** – There may be insufficient Advisors for busy times. A clearer process to clarify Advisor availability would decrease staff time.
- **Differentiation** – As CAP’s PGP reports more referrals than the PAA Practice Advisor program, this indicates a good system, but the number of referrals still better served by CAP’s PGP indicates a need for further clarity.
- **Process** – Easy for staff to use and track both queries and their status. The summary requirement has made referrals faster. Program access continues to be via multiple channels rather than one clear route.

PAA PRACTICE ADVISOR PROGRAM vs CAP's PGP (2020)

Report data was compared for the top 5 inquiry areas into both the Practice Advisor Program and CAP's PGP from the 2020 Annual Reports of both organizations. PAA Practice Advisor Program categories are grouped to match CAP's PGP categories as best as possible. Categories that completely match are colour coded and categories that are very different are separated.

PAA Rank	PAA Topic	CAP Topic	CAP Rank
1	Other (e.g., supervisors, telehealth, and technology in practice, COVID related)	General inquiries (e.g., business questions, employer/ employee issues, practice-related questions)	1
2	File management and release of information	Maintenance and retention of records (e.g., release of records, electronic records, retention of records)	2
3	Conflicts of interest and dual roles*	Multiple relationships and dual roles (e.g., conflict of interest, dual roles, professional boundaries)	5
4	Reporting		
5	Informed consent	Consent (e.g., consent of minors, informed consent)	3
		Registration (use of title, mandatory registration, registration in other jurisdictions, etc.)	4

* = Professional boundaries totalled 0 so was not included

While it appears that both PAA Practice Advisors and CAP's PGP cover queries of records, consent, and multiple relationships/dual roles, the information provided to the member differs. CAP's PGP often informs members of relevant laws, regulations, practice standards, and practice guidelines. PAA Practice Advisors give more in-depth advice about how a situation can be handled. Registration queries are only handled through CAP's PGP.

Comparison Themes

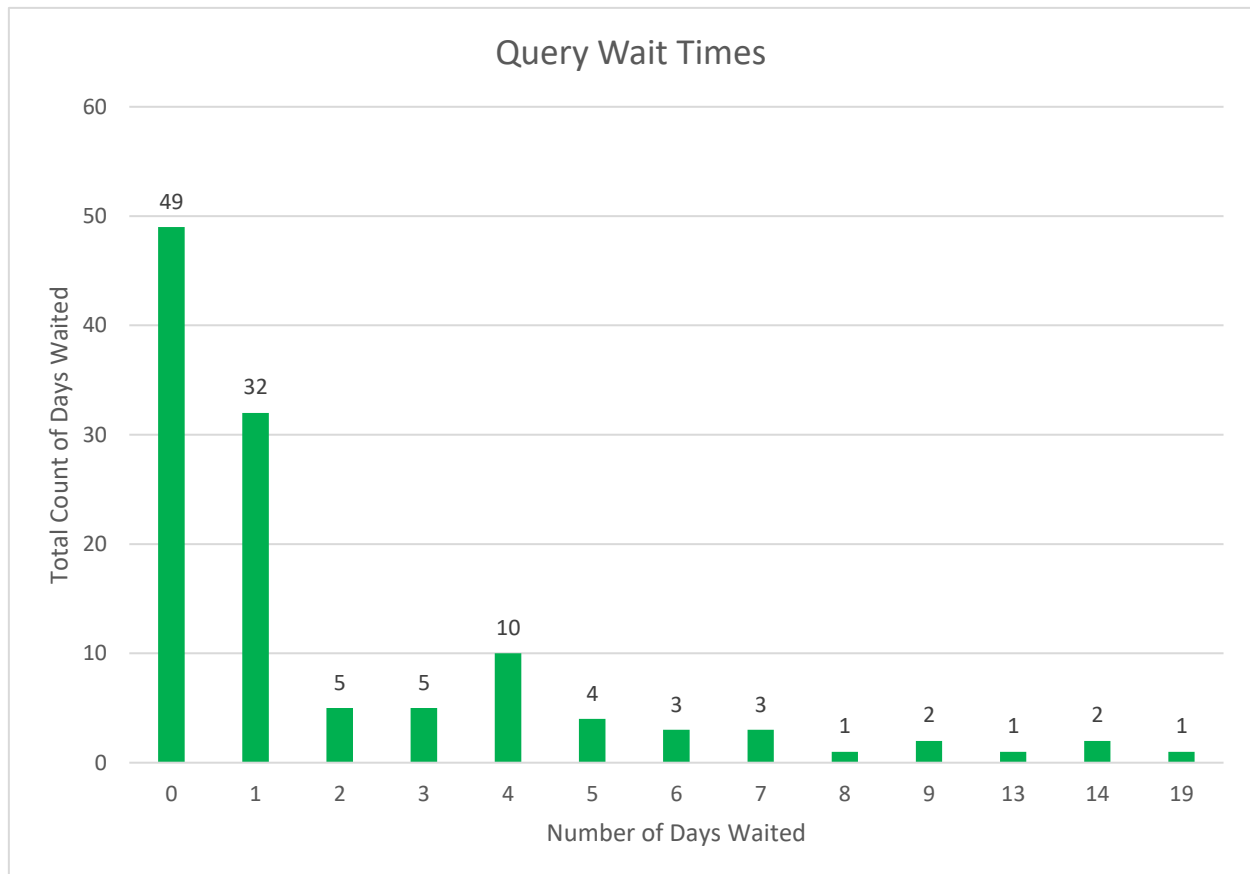
When comparing the PAA top five areas to the expertise of the PAA Advisors, all the areas can be handled by the Advisors. When comparing the two programs overall the following themes emerged:

- Private practice related information is a key area with needs ranging from business practices through records.
- Professional Ethics appears secondary but still a significant area of query.
- Consent and timely issues (such as the pandemic) remain relevant.

WAIT TIMES

The wait times of PAA members who accessed the program in 2020 were analyzed.

Considering business days, members tended to wait only 1 day to have an Advisor contact them with the longest wait time being 19 days. This is like CAP's PGP where, as per their 2020 Annual Report, 85% of those inquiries were addressed within 24 hours. With PAA, 69% of inquiries are answered by an Advisor within the same day or one day.



2020 PROGRAM REQUESTS

In analyzing program requests by members in 2020, queries were coded as neat (clear or simplistic request) or complex. Neat Requests involved a short, direct question typically on one topic. Complex Requests involved a more complex issue and/or more than one issue.

Overall, the majority were neat requests. It was noted that some requests were neat requests but that Advisor or member discussion during the consult may have turned the request into a complex request.

It was noted that 6 requests provided to Advisors were about regulatory topics and may have better matched to the CAP PGP.

Also noted was that 7 queries were unable to be resolved by an Advisor.

- 1 was unsuitable for the program (i.e., publishers' insurance)
- 3 were unable to be matched to current Advisor expertise (i.e., dissociative fugue, Iranian expert, withdrawn request).
- 3 were not taken past the initial triage with PAA.
 - 2 were redirected to the CAP PGP
 - 1 was a query by a student or provisional member (ineligible member)

Overall, members understand the program structure and intent. Some say they have the required regulatory information, have checked with CAP for required regulatory documents/guidance before contacting PAA, or contacted CAP's PGP at the same time as contacting the PAA Practice Advisor Program.

Program Request Themes

- Most requests were neat requests (clear)
- Most members understand the program structure and intent and have acquired the required regulatory information in advance.

RECOMMENDATIONS

During the program evaluation period, four more Advisors were added to the roster. This removes one of my recommendations, which was to have more Advisors to decrease the Advisor workload and decrease member wait times.

As one member wrote, there appears to be “a lack of clarity generally on how to navigate some ethically challenging scenarios”. This is underscored by an Advisor theme of wanting feedback on the benefit of their service. This may also indicate a need for additional member programs or services. Members tend to access this program more than once for the same issue. CAP’s PGP and PAA’s Practice Advisor Program have some overlapping services provided (at least in topics) and members sometimes were unclear about which program to access. Given these considerations, this program evaluation yielded six recommendations.

1. Build a Community of Practice for Practice Advisors

Advisors now have a Practice Advisors page on Collaborate, where frequently used documents for advice will be added.

- This should be a place where they can meet and discuss information they encountered, talk about their process, or their concerns.
- This could help standardize their advice as well as allow learning from one another.

Pro: Advisors can get peer feedback on types of advice given and can have access to frequently used documents for advising

Con: Advisors may not access this or may see it as an additional step

2. Further Differentiate CAP’s PGP vs PAA’s Practice Advisors (see Appendix A)

More clarification is needed about what differentiates CAP’s PGP and PAA’s Practice Advisors. I recommend adding a few examples to the chart:

- Specifying that jurisdiction/registration is only covered by CAP’s PGP as it is regulatory.
- Stating that CAP’s PGP often informs members of relevant laws, regulations, practice standards, and practice guidelines. PAA Practice Advisors give more in-depth advice about how a situation can be handled.

Pro: Allow easier identification of each program for members and Advisors.

Con: May not be enough to fully clarify, but CAP indicates that members must know themselves.

3. Clarify the Practice Advisor Program (see Appendix B)

More clarification is needed about the Practice Advisor Program, including how to access the program and the process that occurs:

- Add more information about the process of receiving advice to their webpage
- Make the link for the program more noticeable on the PAA “Contact Us” page
- Include on the webpage that there is only 1 follow-up allowed after a query session and that new queries must go through PAA again
 - As well, clarifying that the Advisors are just giving advice on the one aspect of the query, not consulting on the entire query
- Implement a standardized online program access form for members requesting an Advisor
- Clarify expected wait times
- Ensure the wording promotes this advice as a positive experience rather than being afraid of a mistake or consequence

Pro: Help members identify if this is the correct program for them, help them stay informed about what to expect when they submit a query, help them know how to contact the program, create one way to access the program (helps staff and members).

Con: Does not remove the possible wait times that members may face, may not stop members from sending an Advisor a new query directly.

4. Add a FAQ section to PAA Practice Advisor Page (see Appendix C)

I recommend that a frequently asked questions section be added to the PAA website Practice Advisors page that includes:

- The necessary CAP documents to start with
- Common questions the Advisors receive, and their advice
- A FAQ section for questions that Advisors may have (e.g., Need to report? How much detail to keep for the annual report?).

Pro: Decreases the number of queries that Advisors must answer, helps members get some fast advice, clarifies which CAP documents to look at depending on your query.

Con: Members may skip this and still directly contact PAA.

5. Implement a Member Feedback Form

An automatic form should be emailed out one week after advice is given to collect feedback from members that have accessed the program.

The form could include Member's name, Advisor who helped, Likert scale question asking if the advice helped, short text box for other comments.

Pro: Ongoing feedback on the program to ensure it is helping members, could help Advisors know which part of the advice was helpful.

Con: Additional staff time required.

6. Identify Alternatives (see Appendix D)

There appears to be a need to provide information on alternative practice supports such as:

- PAA Practice Advisors
- CAP's Professional Guidance Program
- Peer consultation
- Clinical Supervision (post-registration)
- Training/Education

A page should be created highlighting steps for each of these alternatives.

Pro: Help direct members to different programs or processes based on their need. May reduce the number of Advisor queries.

Con: Members may not utilize this information and continue to directly contact PAA.

CONCLUSION

The PAA Practice Advisor Program has become increasingly popular. Program evaluations assist in ensuring that programs meet the needs of both the volunteer Advisors and members using the program. This is the first program evaluation of the PAA Practice Advisor Program.

This evaluation highlighted the uniqueness of PAA's Practice Advisor Program through benchmarking, sought input from Advisors, members, and staff, and analyzed existing data. It also contains recommendations to help PAA optimize this program for both members and advisors.

Overall, many positive aspects were identified, but there were areas discovered that could be improved upon. This report has 6 recommendations to enhance the program:

1. Build a Community of Practice for Practice Advisors
2. Further Differentiate CAP's PGP vs PAA's Practice Advisors
3. Clarify the Practice Advisor Program
4. Add a FAQ section to PAA Practice Advisor Page
5. Implement a Member Feedback Form
6. Identify Alternatives

These changes would help support both members and Advisors by creating an enhanced program.

Appendix A

Further Differentiate CAP's PGP vs PAA's Practice Advisors

Professional Practice Resources for Alberta Psychologists



Professional Guidance Department

The College of Alberta Psychologists is the regulatory voice for the profession of psychology in the province of Alberta. Self-regulated professions establish entrance criteria, establish continuing learning criteria, and apply ethical codes and practice standards for the profession.

Organization Description

Guide members in identifying, interpreting, and applying regulatory resources (e.g., Legislation, Code of Ethics, Standards of Practice, Practice Guidelines/Alerts) to their practice situation

CAP does not provide the following:

- Prescriptive clinical advice – as a self-regulated professional, the psychologist maintains responsibility for professional decision making.
- Legal, business or technological recommendations/advice.

Professional Practice Guidance/ Advice



Practice Advisor Program

The Psychologists' Association of Alberta is the voice of, and for, psychology in Alberta. The association advocates for psychology in Alberta, informs the public and the media, and advocates for consumers of psychotherapy, psychological, and mental health services.

Provide collegial, confidential advice regarding professional practice issues and match psychologists from diverse areas of expertise to assist psychologists working through clinical/practice situations.

PAA does not provide regulatory advice.

Please ensure you fully understand the regulatory information prior to contacting the practice/clinical advising program.

I recommend adding a few examples to the chart above, which is on the PAA Practice Advisor Program webpage:

- Specifying that jurisdiction/registration questions are only covered by CAP's PGP as it is regulatory.
- Stating that CAP's PGP often informs members of relevant laws, regulations, practice standards, and practice guidelines. PAA Practice Advisors give more in-depth advice about how a situation can be handled.

As well, if an online query submission form is added, this chart will need to be updated to specify that members can access an Advisor by the fillable PDF form on the webpage.

Appendix B

Clarify the Practice Advisor Program

Process Clarity

Add more information about the process of receiving advice to the Practice Advisor webpage

- The Advisor will contact the member directly to set up a time for the 1-hour meeting.
- There is only 1 follow-up allowed after a query session and that new queries must go through PAA again.

Wait Time Clarity

Clarify expected wait times on the Practice Advisor webpage

- Matching a query to an Advisor with that expertise may increase wait times due to their availability, possibly having to contact more than one Advisor.

Standardized Application Process

PAA can use a fillable PDF right on the webpage to standardize program access including things such as:

- A question asking if they have accessed the necessary CAP documents (e.g., Standards of Practice, Practice Guidelines)
- Member's name, contact information, summary of the query, and multiple-choice options of the topic area of the query (listed from the PAA categories: Assessment, Treatment, Confidentiality, Release of Information, Conflicts of Interest, Dual Roles, File Management, Private Practice, General Ethical, General legal, Consent, Reporting, Other)
- Acknowledgement that this is a volunteer service for one consult only and that they are aware of process and wait times.
- Members should email the form to paa@paa-ab.ca

Appendix C

FAQ section on the PAA Practice Advisor Page

A frequently asked questions section be added to the PAA website Practice Advisors page.

- This could be an interactive / drop down page.
- It could be broken up into topic areas and include the related [CAP Guidelines](#) or be linked to the [Standards of Practice](#) page

Examples:

- Custody: CAP Psychological Assessment of Parenting Time and Responsibilities Practice Guideline
 - Consent/ Release of Information: Disclosure of Personal or Confidential Information
 - Dual Roles: Dual Roles in Conducting Assessments and Providing Therapy with The Same Client
 - Telehealth/Covid-19: Telepsychology Services, Navigating Psychological Practice During and Post the COVID-19 Pandemic)
- It could also include common questions the Advisors receive, and their advice
 - This could be taken from Advisors' Annual Report summaries
 - E.g., how to deal with requests from lawyers
 - A section for Advisors could be added, with their questions and the answers
 - What do Advisors do if they need to report something after a query?
 - How much detail should they keep for the annual report?

Example:

FAQ for Advisors	+
FAQ for Members	+

Click the + to open the folder to the various topic areas. FAQ for Members –

Custody	+
Private Practice	+

Click the + to view the CAP documents and any advice from the Advisors. FAQ for Members – Custody –

CAP Psychological Assessment of Parenting Time and Responsibilities	
PAA Advisor Advice	+

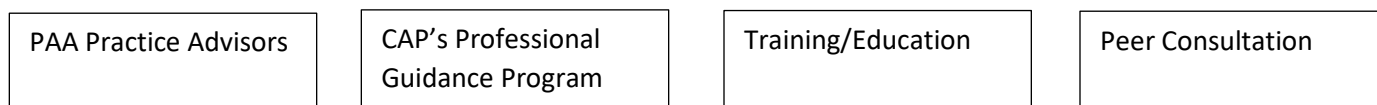
The CAP document is live linked to the webpage it can be found on, and the PAA Advisor Advice would open to the given answer.

Appendix D

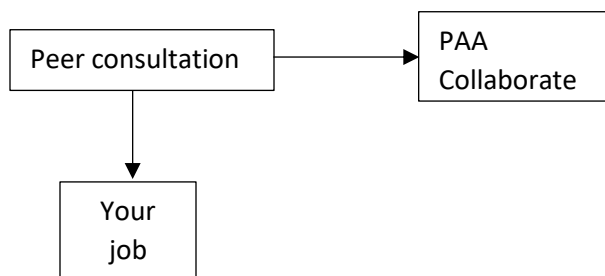
Alternatives to the PAA Practice Advisor Program

The page could use an infographic and could be completed on CANVA

- Example: Where do I go?



- Example: if peer consult, within your peer network, with work colleagues, or on Collaborate.



Where to go:

- Peer consult: Their job, or on Collaborate
- PAA Practice Advisors: If needing one off advice
- Cap's Professional Guidance Program: regulatory queries, Standards of Practice, Practice Guidelines
- Training/Education: CAP says it is up to members to stay up to date, so include a live link to CAP, link [professional development opportunities by PAA](#), PAA Ethics Study Circles (for provisional, early career, and full and life members), and tell members to seek up to date literature
- Clinical Supervision: List of supervisors on the PAA website, PAA Mentorship Program (in progress)