



PAA or CAP: Who Do I Call First?

When I call?	PAA Practice Advisor Program	CAP Professional Guidance Service
What can I expect?	Free, confidential advice regarding professional practice and/or ethical issues	Peer consultation, referrals and regulatory resources
What is the issue?	Specific clinical/practice guidance	Broad regulatory framework guidance
What can be addressed?	Issues surrounding ethics, clinical and professional practice are most common within a specific area of practice.	Issues surrounding Legislation, Bylaws, Code of Ethics, Standards of Practice, Practice Guidelines and Practice Alerts.
Who is eligible for this service?	PAA members can access practice advisors.	All regulated members can access CAP professional guidance (registered & provisional psychologists) as well as the public.
Who do I call first?	Call CAP to get regulatory information	Call CAP to get regulatory information
How do I access service?	Members can phone or email.	Members may call, email, use the website, or have in person meetings.
What is the process?	Upon verification of membership, individual is provided with a name and phone number for a practice advisor within a specific area of practice. Advisors are selected based on numerous criteria: location, availability, and issue.	Prefer inquiries in written form via email, allows time to research, then ask follow-up questions and provide resources. A survey is requested to improve service delivery.
How is the service delivered?	Over the phone	Over the phone, in an email, or in person

Who is responsible?

Which sentence best describes the role of a college (CAP) versus the role of a professional association (PAA)?

- i. The college serves the public interest and professional associations serve the interests of the profession.**
- ii. The college and professional associations both serve the public interest.**
- iii. The college and professional associations both serve the interests of the profession.**
- iv. The professional associations direct the operations of the college.**

The best answer is i. The college's mandate is to regulate the profession in order to serve and protect the public.

Answer ii is not the best answer because professional associations are designed to serve the interests of their members. While professional associations care about the public interest and often take actions that assist the public interest, they are under no statutory duty to do so and are accountable only to their members.

Answer iii is not the best answer because the college is not permitted to serve the interests of its members under its statute. While the college tries to ensure that it regulates its Members fairly and justly, and consults with its members, the college's mandate is to protect the public interest.

Answer iv is not correct. While the college may consult with professional associations and consider their views, it is not under the control of any professional association.