



National Symposium on Inter-Provincial Mobility within the Counselling Profession

“As it was said Report”

November 12-13, 2008, Ottawa, ON



Canadian Counselling Association

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Symposium Objectives

- ❖ To surface and discuss issues generated by the new environment of inter-jurisdictional labour mobility;
- ❖ To develop an action plan related to inter-jurisdictional mobility for the counselling profession; and
- ❖ To identify a core group of stakeholders to take accountability for the action plan.

Open Forum ~ Scoping the Challenge

As a preliminary exercise, participants were provided the opportunity to orally respond to the following focusing question: “As we think about the changes to the Agreement on Internal Trade announced by the Premiers in July 2008, and the potential effects of these changes on inter-jurisdictional mobility and regulation of the counselling profession in Canada, what are some of the issues, challenges, questions and opportunities that come to mind?” Subsequent to verbally identifying any such issue, challenge, question or opportunity, the participant then provided a very brief written summary of his/her point. These summaries appear below as regular text while the corresponding spoken responses immediately follow and are presented in italics.

Thirty-six issues, challenges, questions and opportunities were identified during this initial exercise and equally distributed amongst three time periods. During each subsequent time slot, participants self-selected into groups to discuss one of the topics of interest to them. Each of these conversation groups submitted additional information (related to achievements and overcoming barriers as well as key messages) for the areas chosen for discussion.

First Time Period (A)

- A1 Lowest common denominator and practice standards.
A discussion that we were having around the coffee break that I am curious about, that I see, and that is the potential for lowest common denominator certification or training standards when we go to a national mobility. What is the potential for that lowest common denominator to rule practice?
- A2 Inner focus – how do we sustain ourselves while we work to get what we want (regulation, protection of public, etc.)?
What strikes me about what I have heard so far is it is all focused in the outer world. How do we satisfy everything out there? How do we satisfy regulation? How do we satisfy the public? How do we take care of everybody else? One of the discussions that I feel is important to have is: how do we take care of ourselves? How do we sustain ourselves? How do we ensure that we have the energy and, you know, the energy to continue doing what it is that we do until we get what we want?
- A3 Competency in cultural diversity.
I want to add that when we are talking about specialization I think one thing which we have discussed, and was of interest to the regulators in Ontario, is competencies in cultural diversities. I think that is a very important factor we have to keep in mind – the demographics in the country are changing significantly.

Participants: Naseema Siddiqui

Connie Gerwing
Madeleine Lelievre
Martine Lacharité

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. Collaboration and respect between all counsellors no matter what their specialization.
 2. Check beyond the title and take steps to understand what others do.
- ❖ What are ways of overcoming any potential barriers in this issue area?
 - Mechanism for communication between provinces/associations.
 - Webinars.
 - Develop a consistent message to federal and provincial governments.

Key Message

Understanding, respect and collaboration across mental health professions/ disciplines.

A4 Definition of counselling.

It is probably up there already but I just want to make sure it is up in my words which is, because from a national office perspective we often get asked some really challenging questions which people say: “Why don’t you have an answer for that?” And, the questions are: “Please give me a clear concise definition of counselling; Please give me a clear, concise scope of practice.” And, I know what we call ourselves it will figure into that. But, I just want to make sure those points are up there: clear scope of practice, clear definition of counselling.¹

Participants: Maria De Cicco
Laurent Matte
Kris Magnusson
David Paterson
Linda Bartolo
Linda Wheeldon

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?

¹ This became two written topics, the second being ‘scope of practice’ (labelled as B5).

1. A clear definition that includes counsellor across Canada.
2. Not reinvent the wheel. Work with literature available.

❖ What are ways of overcoming any potential barriers in this issue area?

- Inherent politeness. Do not want to exclude people.
- Perfection – no definition will be perfect. Good enough is good enough.

Key Message

From existing material:

The practice of counselling and psychotherapy is enhancing people's growth and well-being through the intentional use of relational, conversational, somatic, expressive and/or educational methods and/or techniques informed by established counselling and psychotherapeutic theories, research, ethical standards, human diversity and the range of human traditions.

A5 Liability insurance coverage – implications.

I was just thinking about the liability function of insurance and our protection as practicing and public's protection what, how does this, is it implicated in that and if that isn't one of the things that committee would want to get into, this finding out what the liability insurance, what changes, what necessities would come from us standardizing.

A6 Role of grand-parenting.

This might come up under the inclusion category, and also it might come up under credentialing versus competency, but kind of, I think it might need its own attention as well. Under natural justice as a generic concept, it is inappropriate, it is unfair to intervene in the workplace where people have been working unregulated and deny them the capacity to make their livelihood. That is unfair. That is why grand-parenting has been a feature of all regulatory legislation since day one I think. It is also a way of achieving some inclusion without giving away the store. But, people would have to demonstrate they have been making their living in whole, or in part, prior to the legislation so there would be a test of that. So, that, I could say more about that – I want to put grand-parenting on the wall.

Participants: Ron Lehr
Deborah Wood-Salter
Vinnie Mitchell
June Sanderson
David Paré
Matthew Judd
Verlie Wile

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. General inclusivity with consideration of a combination of credentialing and experience. This would contribute to protection of public by gathering existing practitioners under a regulatory umbrella.
 2. Shaping of required professional development activities so that members meet minimum standards.

- ❖ What are ways of overcoming any potential barriers in this issue area?
 - Provision of evidence of competence founded on a combination of proven practice and/or prior training in specific areas.

Key Message

Grand-parenting is desirable but must be undertaken judiciously. Entry to a college does not preclude the obligation for continuing demonstration of competence.

- A7 Diversity undermines identification of profession to the public.
I have a question or a concern about the diversity and wondering if our diversity will undermine our identification of the profession to the public.
- A11 Which “slices” of our profession will get included? And which, not?
My concern has a single word and it is ‘inclusiveness’. I worry that there are so many faces not around this table. My concern is about inclusiveness. I am worried that there are so many slices of our profession not present around this table and not included in some of the forthcoming legislative initiatives.

Participants: Duncan Shields
Roger Wells
Corrine Hendriken-Eldershaw
Mona Chevalier
Hope (Wojcik) Burke
Maxine MacMillan

Questions to Ponder:³

- ❖ What are two achievements you would like to see in this issue area?
 1. Defined scope of practice for counsellors that need regulation.

² Participants opted to discuss topics A7 and A11 in tandem.

³ Participants did not identify any means by which potential barriers in these two topic areas could be overcome.

2. Who are we talking about?

Key Message

Complex issue that requires much further dialogue.
More counselling groups need to be at the table.
Consultation with other regulated profession for process.

- A8 Specialization.
I raised this earlier and I don't know what more to say about it except: specialization and how that fits into what is happening.
- A9 Associations' mandatory membership versus non-mandatory membership implications.
We are talking about protection of the public. One of my other interests is in the protection of our membership. There are a multitude of associations around and so I begin to wonder what are the implications of not having mandatory membership in the association and what are the implications of having mandatory membership in the association?

Participants: Kevin VanDerZwet Stafford
Blythe Shepard
Shelagh Fowler
Lorna Martin

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. As colleges are developed, that associations are required to play a role in assuring that members continue with professional development (association membership required).
 2. The college will recognize specifically related associations as partners for professional counselling (those with ethical guidelines, bylaws, etc.).

- ❖ What are ways of overcoming any potential barriers in this issue area?
 - Open communication.
 - Policies and procedures governing colleges in the changing counselling landscape.
 - Policies and procedures governing associations in the changing counselling landscape.

Key Message

Mandatory membership in association (for support, professional development, etc.) and college (for ethical complaints etc.) to protect the public.

A10 Sector council meetings – we were not at the table/implications??
My question or concern arises from our presentation on the potential changes to the Agreement on Internal Trade, and if I understood the presenter correctly, what I heard was that there were sector council meetings over the past three or four months and that those sector council meetings primarily concerned regulated bodies and given we are not regulated in New Brunswick and several other jurisdictions what does that mean for us and how do we participate in a discussion when we are not invited to the table?

A11 Which “slices” of our profession will get included? And which, not?
My concern has a single word and it is inclusiveness. I worry that there are so many faces not around this table. My concern is about inclusiveness. I am worried that there are so many slices of our profession not present around this table and not included in some of the forthcoming legislative initiatives.

Refer to A7 for group discussion points.

A12 Title protection versus practice protection legislation.
I was thinking just a title “protection act versus a practice protection act” and ours is going to be a title protection but I know we hear lots of talk about practice protection.

Participants: Marian McDonald
Ya-Hong Song
Patricia Donihiee
Lynda Younghusband

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. That CCA create a readily accessible clearinghouse for regulatory legislation.
 2. Writing/information available to distinguish title protection versus practice protection legislation.

- ❖ What are ways of overcoming any potential barriers in this issue area?
 - Someone to carry out the tasks.
 - The above two recommendations will eliminate barriers.

Key Message

Be clear what type of legislation you want and what type of legislation your government wants – title or practice protection.

Second Time Period (B)

- B1 How can provincial associations best support each other in our journeys to regulation?
My question is kind of based on how do we, as counselling associations, how can we best support each other and learn from each other as well going through this process hopefully, eventually.

Participants: Corrine Hendriken-Eldershaw
Deborah Wood-Salter
Roger Wells
Lynda Younghusband

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. Identify champions and lessons learned – solution focus.
 2. Website links through CCA website – electronic network – chatrooms.
- ❖ What are ways of overcoming any potential barriers in this issue area?
 - Volunteers – retired professionals! Young professionals.
 - Keep momentum going.
 - Membership engaged.
 - Communication – many levels.

Key Message

United we stand!
Yes we can!

- B2 Post-regulatory supervision.
I think this issue is covered in some of the, one of my concerns, and it is actually a passionate concern of mine, has to do with supervision. So, one is it comes in two places. One is around scope of practice etcetera and competency. But, the second one is post-regulatory supervision which we don't enact and we don't hold in any way that I understand consistently. So, that is one of my concerns – post-regulatory supervision.
- B3 Funding the cost of regulation.

I am not sure if it is a popular topic but just thinking about funding the cost of regulation. I throw that out there.

B4 Fee structure, national membership, provincial membership – thoughts.
I wouldn't mind throwing around the idea around fee structure between the national membership and provincial because we are running into huge costs. Just get some idea and poll some people around what they think is fair and reasonable around cost.

B5 Scope of practice.
It is probably up there already but I just want to make sure it is up in my words which is, because from a national office perspective we often get asked some really challenging questions which people say: "Why don't you have an answer for that?" And, the questions are: "Please give me a clear concise definition of counselling; Please give me a clear, concise scope of practice." And, I know what we call ourselves it will figure into that. But, I just want to make sure those points are up there: clear scope of practice, clear definition of counselling.

Participants: David Paterson
Naseema Siddiqui
Verlie Wile
Marian McDonald
Ya-Hong Song
Kris Magnusson
Linda Wheeldon
Madeleine Lelievre
Glenn Sheppard

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. Clearinghouse of various descriptions of scope of practice across Canada and include international documents – available on the web (begin with Nova Scotia, Ontario and Quebec).
 2. Examine this description, definition of counselling and qualifications in reference to each other.

- ❖ What are ways of overcoming any potential barriers in this issue area?
 - Overcome politeness and recognize that inclusivity may be threatened.

Key Message

We do not want to be inclusive to the detriment of the core standards and practice we value.

To create a national template for scope of practice (is a good thing!) which is promoted to community, professional, governmental and public stakeholders.

- B6 Who has it? What is it really? Definition. Competency based?
I am looking at this and thinking we need to have regulation and so there is a process and the process has been fleshed out and been successful in certain provinces. So, I think from my point of view that that process is something we need to look at. It is already done; so, we have a pattern already. We need, the scope of practice, who has a scope of practice? I know a few of us have a scope of practice. What I understand from the AIT is that it needs to be something that is barrier free for mobility but we need to get down to the grassroots level, in my opinion anyway, to get a definition of a scope of practice and who has one and look at how this will unify us across the country. And, then the process of regulation, we know what has to be done there. We need that in the province of New Brunswick. CEMA has it finished already. We have lots of information on that. And then our, what is counselling? So, since, and I am old so I really think we haven't had a definition in all my days – so we need to come up with one. I don't know how that is going to happen. But, maybe it can come out of the scope of practice definitions, or the receipt for the scope of practice that unifies us across the country and our different facets of the counselling process.⁴
- B7 Inclusivity: school counsellors and “double regulation” of teachers and counsellors.
About five or six years ago, I think, a report was done on regulated counselling in Saskatchewan, sorry mental health counselling in Saskatchewan, and they put the school counsellors, or classified school counsellors and maybe career counsellors, as quote paraprofessionals. I was quite appalled with that. I am concerned, career counsellors don't seem to fit in the legislation. School counsellors also, and partly because most of them are regulated as teachers, I assume, in most provinces and so there may be an issue of conflict between the regulation of them as teachers and the regulation as counsellors. So, I am concerned with that in terms of inclusivity.

Participants: Linda Bartolo
Hope (Wojcik) Burke
Connie Gerwing
Lorna Martin
Maria De Cicco
Shelagh Fowler

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. Separate teachers and counsellors if proper credentials are not present. Who does what?
 2. Clarify terms of guidance, counsellor, teachers, etc. Define scope of practice.

⁴ This became two written topics, the second being ‘definition of counselling’ (labelled as B9).

Obstacles: How are we going to deal with teachers who have been school counsellors without proper education?

❖ What are ways of overcoming any potential barriers in this issue area?

- Discuss among provinces re: varying definitions, roles – open discussion.
- Subcommittees committed to work.

Key Message

Increase communication and clarity of definitions re:
teacher, counsellor, etc.

B8 Protection of public? From what?

I would like to address the theme of protection of public because it is the one basis we can argue when talking to legislators. So, what are we trying to protect and from what?

Participants: Matthew Judd
Mona Chevalier
Martine Lacharité
Laurent Matte
June Sanderson

Questions to Ponder:

❖ What are two achievements you would like to see in this issue area?

1. Create awareness among legislators around potential issues arising from regulation in terms of potential harm.
2. Insurance of quality services for professional counselling, for example: confidentiality, ethics, proficiency, accountability, etc.

❖ What are ways of overcoming any potential barriers in this issue area?

- Protection of the public is common ground in all jurisdictions.

Key Message

Protection of the public is the best standpoint to move forward regulation to ensure consistency to allow for mobility.

B9 Definition of counselling:

- Broad based?
- Specialties.
- Can we have one that includes every one?

I am looking at this and thinking we need to have regulation and so there is a process and the process has been fleshed out and been successful in certain provinces. So, I think from my point of view that that process is something we need to look at. It is already done; so, we have a pattern already. We need, the scope of practice, who has a scope of practice? I know a few of us have a scope of practice. What I understand from the AIT is that it needs to be something that is barrier free for mobility but we need to get down to the grassroots level, in my opinion anyway, to get a definition of a scope of practice and who has one and look at how this will unify us across the country. And, then the process of regulation, we know what has to be done there. We need that in the province of New Brunswick. CEMA has it finished already. We have lots of information on that. And then our, what is counselling? So, since, and I am old so I really think we haven't had a definition in all my days – so we need to come up with one. I don't know how that is going to happen. But, maybe it can come out of the scope of practice definitions, or the receipt for the scope of practice that unifies us across the country and our different facets of the counselling process.

- B10 Define the minimum level of competency to protect the public (versus professional interests).

We need to address the fact that when we regulate there are always winners and losers. There are people who become regulated and there are certain benefits to professions who are regulated, particularly as a health profession. But, regulation is fundamentally about protection of the public and so the interest of the profession may be to keep the scope of who is regulated as small as possible. But, that is about protection of turf whereas protection of the public – the broader the membership the better, the more control you have over what people do and the standards of practice. These are very opposite agendas and it is why many of us promote the separation of association activities and regulation although we are in the business of doing both right now. So, I guess the question is: how do we define what that minimal practice standard is? Even the competencies don't define the level of each one. So, how do we figure out what that minimum level of competency is for the protection of the public and set aside our own interest?

Participants: Maxine MacMillan
Patricia Donihiee
Vinnie Mitchell
David Paré
Blythe Shepard
Duncan Shields
Ron Lehr

Questions to Ponder:

❖ What are ways of overcoming any potential barriers in this issue area?

Some of the challenges (not the solutions):

- Assessing competency in the absence of credentialing can be complex and expensive.
- Credentialing poses challenges of assessing competence of practitioners from international jurisdictions.
- There is no demonstrated direct correlation between credential and competence.
- Quebec's model could inform practice of ensuring post-secondary institutions meet standards of the regulatory college.

Key Message

With changes in AIT it is not either/or re: competency versus credentialing. Separate jurisdictions will have distinct standards of entry without blocking inter-provincial mobility.

Whatever standards we get must maintain credibility with the public and related health professions.

B11 What do we call ourselves?

The, one of the burning things for me is, and it is, I am hearing it again today, and to me it is a semantic question about what we call ourselves, and the hyphenations around that, the machinations around that – and how on earth are we going to sell ourselves to people and have people understand what we do if we have not got some consistency in what we call ourselves?

Key Message⁵

Developing/agreeing upon one name or way of identifying what it is “we” as a collective do is a critical and unifying move.

It would benefit public protection by making clearer distinctions of what services exist.

It allows the “collective” to unify themselves.

It would not preclude specializations.

B12 How to engage provincial legislators/regulators?

One of the things that we found when we were putting this together, obviously we are not regulated; the work that we do is not regulated in most jurisdictions in Canada. And, because we are not regulated we had a hard time convincing the provincial bodies that they had a need to be interested in this. So, my question is: how do we engage the

⁵ In cases whereby a discussion group did not form around a topic, a participant interested in that particular subject was given the opportunity to individually craft a key message, as was done for this topic area.

different legislative and regulatory groups at the political level, engage them to be interested enough in what we are trying to do here?

Third Time Period (C)

C1 Mobility and resolving legislation that is credential in one province versus competency in another.

I guess, listening this morning I was struck with the fact that because provinces can legislate they can't be really dictated to from the outside in terms of the legislation, what would be the impact of one province going with a competency only and what would be the impact, how would that affect another province that has gone with a credentialing based approach in terms of no impediments to mobility, how would different provinces resolve that particular issue?

Participants: Naseema Siddiqui
Corrine Hendriken-Eldershaw
Marian McDonald

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. Collaboration across the country.
 2. Access without lowering standards for protection of the public.
- ❖ What are ways of overcoming any potential barriers in this issue area?

→ Education.

Key Message

Credentials and competencies are not necessarily exclusive
but can be complementary in protecting the public.
Credentials must be acquired from an accredited university.

C2 With regulation – what may occur with regard to access to 3rd party billing?
As we meet with our students in the counsellor programs at the various universities, over the past year or two as regulation has come to the forefront questions have come to me from students saying: “Okay, once we have regulation does that automatically mean that we are going to get access to third party billing so we can set up private practice?” That would be a question I would like to see addressed.

C3 Our relationship with labour mobility coordinators in each jurisdiction?

Since AIT was passed there are twelve labour mobility coordinators across the country with also colleagues in Ottawa at the federal government level. These colleagues have other jobs in their governments but they have taken on the responsibility of mining the commitment to AIT, let's say. We are engaged in a political process as well as a process that can be characterized in other ways. My question is then: what should, or could, be our role in our respective provinces with regard to a relationship with those coordinators in our respective governments?

- C4 Non-regulated vs. regulated provincial job security for counsellors.
AIT protects those people who are being mobile across our country in regulated professions. I would like us to discuss how that impacts job security in those provinces that do not have regulation for their counsellors.
- C5 Implications of failure to reach consensus on a national approach.
I am having difficulty articulating this but I think that we need to have a discussion of what the implications are for all of us, as regulators, in each of the provinces if we fail to come up with a national standard, a national definition of counselling and a common, or at least in some way compatible, scope of practice because we seem to have moved very much in different directions.
- C6 Canadian and international regulation.
I attended the British Association of Counselling and Psychotherapy conference and they were talking about many of these same regulatory issues. In 2010 psychotherapy and counselling is becoming regulated in Great Britain right across the British Isles. What that does to me, thinking about fifty states in Obama's union all with regulation, what is the relationship between regulation in Canadian jurisdictions and international regulation of the counselling profession?
- C7 Career counselling.
Guidance counsellors.
I have a concern more in terms of career counselling because when we look at what is happening in Quebec we are really talking about guidance counsellors. But, when we are looking, I am hearing about legislation in other provinces I am not hearing that name at all; we are not talking about career counselling. And, so I have that preoccupation: where is that within the other possible legislation?
- C8 Role of professional association in regulated environment.
The issue that is coming up for me is how to, is the role in a legislative regulated environment, the role of a national professional association and particularly with things like a national exam for competencies and what not. What would be the role of a national professional association in a regulated environment?

Participants: Ron Lehr
Vinnie Mitchell
Linda Wheeldon

David Paterson
Ya-Hong Song
Verlie Wile
Roger Wells
Michel Turcotte

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. There is an advantage to a pan-Canadian perspective – achievement will be to develop materials (example: national competency examination) relevant to legislative bodies and their members.
 2. To explore all areas that could build the practice (university and mining programs and others including experience, prior learning assessment).

- ❖ What are ways of overcoming any potential barriers in this issue area?
 - Turf protection.
 - Cost.
 - Dialoguing with other involved national associations brings other voices to the national scene in a meaningful way.

Key Message

Think big.
Stay engaged.
Pan-Canadian dialogue is a good thing.
Anticipating developments and ready for change.
Cost of exams can be better born nationally and used provincially.

Participants:⁶Maxine MacMillan
Martine Lacharité
Matthew Judd
Hope (Wojcik) Burke
June Sanderson
Lorna Martin
Mona Chevalier
Shelagh Fowler
Patricia Donihiee

Questions to Ponder:⁷

⁶ Owing to the number of people interested in discussing this topic, two conversation groups were formed.

⁷ Participants did not identify any means by which potential barriers in this topic area could be overcome.

❖ What are two achievements you would like to see in this issue area?

1. Access to resources, i.e. Q&A on website vis-à-vis name change.

Key Message

A national organization is key to:

- ♦ assist provinces not yet regulated,
 - ♦ big picture overview,
- ♦ professional development/national conference,
- ♦ coordination of information from diverse provinces/
sources.

C9 Collaboration across the country.

In listening to all of this I think we are always waiting for what is happening out there and what we need to do is start the actions in here so I am just wondering if we should be looking at some sort of a mechanism of collaboration between the provinces, the group which is sitting here, whether you are regulated or not regulated and that, for example, that question came to my mind when the question was raised about the scope of practice, the counselling, for example, is defined in the, according to the Ontario definition is informal advice giving a friendly chat or something like that. I am sure counsellors don't agree with that; and, we don't, of course. So, I think we need to start looking at developing some kind of mechanism for collaboration within the profession.

C10 Credentialing and competency.

The issue that always seems to intrigue me is the question of credentialing versus competency and Duncan's presentation highlighted the controversies there. So, I guess, just to say a tiny bit more, everyone agrees, I think, you have to have some competencies; but, how are you going to measure or ascertain whether the person has the competencies? So, I guess I will call it 'credentialing versus competencies'.

Participants: David Paré
Blythe Shepard
Maria De Cicco
Glenn Sheppard
Laurent Matte
Kevin VanDerZwet Stafford
Linda Bartolo
Deborah Wood-Salter
Lynda Younghusband
Duncan Shields
Kris Magnusson
Madeleine Lelievre

Questions to Ponder:

- ❖ What are two achievements you would like to see in this issue area?
 1. A national competency standard that could drive either credentials or competency based certification.
 2. Refine credentialing practices to ensure they are competency driven.

- ❖ What are ways of overcoming any potential barriers in this issue area?
 - Agreement between all provinces and associations.
 - Important to have in depth consultations with Quebec on all of the above.
 - Funding.

Key Message

Protection of the public and the integrity of the profession
rest upon the integration of both competency and
credentialing issues.

Most cost effective and efficient way to maintain the above
is through competency based credentialing.

- C11 Access → protection.
With inclusiveness goes access because if there is no access there is also no protection of the public; so, I want to just emphasize that.
- C12 How to describe “nebulous” concepts and success?
I think I am going to risk a question here because I heard something during coffee break about how difficult it is to talk about some of the things you do, and I don't know what some of those things are, maybe things like inspiring people to change their behaviour, whatever. So, my question is: if you don't know how to describe it, how do you know if you are doing it well?

Overview of Open Forum Key Messages

At the conclusion of the open forum, a preliminary overview of the key messages emanating from the exercise was provided as follows.

Key Theme Area #1 – Protection of the public

- ❖ Best standpoint from which to move forward toward regulation and mobility
- ❖ Limitations on “grand-parenting”:
 - ◆ Grand-parenting is desirable
 - ◆ Grand-parenting must be undertaken judiciously
 - ◆ Grand-parented members are obliged to demonstrate continuing competence
- ❖ Define minimum level of competency required
- ❖ “Competency” versus “credentialing” no longer either/or under new AIT
- ❖ Standards must be credible to public and related health professions
- ❖ Mandatory versus non-mandatory membership:
 - ◆ Protection of the public through mandatory membership:
 - “Association” – support, professional development, etc.
 - “College” – ethical complaints, etc.
- ❖ Credentials and competencies are not necessarily exclusive but can be complementary in protecting the public
- ❖ Credentials must be acquired from an accredited university
- ❖ Protection of the public and the integrity of the profession rest upon the integration of both competency and credentialing issues.

Key Theme Area #2 – Scope of practice

- ❖ Do not sacrifice core standards and practices we value to inclusivity
- ❖ Create national template for scope of practice
- ❖ Promote scope of practice to all stakeholders (community, professional, governmental, public)
- ❖ Inclusion within the profession of counselling:
 - ◆ Complex question
 - ◆ More dialogue required, involving more groups
 - ◆ Consult with other regulated professions re: their processes to determine inclusion
- ❖ Nature of legislation:
 - ◆ Title protection/practice protection
 - ◆ Be clear what the profession wants
 - ◆ Be clear what government wants

Key Theme Area #3 – Clear, complete and generally accepted definition of counselling

- ❖ “The practice of counselling and psychotherapy is enhancing people’s growth and well-being through the intentional use of relational, conversational, somatic, expressive and/or techniques informed by established counselling and psychotherapeutic theories, research, ethical standards, human diversity and the range of human traditions”
- ❖ Determine who “we” collectively are and how we name ourselves
- ❖ Clearly distinguish the counselling services and specializations available
- ❖ Create more unity within the profession
- ❖ Clear distinction with definitions of other related professions (e.g.: teachers)

Key Theme Area #4 – Inter-jurisdictional support for efforts to achieve regulation

- ❖ United we stand
- ❖ Yes, we can

Key Theme Area #5 – Understanding, respect and collaboration across mental health professions and disciplines

Key Theme Area #6 – Role of national professional association in a regulated environment

- ❖ A national organization is key to:
 - ◆ Assist provinces not yet regulated
 - ◆ Big picture overview
 - ◆ Professional development/national conference
 - ◆ Coordination of information from diverse provinces/sources
- ❖ Think big
- ❖ Stay engaged
- ❖ Pan-Canadian dialogue is a good thing
- ❖ Anticipating developments and ready for change
- ❖ Cost of exams can be better born nationally and used provincially
- ❖ Developing national competencies

Success Indicators and Corresponding Actions/Activities

Working with the Key Theme Areas (KTAs) emanating from the open forum exercise, participants identified success indicators and some actions and activities that should be contemplated in order to achieve such success.⁸

KTA #1.0 – Protection of the public

SUCCESS INDICATORS

Success will have been achieved in this key theme area when/if...

...high public confidence in counselling profession has been found.⁹

...there is a client bill of rights.¹⁰

ACTIONS/ACTIVITIES¹¹

- 1.1 ⌘ Create a client bill of rights for public education/awareness.
- 1.2 ⌘ Identify and gather existing:
 - ⇒ client bills of rights,
 - ⇒ sets of core competencies,
 - ⇒ codes of ethics,
 - ⇒ standards of practice,
 - ⇒ complaints procedures,
 - ⇒ disciplinary procedures.
- 1.3 ⌘ Develop minimum standards of competencies.
- 1.4 Develop a means of assessing standard of competencies.
- 1.5 Develop communication and public education strategies.
- 1.6 Identify potential risks for the public related to the practice of counselling, as a way of preventing harm to our clients.

⁸ One participant stressed the importance of ensuring that any development of the output from the symposium had the same meaning in both official languages as this was not always the case.

⁹ It was clarified that this included a clear counselling identity or brand, members of an informed public knowing what they were getting, a mechanism for service accountability, clear standards of care as well as defined, and high, minimum standards of competence.

¹⁰ It was noted that Patricia Donihiee had a model that she would forward to Barbara MacCallum.

¹¹ Actions and activities designated by the symbol '⌘' are those deemed as being critical to the success of the initiative and consequently those that must commence forthwith. These critical actions and activities are also presented in the following section in a timeline format.

- 1.7 ☒ Adopt a standard of practice that forms the basis for a pan-Canadian standard of care.
- 1.8 ☒ Adopt a code of ethics that forms the basis for a pan-Canadian standard of care.
- 1.9 Develop a client's bill of rights.
- 1.10 ☒ Communicate and educate legislators about potential risks to the public.
- 1.11 Inform:
 - a) legislators,
 - b) publicabout professional
 - i. standards of practice,
 - ii. codes of ethics,
 - iii. complaint procedures,
 - iv. disciplinary procedures.
- 1.12 ☒ Reach consensus in creating a brand.¹² (What we are called, who we are and what we do.)

KTA #2.0 – Scope of practice

SUCCESS INDICATORS

Success will have been achieved in this key theme area when/if...

...there is consensus¹³ on the spirit and the wording of a “scope of practice” (validate professional identification) within our profession with a focus/end goal to protect the public.

...our profession's preferred scope of practice statement has been accepted by governments and key stakeholders.^{14, 15, 16}

¹² In response to the comment that public protection and creating a brand did not seem consistent and, in fact, could be considered as paradoxical, it was noted that one should think about creating a brand as being synonymous with communicating the organization's identity to the public (for instance who the organization was and what the organization did). It was further noted that an element of protecting the public was providing the public with clarity of choice (such as by communicating who could provide services competently and who could not).

¹³ It was clarified that this consensus would be among all the different associations and professionals across the country.

¹⁴ In response to the question as to why governments had to accept the scope of practice, it was noted that there needed to be official recognition in terms of validating it from the point of view of regulation as without such recognition it was likely that it would be difficult to compel, or interest, people to take ownership. It was further noted that Quebec and Ontario, both regulated provinces, utilized different titles for their respective practitioners (as would likely be the case in other provinces) and consequently as it might not be possible to identify the profession by a title it was important to be able to identify the profession by a scope of practice that was accepted by regulators. It was also noted that this scope of practice would provide an opportunity for mobility.

¹⁵ It was noted that it was critical to “get it right” with government as government decided what would be included in the legislation.

¹⁶ Concern was expressed regarding the need to refine the language of this indicator such that one would not infer that government could dictate the scope of practice since the role of government was to approve it or “give it

...practitioners¹⁷ take ownership of the scope of practice.¹⁸

...the public is educated on the scope of practice.

ACTIONS/ACTIVITIES¹⁹

- 2.1 ☒ Gather provincial and international scopes of practice.
- 2.2 Design a template to create and measure consistency across counselling scopes of practice in Canada.
- 2.3 ☒ Identify the different stakeholders across the profession.
- 2.4 Solicit stakeholder input, feedback and validation until consensus is achieved.
- 2.5 ☒ Develop a scope of practice (draft).
- 2.6 Gather various scope of practice statements from within the profession, provincially, nationally and internationally.
- 2.7 ☒ Establish mechanisms for achieving consensus.
- 2.8 Develop an inventory of existing resources (e.g.: documents) in preparation for gathering existing and proposed scope of practice definitions, and to compile them in a comparative table.
- 2.9 Provide exemplars of existing scopes of practice to jurisdictions not yet regulated.
- 2.10 Provide exemplars of scopes of practice to all jurisdictions for their consideration when creating their own processes for development.²⁰
- 2.11 Divide the scopes of practice definitions into constituent elements and identify shared and contrasting elements.

regulation". In response, it was noted that one element of drafting legislation was to dialogue with those in the particular ministry responsible for passing the regulation and this would serve as an opportunity to educate government officials about the scope of practice.

¹⁷ It was clarified that this was multi-disciplinary in nature.

¹⁸ It was suggested that in the final analysis it might not be a case of having an exclusive scope of practice but rather one that others could accept and through which expertise could be demonstrated.

¹⁹ In response to the question posed as to whether the actions and activities were focused on having the committee develop a scope of practice that was national, and achieving consensus nationally given that there could be no interference with jurisdictional matters, it was noted that this was amongst stakeholders and there was no intent to try to convince governments to change. It was further noted that this was not a case of imposing a scope of practice on any particular body but rather in providing an offering that hopefully would be adopted.

²⁰ It was suggested that it should not be the case of dispersing multiple definitions to provinces and territories but rather of drawing upon all of the jurisdictions when creating a scope of practice in order to achieve a national consensus.

KTA #3.0 – Clear, complete and generally accepted definition of counselling

SUCCESS INDICATORS

Success will have been achieved in this key theme area when/if...

...a clear, complete and generally accepted definition of counselling is established.²¹

ACTIONS/ACTIVITIES

- 3.1 Identify and gather the definitions of counselling provincially, nationally and internationally.²²
- 3.2 ☒ Establish a mechanism for reaching a consensus for the definition of counselling.
- 3.3 Identify the areas of specialization (within the counselling profession).
- 3.4 Identify the ethics and standards that will regulate specialization.
- 3.5 ☒ Explore the possibility of establishing a sector council.

KTA #4.0 – Inter-jurisdictional support for efforts to achieve regulation

SUCCESS INDICATORS

Success will have been achieved in this key theme area when/if...

...we have organized, expedited information sharing.

...we have structured venues for exchanging updates, documents and consultation with each other.

...provincial ‘champions’ as designated inter-provincial representatives are available for ongoing consultation.

...there are/is a website, newsletter, teleconferences (possibly online using Skype or we have confidence that technology will develop in such a way that this will be less and less expensive to do that), email list and listservs.

...there is inter-jurisdictional political support.

²¹ As it was agreed that the title of this KTA was actually the core success indicator, participants did not develop any further indicators.

²² The question was posed as to whether the process of developing the scope of practice would facilitate a decision on what the practice would be called given that there were numerous people who did not call themselves ‘counsellors’.

...there is a readiness to respond in the role of advocate on behalf of other jurisdictions engaged in regulatory efforts.²³

...there is a disposition of mutual acceptance of jurisdictional differences.²⁴

...there is jurisdictional transitional support to assist incoming practitioners in making an effective transition.

ACTIONS/ACTIVITIES

- 4.1 🔗 Create a strategy that enhances ongoing communication of regulation-related across provinces.
- 4.2 Create a repository of regulation-related materials for use by provinces.
- 4.3 Implement a process to recognize provincial champions of counselling regulation.
- 4.4 Provide opportunities for networking between provinces for mutual support.

KTA #5.0 – Understanding, respect and collaboration across mental health professions and disciplines

SUCCESS INDICATORS

Success will have been achieved in this key theme area when/if...

...all mental health professionals acknowledge the importance of regulation.²⁵

...all national/provincial associations recognize the importance of regulation.

...we speak with one voice.

...we respect each other's needs and differences.²⁶

...we have a mutual recognition agreement (MRA).^{27, 28}

²³ It was noted that this could include letters to a minister, email campaigns, petitions and petition papers (such as observed in British Columbia's response to Ontario). It was further noted that such actions of support could originate at the member level or the provincial organizational level.

²⁴ It was noted that there were differences that would require adjustment to local circumstances by a practitioner who wished to have mobility as well as differences that constituted barriers to mobility – the former being the case when a practitioner moved from one jurisdiction to another and experienced environmental adjustments that were a normal part of the move and the latter referring to instances whereby the individual was confronted with distinct barriers to being employed in his/her field.

²⁵ It was clarified that this had to be achieved at the provincial level as well as the national level as having groups opposed to regulation would make the overall move in that direction more difficult.

²⁶ It was noted that when the Ontario Coalition had been seeking regulation an initial report had stated that psychotherapy should be regulated and recognized and while there were some groups that felt the goal had been achieved others felt it had not as they had not been included. It was further noted, as an example, that a counsellor should not be excluded because the legislation did not include the specific term 'counsellor'.

...we have common vocabulary.²⁹

ACTIONS/ACTIVITIES

5.1 ☒ Involve all the allied mental health professional associations from the outset.

KTA #6.0 – Role of national professional association in a regulated environment

SUCCESS INDICATORS

Success will have been achieved in this key theme area when/if...

...the national association offers membership services that enhance the profession of counselling and support positive inter-jurisdictional mobility of counsellors.

...the jurisdictions perceive the national association as the voice of counselling in Canada.³⁰

...the national association provides an ongoing relationship between and among the public, the counselling profession and the regulatory colleges.

...accreditation of counselling programs is a relevant and recognized standard provided by the national association in Canada and around the world.

ACTIONS/ACTIVITIES

6.1 Make membership in professional associations mandatory.

6.2 ☒ Begin discussions to move toward creating one national professional association.^{31, 32, 33}

²⁷ It was clarified that as provinces were developing their own respective competencies this information could be drawn upon in an effort to establish very basic and simple competencies that would resonate across all provinces.

²⁸ A caution was expressed concerning utilizing the term 'mutual recognition agreement' because the federal government had moved away from this concept.

²⁹ It was noted that this was a critical element to achieve.

³⁰ It was noted that a challenge was that as regulations would, in fact, be governing a lot of different mental health professionals, change was necessary in order to become the national, all inclusive voice for all workers in the profession.

³¹ It was noted that during the lunch break there had been many comments related to empowering national voices, associations working together and becoming more inclusive; therefore, there might need to be clarification that this action/activity was not intended to imply exclusiveness. In response, it was noted that the intention had definitely not been to do so at the exclusion of others but to be as inclusive of others as possible in an effort to connect people together as one voice.

³² In response to the question as to why this was necessary given that the Canadian Counselling Association could fill this role, it was noted that it was sometimes better to form a new association rather than have other parts join an

- 6.3 Identify the relevant/interested professional associations that could participate in a national professional association.³⁴

KTA #7.0 – Other mobility related³⁵

- ❖ Implications of failure to reach consensus on a national approach. (C5)
- ❖ How to describe “nebulous” concepts and success? (C12)

KTA #8.0 – Other not mobility related³⁶

- ❖ Liability insurance coverage – implications. (A5)
- ❖ Funding the cost of regulation. (B3)
- ❖ With regulation – what may occur with regard to access to 3rd party billing? (C2)
- ❖ Non-regulated versus regulated provincial job security for counsellors. (C4)

existing, established association. Another participant noted that while the structure of CCA was appealing, it would be presumptuous to assume that CCA would be “the” organization; and, furthermore making such an assumption ran the risk of alienating a lot of stakeholders who wanted to be included in the growing community.

³³ It was noted that as CCA had stepped into the breach in the absence of provincial and territorial statutory provisions, this raised the question as to what its future would be in a regulated environment. It was further noted that it would be important to understand why people opted out of joining the association (for instance whether it was due to CCA having managed to somehow estrange them or it was simply a case that they did not feel the need to become a member as their requirements were being met locally).

³⁴ It was noted that this would need to be done in tandem with action/activity 5.1 (involve all the allied mental health professional associations from the outset).

³⁵ This Key Theme Area was established to house the issues, challenges, questions and opportunities (listed as bullet points) identified during the open forum exercise that were related to mobility but did not seem to fit under any of the previously identified KTAs.

³⁶ This Key Theme Area was established to house the issues, challenges, questions and opportunities (listed as bullet points) identified during the open forum exercise that were not related to mobility and did not seem to fit under any of the previously identified KTAs.

Timeline

Participants reviewed the actions and activities deemed as being critical and created a timeline that identified the dates by which substantial completion of each action and activity would be achieved.

Short-term		Medium-term	
March 2009	June 2009	September 2009	October 2009
<p>Identify the different stakeholders across the profession.</p>	<p>Gather provincial and international scopes of practice.</p>	<p>Explore the possibility of establishing a sector council.</p>	<p>Establish a mechanism for reaching a consensus for the definition of counselling.</p>
<p>Involve all the allied mental health professional associations from the outset.</p>		<p>Create a strategy that enhances ongoing communication of regulation – related across provinces.</p>	

Medium-term		Long-term	
December 2009	October 2010	December 2010	
Develop a scope of practice (draft).	Communicate and educate legislators about potential risks to the public.	Reach consensus in creating a brand. (What we are called, who we are and what we do.)	
Develop minimum standards of competencies.		Adopt a standard of practice that forms the basis for a pan-Canadian standard of care.	
Create a client bill of rights for public education/awareness.		Adopt a code of ethics that forms the basis for a pan-Canadian standard of care.	

EnviroScan ~ Interview Matrix

During this exercise, four questions were discussed through a process whereby participants alternated between the role of interviewer and interviewee. As an interviewer, each participant sought responses to his/her question from three colleagues, while as an interviewee each participant was asked to respond to three different questions.

Question 1

1. As we contemplate inter-jurisdictional mobility, what are some practical assumptions we can make about the regulatory environments in which we currently operate?
Please complete the sentence "We can safely assume that..."

Plenary Report Back

- ❖ Everyone is committed to protection of the public
We had started with one question that represented the optimism that all of us saw. We can safely assume that everybody is committed to the protection of the public.
- ❖ Theme:
 - = optimism
 - = patience
 - = flexibility
 - = consistency in end goal
 - = seeing pan-Canadian*Beyond that we saw a theme of optimism that would take patience, that would take flexibility, that would have consistency in the end goal but getting to that goal would take a lot of creativity and different kinds of paths. And, that people are moving towards a pan-Canadian vision.*
- ❖ = trust
 - = alertness
 - = different levels of readiness
 - = some stakeholders will feel threatened*The second page, here we saw a theme that assumed trust, alertness and different levels of readiness depending on the jurisdiction and the stakeholders that are there. And, the final thing is that some stakeholders will feel threatened by this process and that we should anticipate those feelings and develop responses towards them.*

Written Interview Sheets

- ❖ That...legislation in place regarding title, scope of practice, ethics, standards of competency, discipline and complaint procedures.

- ❖ That...an organization in place that has jurisdiction over profession (access qualification/experience re: license to practice in that jurisdiction).
- ❖ That...is a system in place to address ethical complaints.
- ❖ That...there are yearly professional fees.
- ❖ That...counsellors are encouraged to participate in professional development.
- ❖ There is a code of ethics which must be adhered to.
- ❖ Expect regular professional newsletter or e-bulletins.
- ❖ Expect ongoing expectation re: standards.

- ❖ That...membership supports regulation but needs to be informed about benefits of inter-jurisdiction mobility.
- ❖ That...professional development will be available and required to maintain registration/certification.

- ❖ Most practitioners in Canada operate under some ethical code and standard of practice so it should make it possible to establish a pan-Canadian vision of standard of practice and *robotic*.

- ❖ That everybody works for high quality standards and that they will have a willingness to work well.

- ❖ There will not be barriers to inter-jurisdictional mobility and that we will honour the AIT Chapter 7 proposed changes and that could become a model for inter-jurisdictional mobility.

- ❖ We can safely assume that everybody is committed to protection of the public; our profession creates, at worst, moderate risk but that is sufficient to motivate government to regulate us wherever we practice.
- ❖ Definitions and word use are key to the success or failure of regulatory efforts.
- ❖ There is great variability, there are places where there is no interest in regulation.

- ❖ We can safely assume that some provinces have laid excellent groundwork which will benefit those provinces yet to be regulated.
- ❖ We can safely assume that there is a dedicated group of individuals ready to take a leadership role to ensure regulation.
- ❖ The road ahead will be difficult and more lengthy than we now think.

- ❖ We can safely assume that there will be significant variations in regulations across the country and must be prepared to demonstrate flexibility. We can also assume that provinces that undergo earlier registrations might have their standards imposed on those provinces that are currently not regulated and therefore we must be respectful and trusting of their judgement.
- ❖ Questioning is welcome.

- ❖ I assume that protection of the public is paramount.
- ❖ I assume that all jurisdictions will ultimately seek protection of the public.
- ❖ I assume that there will be regional differences in regulation.
- ❖ I assume that all jurisdictions will become regulated.

- ❖ We will need to focus our efforts on regulation of those provinces that need regulation.
- ❖ Individuals will need to be active to achieve regulations in their province.
- ❖ Other jurisdictions will expect unregulated provinces to get regulated.

- ❖ We can safely assume that in each currently unregulated jurisdiction there will lurk stakeholders who are threatened by the movement by counsellors towards regulation.
- ❖ It will be important to anticipate their objections in order to formulate compelling and convincing counterarguments.
- ❖ We can assume that there will be some degree of a domino effect whereby the regulations of the first few jurisdictions will accelerate the regulation of the remaining.

- ❖ To begin, my respondent is uncomfortable with assumptions. It is possible that Rick Morris' point that each counsellor/jurisdiction believes that nothing new would be better than the work and standards they have already created.

- ❖ We can safely assume that there will be opposition from people who feel excluded in the process.
- ❖ ...some jurisdictions will believe they have stronger standards of practice than others.
- ❖ ...there will be an ongoing inter-jurisdictional dialogue.
- ❖ ...there will be a need for compromise.
- ❖ ...there will be a need to trust that all professionals are concerned with the well-being of the profession.

- ❖ ...there will be goodwill among all counselling professions.
- ❖ ...we will understand the importance of moving beyond the specific context of our own particular working environment to a larger context of a pan-Canadian vision.

- ❖ Promotion of the profession and regulatory activities will be separated.
- ❖ We can assume the association will need to evolve to meet other members' needs.
- ❖ Because the regulatory environment including professional designation we use will change we will have work to do to re-establish the gains for current designation, transition period needs to be planned. Huge amount of public education.

- ❖ There will be regulatory differences.
- ❖ We can safely assume the differences will be largely non-substantive ones – small differences e.g.: titles different, scope similar.
- ❖ Many jurisdictions will not care until they believe they should pay attention. This is not a burning issue for some people.

- ❖ It will take ten times more work than we think.
- ❖ The change will not require from national association but also provincial governments. For example: some amendments to some acts that have been modified – governments and associations.
- ❖ This process will take dialogue and compromises.
- ❖ Across counselling associations → different thoughts on what will allow for mobility.

- ❖ More provinces will become regulated.
- ❖ There will be more consistency in terms of the practice, such as scopes of practice of the field as a whole and different specializations within the field.
- ❖ There will be greater consensus between the different factions of the profession.

- ❖ The regulatory environment will be influenced. If a province is regulated, the legislation may be changed and if the province is not, it may be different.
- ❖ It may facilitate the process of becoming regulated for provinces who are not regulated.
- ❖ It may also trigger a review of the jurisdictional processes already in place.
- ❖ It will not dictate the way provinces write their legislation.

- ❖ We can safely assume that each province has been moving at its own pace and there is only so much the group can do aside from providing information and support when required.
- ❖ We can assume that QC & ON, and most likely NS, will be the regulated provinces and we would not be able to change that legislation. We can, however, work to create bridges and understanding among the differences.
- ❖ We can assume the situation is going to be volatile and muddy at times but we must accept that is the reality and there will be some answered question.

- ❖ There is a shared will of bringing this professional mobility forward.
- ❖ We come from different environments so sharing the will does not ensure getting easily to a common agreement.
- ❖ The ideal situation is not necessarily a unified regime but a harmonized and articulated vision.

- ❖ The uniqueness of our context and population in each region so we must honour these differences in whatever approach we take (this is more than cultural/linguistic has to do with regional disparity, readiness for change and other factors).
- ❖ Regulatory environments will be more and less positive for change based on political events and climates beyond the interests of counselling regulation. Patience, tenacity and multi-pronged respectful processes will be important to overcome unavoidable barriers.

- ❖ All the jurisdictions are willing to comply with Chapter 7 Agreement on Internal Trade.

- ❖ All the jurisdictions will listen to each other and try to understand the differences of each other.
- ❖ Agreement on standards of practice by the groups involved (in each jurisdiction) core components/elements.

Question 2

2. What are some major cultural shifts that will need to happen for the counselling profession to fully maximize opportunities provided by inter-jurisdictional mobility? What do we need to do more of? Less of?

Plenary Report Back

- ❖ Shift in thinking from turf protection to protection of the public
We had the toughest question. We had a wonderful conversation at our table on how we should do this and what you are getting here is a very, very tiny snapshot of that. So, shift in thinking from turf protection to protection of the public.
- ❖ Recognizing and respecting diversity within the profession
- ❖ “Walk the walk” of diversity and inclusion
A need to walk the walk of diversity and inclusion.
- ❖ Trust in the methods of other jurisdictions
- ❖ Develop a structure that invites professional pride

Written Interview Sheets

- ❖ Who’s the “we”! I will answer this from the point of view of the CCA. Each province has its own identity; therefore, we would educate ourselves with a carefully developed educational tool.
- ❖ First we would need to identify the cultural shifts – people from different jurisdictions, people with different first language backgrounds, people from different counselling categories/designations.
- ❖ How do we address “cultural shock” that person encounters when he/she moves to new jurisdiction.
- ❖ National level – more dialogue, more forums held to educate people, to facilitate their movement at least psychologically.
- ❖ Shift in thinking away from turf protection to thinking about protection of public.
- ❖ Have to be culturally sensitive to the differences across mental health practitioners and their settings.

- ❖ We have to move from top down government structure to the structure of grassroots information given to help governments understand the needs of counselling practitioners.
- ❖ More: we have to believe and behave as if we are a full part of the mosaic providing (mental health; multi modalities) services to Canadians.
- ❖ Less: focus on deficits and more focus on asset mapping and developing skills to achieve objectives.

- ❖ More: networking and communicating with other stakeholders with whom we consider partnering on the road to regulation.
- ❖ More: identify and focus on shared areas of concern which help to unify us in collective action.
- ❖ Need to paint a compelling picture of a future disciplinarian environment characterized by national standards, definitions, etc. This future picture also features a pan-Canadian community which derives moral support and political strength and intellectual stimulation and practical know-how through its collectivity.

- ❖ We may need to learn additional language. As we shift culture we need to shift our language to include additional notions in other related fields.
- ❖ Need to shift identity, to shift from our present identity so that we embrace other professionals working similarly.
- ❖ We need to shift from a competition to a sense of common goals.
- ❖ We need both a global and national view to incorporate the global professional counselling.

- ❖ Some major cultural shifts are:
 - ◆ To understand the realities (professional) of each other.
 - ◆ To respect the practices of each.
- ❖ We will need to do more:
 - ◆ Have more contact.
 - ◆ Have more discussion.
- ❖ We will need to have less conflict.

- ❖ Cultural shift:
 - ◆ To hold more dearly the “greater” interest as opposed to the “individual” interest.
 - ◆ To trust that there are many ways of reaching the same goals and that they are all valid.
- ❖ More of: listening and understanding of differences.
- ❖ Less of:
 - ◆ Less defending positions.
 - ◆ Less looking out of one’s interests – professional, personal, political, etc.
- ❖ To fully maximize opportunities there:
 - ◆ has to be free-flowing information.

- ◆ has to be more information sharing.
- ◆ has to be maximum flexibility.
- ❖ There has to be more “group” discussion – like this symposium, inter-jurisdictional forum when developing key ideas for the profession.
- ❖ Whoever is representing the jurisdiction needs to be less insular and more “outward” looking with a national perspective.

- ❖ We need to be better at understanding what we do, and the manner in which counsellors are trained to do their work.
- ❖ We need to be creative about recognizing and assessing counsellor skill sets so that the profession can be as inclusive as possible while still protecting the public.
- ❖ We need to find flexible and transparent mechanisms to recognize foreign trained counselling professionals or those trained by non-traditional pathways.

- ❖ The cultural shift is a belief in cross-cultural inclusion; the same transparent lens is used for all cultures. Recognition of prior learning portfolios, credentials from different institutions, stated competencies and scopes of practice. When we have done PLAR well we can build collaborative relationships, culturally appropriate referrals and the public is better served.

- ❖ We need to do more finding common ground and true inter-jurisdictional dialogue.
- ❖ We need to do less engaging in regulatory activities that do not honour the commitment of signatories to the AIT – both government and professional associations.

- ❖ More listening, communication with each other.
- ❖ Less judging, fighting over territory.
- ❖ More communicating with members of the public.

- ❖ Identify cultural shift from one working environment to another.
- ❖ Identify cultural shift resulting from first language.
- ❖ Identify cultural shift between different categories of counselling.
- ❖ More – recognizing and addressing cultural shock.
- ❖ Try to find more commonalities.
- ❖ Less of differentiations.

- ❖ Professional regulatory body and associations need to “walk the walk” of diversity and inclusion.
- ❖ Governments will need members of various cultural backgrounds, Anglophones need to learn to speak French.
- ❖ To reach to more diverse populations.

- ❖ More: share the turf and be open to be caring and incorporating differences in our understanding of counselling.

- ❖ Be prepared to revisit our scopes of practice, etc. as different parts of the country becomes regulated for inclusivity.
- ❖ Less of: assuming that we are all on the same page.

- ❖ I think it is essential for all counselling programs to include counselling members of different cultures.
- ❖ We, as counsellors, need to meet and talk at great length with counsellors from other cultural backgrounds – in that I mean international, disability counsellors, gay/lesbian counsellors, etc. – in order to better understand each other.
- ❖ We need more tolerance of different cultural approaches to counselling, utilizing e.g.: the knowledge and experience of First Nations counsellors.

- ❖ We need to do less turf protecting.
- ❖ We need to respect and value differences.
- ❖ We need to see cultural differences as strengths.

- ❖ One of the things we have to do is have counsellors think of themselves as a profession which has professional standards, that needs to be concerned about protection of the public (regulation) and professional development.
- ❖ Have counsellors and the public see that there is a depth of training and education that is needed to be an effective counsellor.

- ❖ Some cultural shifts that will need to happen will be educating our members and public, respecting diversity, exchanging and learning both intra and inter-jurisdictions and work settings.

- ❖ Be more proactive regarding our own profession.
- ❖ Value of membership in professional counselling association should be communicated.

- ❖ Recognize and learn practices from other organizations, i.e.: First Nations, that are effective in resolving issues.

- ❖ Need to be much more proactive in sense of inclusiveness.
- ❖ More reaching out to practitioners of a broader range of practice.
- ❖ More formal liaisons with other “allied” associations.
- ❖ Take responsibility for shaping boundaries and definitions of profession.
- ❖ Less apologies for work we do.

- ❖ Recognition that there are other mental health professions besides counselling.
- ❖ Recognizing their contributions to the field of mental health.
- ❖ Demonstrating flexibility and acceptance of both competencies and credentials.
- ❖ More inclusion of non CCA members in discussion of mental health services. More dialogues and more interaction with other professional groups.
- ❖ Less internal focus on professional identity.

- ❖ To realize that the field of counselling is diverse.
- ❖ To believe that there are other ways to assess competency.
- ❖ To explore more thoroughly different ways to assess competency.
- ❖ More dialogue like this symposium – opportunities to come to understand each other's point of view.
- ❖ To understand that you may have more occupations in the field of counselling than we expect.
- ❖ Perception of reality may change through the process – example – the inclusion of paraprofessionals in the “order” which was not initially contemplated.

Question 3

3. What are the areas in which we, the counselling profession, must excel if we are to fully embrace inter-jurisdictional mobility? *Please complete the sentence “We had better be really great at...”*

Plenary Report Back

- ❖ We had better be really great at:
 - ◆ being flexible
 - ◆ compromising
 - ◆ negotiating
 - ◆ being patient
 - ◆ being proactive
 - ◆ being consistent
 - ◆ developing terminology that is easily adapted by multiple stakeholders
 - ◆ being inclusive
 - ◆ being clear about criteria and inclusive and flexible about how people meet criteria
 - ◆ setting aside our own agendas
 - ◆ marketing and promoting ourselves both internally and externally
 - ◆ recognizing non-traditional pathways into the profession and being able to assess how appropriate they are
 - ◆ listening to one another
 - ◆ staying informed and involved
 - ◆ setting up standards of practice and helping jurisdictions strive to these standards

Written Interview Sheets

- ❖ Faire des compromis.
- ❖ Comprendre le point de vue de chacun.
- ❖ Trouver des points communs qui font consensus.

- ❖ Les points qui ne font pas consensus, savoir les négocier.
- ❖ Avoir confiance dans l'intégrité et la valeur des processus de juridiction provinciale.

- ❖ Relation double.
- ❖ Négociation, médiation.
- ❖ Etre patient.
- ❖ Avoir de la passion.
- ❖ Avoir de l'énergie.

- ❖ Être bon dans ton travail.
- ❖ Bonne communication entre tous les intervenants.
- ❖ Travailler avec différentes instances gouvernementale, agences.
- ❖ Bonne communication avec le public.

- ❖ Consensus building which will start with identifying and communicating with key stakeholders.
- ❖ Both promote existing process and structure developed through CCA and provincial groups who attend or associate with this conference, but at the same time it will be important to be receptive to concerns and aspirations of other stakeholders with whom we are hoping.
- ❖ We will need to inspire in "Obama-esque" fashion the stakeholders, to create a vision of a desirable endpoint and clearly articulate the long-term benefits of our communal actively.

- ❖ Defining our work on a national level and setting appropriate standards of practice, ethics, identifying preparation/training required to achieve competencies required.
- ❖ Listening to differing needs and statutes that may require different professional statements that at its core has similarities that ultimately define our profession.

- ❖ Working collaboratively and being flexible.
- ❖ Really great/clear about what it is we really do. Believing in the value of what we do and we are the best professional body to do that.
- ❖ Really great at being inclusive.
- ❖ Really great at developing a set of core competencies that have high minimum standards.
- ❖ Really great at marketing and promoting ourselves internally (membership) and externally (public).

- ❖ We had better be really great at gathering information.
- ❖ We had better be really great at transparency and inclusiveness.
- ❖ We had better be really great at achieving consensus.
- ❖ We had better be really great at analyzing prior learning and recognition, understanding skills gaps and providing supports or mechanisms for those gaps to be closed.

- ❖ We had better be really great at eliminating the barriers, and having an open door policy while protecting the public.
- ❖ We had better be really great at:
 - ◆ being flexible.
 - ◆ negotiating.
 - ◆ compromising.
 - ◆ being patient.
 - ◆ being proactive.
 - ◆ being consistent.
 - ◆ developing terminology that is easily adopted by multiple stakeholders.
 - ◆ representing the best interest of the profession and not a particular stakeholder.
- ❖ We had better be really great at:
 - ◆ being prepared to include or consider including other allied professionals.
 - ◆ examining non-traditional pathways that are entry points for some professionals and being able to assess how appropriate they are. We need to do this with an open mind and transparent methodology and with respect.
- ❖ We had better be really great at flexibility in recognizing the role of other mental health professionals in the provision of services.
- ❖ We had better be really great at the use of terminology which reflects recognition of other mental health service providers.
- ❖ We had better be really great at recognizing credentials and competencies. Either or is not helpful.
- ❖ We had better be really great at:
 - ◆ listening.
 - ◆ respecting.
 - ◆ communicating.
 - ◆ framing our own position that will be understandable to others.
 - ◆ negotiating and compromising.
- ❖ We had better be really great at:
 - ◆ setting aside our own agendas.
 - ◆ building consensus.
 - ◆ becoming good at trusting regulators in other jurisdictions.
 - ◆ becoming quite precise in our language.
- ❖ We need to become very informed and involved politically both as provincial and national associations to influence emerging regulation and ensure continuity.
- ❖ We must be really great at collaboration by looking at similarities rather than differences.
- ❖ We must be really great at creating forums which we can start dialogues.

- ❖ We must be really great at listening to each other respectfully.
- ❖ We must be really great at understanding different contexts.

- ❖ We had better be really great at:
 - ◆ communicating.
 - ◆ collecting.
 - ◆ negotiating.

- ❖ We had better be really great at:
 - ◆ listening to our clients.
 - ◆ describing the profession to the public.
 - ◆ ethical practice.
 - ◆ establishing a table of standards.

- ❖ We must be really great at:
 - ◆ demonstrating effectiveness of counselling.
 - ◆ being able to give accounts of the benefits of our work on the general public.
 - ◆ evaluating what we do and how we contribute to general welfare.

- ❖ Communicating our scope of practice within the profession, to the stakeholders and to the general public.
- ❖ Demonstrating high standards of practice related to the (accepted professional) competencies.
- ❖ Ensuring that there is a mechanism in place to address ethical standards of practice.
- ❖ Regulated in every province therefore: scope of practice, title, code of ethics, minimum standards, discipline and complaint procedure must be in place.
- ❖ Sharing expertise, experiences, resources between provinces.
- ❖ Enable and provide opportunities for network.

- ❖ Great at openness, tolerance and flexibility.
- ❖ We must be willing to entertain change.
- ❖ We need to be flexible (rather than fixed) in our thinking; open to new ideas and tolerant and respectful of the viewpoint of others.

- ❖ We must be really great at conflict resolution and listening.
- ❖ We must be open to other ways of looking at a situation – for example: each province tends to think they have the “right” way – but we must be prepared to give and take. You have to be focused on the long-term goal of mobility but believe that other jurisdictions have some truths that can be shared. To do this, you may have to be ready to give up something and take an attitude of “good enough is good enough”.
- ❖ Finally, we have to accept that we will not agree all the time.

- ❖ We must be really great at not always prioritizing self-interest.

- ❖ We need to be collaborative and inclusive and trust that regulatory bodies have good common sense. This will be facilitated by the development of national standards so we better be great at developing a national, professional identity, broadly conceived.

Question 4

4. What are some actions/activities that should now be contemplated to encourage buy-in and support for inter-jurisdictional mobility across the Canadian counselling community?

Plenary Report Back

- ❖ Strike the action committee to quickly engage in the priorities that emerged from symposium
The first point was that we should strike the action committee really quickly. A lot of the other ones are about education.
- ❖ Education of counsellors re: importance of inter-jurisdictional mobility, invitation to understanding roles and responsibilities
Get them up to speed on all this ornate language that we are developing.
- ❖ Education of the public
- ❖ Follow-up with provincial and territorial government departments who did not send representatives, provide them with a summary of symposium proceedings and invite them to be participants in the next steps
- ❖ Exchange information between associations and professionals in order to know each other better
- ❖ Meet face-to-face and continue the dialogue between meetings
- ❖ Include and welcome previously disenfranchise groups in strategies
There are people who will want to come under this umbrella who are maybe feeling excluded and we need to anticipate that.

Written Interview Sheets

- ❖ Outreach to those individuals pursuing or interested in regulation in their jurisdiction.
- ❖ Sharing with them the work that has been accomplished at the symposium and engaging them in an action plan.
- ❖ Facilitated focus groups dealing with this issue with all of the allied professions.
- ❖ Respect differences and be willing to give something in order to get something.
- ❖ Have all the information gathered during the focus groups and bring it to the committee for further consideration.

- ❖ L'échange d'information entre les associations, professionnels élargit le but de mieux se connaître.
- ❖ Rencontre en face à face pour discuter et décider ensemble.
- ❖ Savoir où on s'en va (entre tenir un objectif commun).
- ❖ Soutenir entre les rencontres la motivation et l'intérêt des membres à continuer/poursuivre le démarche.

- ❖ We need to develop mechanisms for pan-Canadian dialogue and communications. Things like threaded discussions and access to online resources are important.
- ❖ Some kind of strategy to invite, embrace and welcome organizations, agencies and people who may have a history of disenfranchisement is urgently needed.

- ❖ Getting the news out about AIT through Cognica is an important action. Each province must use its communication strategies (e.g.: newsletters) to disseminate information about the Agreement on Internal Trade. This communication must include feedback/two-way question and answer process.
- ❖ There is a need to contact and collaborate with the Labour Mobility Coordinator for the province.

- ❖ Dialogue between the various stakeholders is the first action.
- ❖ Agreement and consensus building on defined areas of practice is important.
- ❖ A national competency profile would be part of an important activity.
- ❖ Identifying a "national voice" or association that could facilitate the mobility of counsellors is needed.
- ❖ Common standards of practice and code of ethics for all counsellors in Canada is a priority activity.

- ❖ Clarity around scope of practice and identified professional titles associated with the same.
- ❖ Access to third party billing in all provinces.

- ❖ Increased public awareness around the profession.
- ❖ Professional pride.
- ❖ Support legislation.

- ❖ Provincial regulation – begin mobility among those included.
- ❖ Start talking the same language "common goals/strategies".
- ❖ Be open to the ideas of others.

- ❖ Some actions/activities that should now be contemplated for buy-in is consulting with the levels of government and existing regulatory bodies.
- ❖ Some actions/activities that should now be contemplated for buy-in is consultations should serve to gather information and try to obtain support including identifying issues.

- ❖ Some actions/activities that should now be contemplated for buy-in is analysis, statistics demand and supply.
- ❖ Some actions/activities include: building consensus in many areas of the profession such as scope of practice, membership.
- ❖ Some actions and activities would include education.
- ❖ Showing how this is “value-added” for individual practitioners.

- ❖ Action and activities: common definitions, scope of practice, code of ethics.
- ❖ Education of counsellors re: inter-jurisdictional mobility, invitation to understanding roles and responsibilities, i.e.: regulator, provincial government, federal government and what an association can or cannot do...
- ❖ Education of the public encompassing the same list of items as above.
- ❖ Understand cultures.
- ❖ Benefits to public.
- ❖ Linking social/political sensitivity in relation to public safety.

- ❖ Counsellors/members need to know the current situation in the other provinces.
- ❖ An environmental scan of the current situation needs to be done.
- ❖ We need the buy-in of current leaders. They will act as champions of the process.
- ❖ Board of Directors of different associations across Canada need to be informed and these boards need to buy in.

- ❖ We need a marketing campaign: target broadly counselling professions. Message would be advantages of regulation, public protection, professional recognition, mobility.
- ❖ Develop a “palatable” professional definition, e.g.: one that people will buy into.

- ❖ We need to strike the action committee to engage in the priorities that emerged from this symposium.
- ❖ Follow up with the provincial and territorial government departments that did not send a representative, provide them with a summary of the symposium proceedings and invite them to be participants in the next steps.

- ❖ We need to create a structure that supports dialogue amongst the provinces. A committee, for example, to initiate ways to encourage distribution of information, sharing of ideas, solutions.
- ❖ We need to provide political support if needed as each jurisdiction moves to regulation. Political action could include write-in submissions/campaigns, lobbying, etc.
- ❖ We need to shift our mindset to a national view of our work so that we can adopt and articulate a more unified statement for our mental health professions.
- ❖ We need to be curious about the differences that others may share in their view of the profession. And we need to include their voices.

- ❖ We need to create one national professional association that is attractive to, and inclusive of, the current counselling community.
- ❖ We need to adopt a set of comprehensive core competencies and ensure that credentialing is driven by those core competencies.
- ❖ We need to provide support to stakeholders in currently unregulated jurisdictions in their regulatory efforts.
- ❖ We need to work collaboratively, being flexible in the face of regional differences.
- ❖ We need to work towards consensus without assuming homogeneity.

- ❖ We need to go back to our home organizations and communicate to them what has happened here. We have to distil key messages so that we're "on point" when we talk to our organizations. We have to keep doing it – this will be a prolonged process.
- ❖ The more we can involve people locally will help. There's a role for local folks – they can gather information that will be communicated to the committees working on the process.

- ❖ Start dialogue.
- ❖ To find common (core) competencies.
- ❖ Identify differences.
- ❖ Work (resolve) differences.

- ❖ CCA should develop itself as a beginning site for disparate information, standards, protocols, etc. that counsellors across Canada work with for collection (scopes of practice, definitions, fee structures, etc.).
- ❖ Ongoing education towards understanding of individual and many cultures within a province.
- ❖ Support a national initiative for public awareness of the practices of counselling.

- ❖ Concentrate on benefits for general public as a first step.
- ❖ Document the possible harm of unregulated practice.
- ❖ Link those with social issues meeting political sensitivity, e.g.: dropping out of school, school persistence, time lost in shifting trajectories as we have manpower shortages (sensitive/aware of political issues in relation to public safety/assistance).

- ❖ One of the things we need to do is to find out the different counselling associations/or any related mental health associations both provincially and nationally.
- ❖ We need to develop a mechanism for building coalitions, for example: creating links on the CCA website to allow provincial networking.

- ❖ Broad and inclusive consultation with the counselling professionals early in the regulatory process is vital.
- ❖ The earlier people are involved the greater the buy-in.
- ❖ Consultation between regulations is the key to acceptance of each other's registrants.
- ❖ Something like the National Association of Counselling Regulators and this association should be available for consultation with provinces.

- ❖ We need to share the information from this symposium with other colleagues.
- ❖ We need to continue learning ourselves about the process of regulations.
- ❖ We have to determine the key government players who could help us with the process.
- ❖ We need to continue learning from provinces that are already regulated.
- ❖ We all have to be prepared to work towards regulations.

A “to-do” List for CCA

Several participants worked together to develop the following listing for inclusion in the report.

...provision of membership services includes:

- ❖ public relations,
- ❖ publications,
- ❖ code of ethics,
- ❖ standard of practice,
- ❖ competency exam for regional use,
- ❖ professional development/national conference,
- ❖ national statistics (C.E.U.s, memberships...),
- ❖ political voice,
- ❖ advocacy,
- ❖ program accreditation,
- ❖ research,
- ❖ outreach and liaison with international bodies,
- ❖ outreach to students in counselling programs at national level,
- ❖ other.

Committee Volunteers

During the symposium a flipchart was available for participants to identify volunteers for the follow-up committee.

- ❖ Kevin VanDerZwet Stafford
- ❖ Laurent Matte
- ❖ NSACT representative (to be chosen)
- ❖ BC Task Group representative (to be determined)
- ❖ PEICA TBA
- ❖ Blythe Shepard
- ❖ Naseema Siddiqui
- ❖ Glenn Sheppard

Next Steps

As a closing exercise, participants identified what needed to happen over the next fifteen to forty-five days in order to maintain the momentum of the symposium.

Action	Accountability	Deadline
Submit the “As was said” meeting report to Barbara MacCallum.	Heather Sterling	November 18, 2008
Gather information on sector councils potentially related to the counselling profession and forward to Barbara MacCallum.	Matthew Judd	November 19, 2008
Disseminate information on sector councils to symposium participants.	Barbara MacCallum	November 20, 2008
Circulate the “As was said” report to symposium participants.	Barbara MacCallum	November 20, 2008
Forward an email to symposium participants to secure their respective approval to include their contact information in a document for dissemination to all participants.	Denise Beaudette- Manley Symposium participants	November 20, 2008
Submit travel expense claims to the CCA office.	Symposium participants	November 30, 2008
Hold the initial meeting (by teleconference) of the follow-up committee.	Barbara MacCallum	December 5, 2008

Symposium Key Messages

As a penultimate exercise, participants identified the key messages emanating from the symposium that they would be sharing across their various audiences.

- ☞ I think we have been here helping shape the future of the careers that we have chosen with great purpose and passion.
- ☞ We laid the groundwork for establishing a national association for practitioners and took steps to facilitate inter-provincial mobility of counsellors.
- ☞ I am just going to exploit a metaphor – we have moved a lot of dirt and we didn't get our hands dirty doing it which is wonderful.
- ☞ We came, we saw, we heard, we shared, we worked and now we are going forward.
- ☞ I went into this thinking that the differences that existed would have to be overcome but I think coming out of this particular one here I found the differences are not divisive; they are actually more uniting and that is something I am leaving here with.
- ☞ There is a lot of work ahead of us; we created a lot of work – come and join us.

Symposium Evaluation

As a final exercise, participants were provided the opportunity to reflect on the symposium.

What was the significance of this two-day event for you?

- ❖ We shifted into action.
- ❖ Personally, in Ontario, having watched the mammoth amount of work that went into regulation to just see that happening in other parts of the country is pretty exciting.
- ❖ I have two thoughts. The first one is from a Nova Scotia perspective. It is tremendous to have the support from such an august body of people who have either been through the experience or looking at the experience and actually feel as if we are in your thoughts in a way that is supportive and helpful. The second thing is it is also incredibly wonderful to see such political savvy and thoughtfulness in concert with such deep sharing. I have been really moved by moments these past two days.

What were you surprised or intrigued by?

- ❖ I was surprised by how much fun I had. I expected just a lot of boring work and I was laughing a lot. I was particularly pleased with the meeting people whose faces now will stay with me with the names that I have seen and it is so nice to have a cross Canada feeling here.
- ❖ I was anticipating that there would be a tension around competing interests, as it were, and this effort to get everyone on one page. In the end, it actually started almost the first morning with the presentation it seemed like no, no we can have multiple perspectives and still go forward together. That was quite encouraging. It took the pressure off.
- ❖ One of the most gratifying things was that we actually managed to get from coast to coast to coast in one room and that we were enriched by our differences and it deepened the conversation; rather than building a chasm it actually built bridges. I think we are in a far better place to go forward with actions that are inclusive and embracing of those differences because we got everyone here; so, kudos to those people who got all of us here in one place at one time.

What did you find exciting?

- ❖ What is exciting for us coming from New Brunswick and listening to my colleagues in Nova Scotia is to know that there is, you are not alone in this regulation journey. There is a lot of support, there is a lot of information, there are a lot of resources. We need to lift our heads from the challenge of getting it done to realize there are a lot of folks out there who have the same objectives and goals and we can work together.

- ❖ I was excited by the richness of the experience of the people I met for two days and I was also very much impressed by the warmth I felt towards me, as a newcomer, and I was really touched by that. Thank you.
- ❖ What I am excited about is some hopefulness. I feel like there is some momentum to move something forward here. That feels exciting to me because I didn't have that, I didn't think that was possible to have before coming here. That was made largely by the ways that everybody in this room worked, the facilitation that we were provided, so thank you.
- ❖ I am really excited about the wealth of expertise that is in the room and how solution focused people are and it is not about the barriers and roadblocks that we have. It is identifying that this may be an issue and someone else may have a solution already to it, or a different lens to look through for that issue. I find that very exciting. I think it is very exciting the direction we are heading in and the wealth of expertise that is here and that is behind us and couldn't be in the room today.

Where are you still frustrated?

- ❖ We are all good counsellors – we are not frustrated. ☺
- ❖ One potential frustration is that while there is great representation in this room, there is a lot that is un-represented in this room. There is good will and there is possibility and there is hopefulness in this room; it is a worry for me that we will go outside from here and bump into people who were not here or who are less flexible and so on and we will have to somehow do what we have done here over again.³⁷
- ❖ On a personal note of that championship that is going on, and how easy it was for this group to survey the situation and find positive results, I just want to remind everybody that the way that this group works more means better work, more richness so I would like to encourage more of the people here in this room to consider joining the committee to continue this momentum that you are seeing here rather than handing it off to someone who is not here and we then have to provide them with this richness and this flavour. I like the idea of other people being involved in it but I would also like to encourage those people here to take a little piece of it because they are champions.
- ❖ It is more impatience than frustrated. I remember being at a task group for the certification of counsellors, a regulation of counsellors meeting in 1999 and having many of these issues at that time discussed. We, in B.C., looked at various legislation over time and change of governments. It is hard not to get cynical so I am very pleased that there does not appear to be that cynicism and perhaps the Agreement on Internal Trade is going to take momentum in some areas of the country and really spur other areas of the country into acting in service of protection of the public. What we said – that everyone is committed to protection of the public. I feel optimistic but my frustration is in how long

³⁷ It was suggested that each participant should consider him/herself as an ambassador and reach out through their respective networks and to those individuals who should be engaged in future discussions. It was noted that participants should immediately begin individual efforts to move this work forward rather than waiting for the association to take over and “move things”.

this process continues to go and how much energy is sapped away from doing good work into sort of needing whatever people seem to need to have done in different jurisdictions. I am optimistic that the log jam is soon to be broken in a pan-Canadian way.

- ❖ I was frustrated, as one of the people on the Planning Committee, that we weren't able to get people representing the government here in the room. So, I would encourage everybody when they get back home to approach MLAs and anybody that they know in government that might be able to give us a hand.