# The Profession of Counselling and Psychotherapy

When we created and published our [Infographic Advocacy Tool](https://www.ccpa-accp.ca/wp-content/uploads/2018/04/CCPA_Infographic_EN.pdf) last year to promote our profession and services and launch our third Party Billing Project, one of the sections that struck me was entitled, “What can counselling/psychotherapy help you with?” Below were listed six areas where we as counsellors/psychotherapists help our clients: mental health, psychological illness or distress, personal growth, career development, wellness and relationships.

When I reflect on these areas, I’m proud to say that I believe a government official, employer, or member of the public who reads this infographic would think of counsellors and psychotherapists as professionals who provide a diverse and inclusive range of services that speak to the core needs of so many in our society. I’m equally proud to say that yes, counsellors and psychotherapists have unique education and training, reflected in their competencies, which makes them qualified to provide these services in whatever work setting they find or create for themselves. These reflections are not about bragging, but recognizing the value of our profession and knowing that being a counsellor/psychotherapist is an important role that is required and valued throughout a very broad spectrum of needs in our society.

On the CCPA website, under the Section entitled “The Profession and Regulation”, the description of the Scope of Practice states that the counsellor/psychotherapist:

* *is attentive to and responds to diversity and inclusiveness;*
* *works in the best interest of individuals, couples, families, groups, organizations, communities, and the public-at-large;*
* *works in the domains of cognition, emotion, expression, somatics, human development, behaviour, learning, and interactive systems;*
* *promotes mental health by developing and enhancing:*
	+ *personal, relational, sexual, career, and spiritual growth and well-being,*
	+ *personal awareness and resources,*
	+ *decision-making and problem-solving;*
* *remediates or provides treatment for disorders in cognitive, behavioural, interpersonal, and emotional functioning;*
* *applies specific and recognized evaluation and assessment methods;*
* *may also include supervision, education, training, consultation, research, diagnosis, and referral.*

Our scope of practice is a reminder, echoed in our Infographic, that we bring a wide range of knowledge, skills, and practice to our professional work settings where we help individuals, families, couples, and groups in ways that get to the heart and mind of real concerns in people's lives. In our professional practice we may not personally provide all the types of services noted in our scope of practice but as professionals, we know CCPA member colleagues, friends, and our work colleagues do indeed offer this very broad range of services.

So beyond the fact that I am proud to be a counsellor/psychotherapist and proud that my education and training can allow me to help others, my reflection is not just a feel-good story for myself or you. Knowing this is true begs the questions, "What does this belief mean for me? What actions should I take when I understand the value of the type of work we do? How do I become accountable and responsible?”

There can be many ways to take responsibility, be accountable and then act as a result of believing in your work and profession. The foundation of our daily work is in our Code of Ethics and Standards of Practice.

But two other ways of taking responsibility stand out for me also. The first is the duty we have to ensure the values and practices of our profession are promoted, not only for the benefit of the profession but also for the benefit of those we serve. All of us do this in our day-to-day lives but for us to build the profession and strengthen it, the work needs to be carried out collectively and faithfully. That is one reason why being members of CCPA is so important for each and all of us. The collective work carried out by CCPA staff, National Board, committees, chapters, during our conference, through our research and writing, and through our collaboration with national partners forms a vital part of this responsibility. Equally important is the outreach work we do through our public relations firm Impact Public Affairs where we advocate on the federal level with MPs, Committees and Senators about the value counsellors and psychotherapists bring to people in all our communities from coast to coast to coast. This outreach work, this commitment that we fulfill in our collective work through our Association is not insignificant or unimportant. Political decision making impacts the monies available to support the type of work we do and decisions made at federal and provincial levels by elected officials, employers, unions, insurers, and benefit providers. Providing decision-makers with the correct information about the scope and value of our profession is paramount for the future of the profession. CCPA provides a national, bilingual voice representing more than 6700 counsellors and psychotherapists across the country and the message we promote is vital, particularly in times where believing that things will always continue the way they have is proving to be much more complex than in the recent past and, therefore, requires a committed, strong and knowledgeable voice to ensure that our message about our profession is not lost.

The second responsibility is very much related to the first. To arrive at the belief we share about our profession, the values it promotes and the practices it has developed for service, needs a place, a forum for all of us to develop and grow in our professional identity. Of course, that process begins when we recognize we are attracted to a helping profession, and we do the research and study to pursue this goal. During our studies, we begin to learn the foundations of the profession and share in the mentorship provided by counsellor educators and others who share in our education and practice. But it is when we graduate and seek work that we need continued time to be supported in developing a professional, authentic identity. As we know, becoming a counsellor or psychotherapist is not something achieved on the day of graduation, on the day of hire, or the day of certification or membership or of licensure. It is similar to many professions and life partnerships we share, it is true and real at the beginning but it is also a lifelong journey of growth.

In our most recent issue of the Canadian Journal of Counselling and Psychotherapy, Kate Gignac and Nicola Gazolla’s article, *Embracing Counsellor Professional Identity Work: Experiential Accounts of Transformation and Transition* discusses some of the themes and sub-themes of counsellors and psychotherapists in forming a professional identity. Like all our articles in our Journal, it is an excellent read and I encourage you to read the article. (When accessing the journal website, your username is your full name without spaces or capitals. Your password is your last name followed by your member number without spaces or capitals.)

At the end of the article, they encourage CCPA to continue to play an active role in promoting and upholding Canadian counsellor identity, and also continue to play a strong national role as a unifying and instrumental voice in the country, particularly during the period of regulatory growth across the country.

The article identifies the need of counsellors and psychotherapists to develop a professional ideality, and also recognizes that key role our Association plays in this part of our professional lives.

My own belief is that you cannot be a counsellor/psychotherapist in isolation and you can't come to understand your profession unless you are professionally connected in a way that includes the recognition that this profession needs to be promoted, understood and valued if it is to hold a rightful place in our society.

When I look back again at how proud I am to be a counsellor/psychotherapist and the work we do, I know that recognition is really a call to join with others in sending that message about our profession.

I invite you to connect with CCPA in the way that works best for you but more than that I invite you to take the risk of becoming more involved in your own professional growth and identity in our Association by supporting the professional growth of your colleagues known and yet to be known.

We all know that the work we do is serious. My own belief is that the work we do in our Association is just as serious. Participating and standing up for what we know to be true about our profession and the values it espouses is critically important.

Wishing you the best.

Sincerely,

John Driscoll
President, CCPA

# Would You Like to Become a Board Member?

Alone we can do so little; together we can do so much.

~Helen Keller~

As I write, I’m savouring the feel of the fresh, crisp early morning Autumn air coming in my window. I’ve just watched the colours of the sunrise light up the entire sky in the most brilliant shades of orange and pink. There is a sense of newness; both for the day ahead, and as we begin another season, filled with new possibilities for learning and growth.

 As we prepare to enter an election cycle at CCPA, I have been reflecting on my experiences of professional growth since becoming a Board member several years ago. At that time, I also started to serve as a Board member for the New Brunswick Association of Counselling Therapists, and it’s accurate to state that my knowledge of Board work grew at an exponential rate! Although I had previously served in diverse volunteer roles (firefighting being amongst my most treasured for many years), this was my first experience with Board work, and I learned very quickly that I loved it. Like other volunteer activities, there was a learning curve, but it has been a joyful one. In this newsletter, I have included a few personal highlights that have arisen from this reflection.

First of all, it has been enlightening to learn about the tremendous organization and support that exist within our association. As a certified member, these details escaped my observation; our national association seemed to be at arm’s length away from me as a practitioner in private practice. As a board member, I digested at a rapid rate just how thoughtful and responsive our Board, and the entirety of our Head Office are with policy and decision making activities, advocacy efforts, and serving the needs of our membership. I developed a much greater appreciation for our association, and for the mentorship that I received as a new board member learning the ropes. I did not envision that I would become so informed and passionate about committee work and topics related to Governance and Risk Management!

Secondly, I have developed a greater sense of community within our profession, both within my own province, and across the country. It has been so stimulating to learn about the landscape of projects, such as legislation activities, happening across the provinces and territories. It has also been very rewarding to contribute to these projects alongside my fellow Board members and everyone at Head Office, who fill me with inspiration and encourage me to see from diverse perspectives. My professional identity and awareness levels have expanded as my community has grown.

Thirdly, my knowledge and understanding of current and pressing issues, challenges, and opportunities for growth within our profession have become more clear. My professional development and perspective have grown much broader, and not only in ways that focus on my own unique interests and specialties. Serving on the Board has provided a wonderful opportunity to have my finger on the pulse of what is happening, while it is happening, and that has been very exciting and given me new possibilities for contributing to our profession.

As a Board member, I am fully committed to CCPA’s mission. However, more surprising has been the strengthening of my motivation and sense of pride in being a certified member of CCPA. I have an expanded understanding of what that really means, and my gratitude has grown from everything I have received and all the ways I am supported, to what we can create together, and how I will contribute.

If your interest in becoming a CCPA Board member has been piqued, please join our national President, John Driscoll, and our CEO, Barbara MacCallum for a webinar on October 19th, 2018 entitled *So…You want to be a Board Member?* They will provide information about CCPA activities and discuss current projects, offer insights related to becoming a volunteer Board member, and answer any questions you may have. Please find more details about this free webinar [here](https://crm.ccpa-accp.ca/public/event/details/553454085bd82a527705f1b2e26b7eb1452e673e/1).

Until next time, may your days be filled with the same vibrancy of the colours of Autumn😊

With Gratitude, Merci Beaucoup, Wela’lin, Woliwon!

Jenny L. Rowett, PhD Candidate, LCT, CCC-S

President-Elect, CCPA

# NOTEBOOK ON ETHICS, LEGAL ISSUES AND STANDARDS FOR COUNSELLORS AND PSYCHOTHERAPISTS

## A Supreme Court of Canada Decision, and the Goudge Report on Complaints and Discipline

Dr. Glenn Sheppard

**A Recent Court Decision with Deference to Professional Regulators**

On June 18, 2018, the Supreme Court of Canada released two comparison reports that dealt with a challenging and complex societal and legal issue. The challenge before the Court was how to strike a balance between the Canadian values of respect for religious freedom and for sexual orientation when they are at odds in a professional regulatory circumstance. It had to deal with this issue by addressing the decisions of two regulatory agencies to deny professional registration to graduates from a law degree program at Trinity Western University (TWU). TWU is an evangelical Christian university and it requires its students and faculty to adhere to a religious based code of conduct that prohibits sexual activity except in a heterosexual marriage. Both the Law Society of British Columbia (LSBC) and the Law Society of Upper Canada in Ontario (LSUC) decided that they would not accept for registration law graduates of TWU because its program discriminates on the basis of sexual orientation.

Although the Court took issue with how LSBV and LSUC arrived at their respective decisions, it did conclude that both had achieved a reasonable balance between the limitations on Charter rights at issue and their statutory obligations. It stated that its judgement about this complex issue was based on the following considerations:

*Equal access to the legal profession, supporting diversity within the bar, and preventing harm to LGBTQ law students were valid means by which the LSBC could pursue its overarching statutory duty: upholding and maintaining the public interest in the administration of justice, which necessarily includes upholding a positive public perception of the legal profession.*

**Recommendations from the Goudge Report**

The establishment and management of a system for dealing with ethical complaints and discipline is a cornerstone of regulatory governance: it is essential to the primary regulatory mandate of public protection. Of course, this obligation carries with it a duty to follow procedures that are efficient, fair to both complainants and practitioners, and consistent with the principles of due process. In recent years this issue has received increased attention in a number of media and journal articles, court decisions, and reports. The Goudge Report is one of the most recent to address this challenging and important professional responsibility.

The Ministry of Health and Long Term Care of Ontario recently released a report prepared by former Justice Stephen Goudge entitled *Strengthening the Physician Complaints Process in Ontario*. Justice Goudge was retained to determine how the process of dealing with complaints about physicians made to the College of Physicians and Surgeons of Ontario (CPSO) could be streamlined to make it more efficient, cost effective, less costly, and reduce the number of complaints hearings while still respecting due process. In Canada, the CPSO receives more complaints against physicians than any other health care regulator.

In his report, Justice Goudge made the following recommendations:

* There should be a process for staff person to review complaints early in the process, approve the withdrawal of a complaint where the complainant agrees or dismiss it if there is no reasonable prospect of action being taken on the complaint. There would be a right of appeal to the screening committee.
* There should be a staff person designated as a patient’s advocate for each complaint who will contact the complainant to explain the process and options and ensure that the complainant’s perspective is presented to the investigative team. Some complainants might withdraw their complaint or seek other options (e.g., the civil courts) once they better understand the process.
* The alternate dispute resolutions process should be modified to make the regulator a full participant to reflect the public interest. Resolutions should be possible even if the complainant does not agree.
* Where a Registrar’s investigation is commenced, its scope should be specified so that the investigation is not open ended. If additional concerns are identified, a new Registrar’s investigation can be initiated.
* In appropriate cases, the screening committee can make a conditional referral to discipline subject to a proposed undertaking that the committee would accept. A conditional referral would signal to the member that they are on the cusp of a discipline hearing unless the member agrees to the proposed terms of the undertaking.
* The independent review of complaints decisions by an independent tribunal should presumptively be in writing rather than by oral submissions.
* Legally trained persons with litigation experience should be appointed as public members on the regulatory college so that they can chair hearings.
* Those personnel involved directly with adjudicating complaints and discipline should receive training in mediation and alternative dispute resolution processes and practices.
* In the event that an alternative dispute resolution is achieved it remains subject to approval by the *Inquiries, Complaints and Reports Committee*. Also, the Registrar must disclose his/her conclusion that the resolution is in the public interest, and the basis for that conclusion.
* Presumptively, witnesses should be able to testify by video conference in lieu of personal attendance.

I have included information from this Report in this Notebook because, in my view, it is relevant to all regulators including those that regulate the profession of counselling and psychotherapy.

The Goudge Report can be found at:

[http://health.gov.on.ca/en/common/ministry/publications/reports/physician\_complaints/docs/ physician\_complaints\_process\_](http://health.gov.on.ca/en/common/ministry/publications/reports/physician_complaints/docs/%20physician_complaints_process_)

The Supreme Court decisions are at <http://Canlii.ca/c/hsipn> and <http://Canlii.ca/c/hsipt>

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# Embracing “Two-Eyed Seeing”: CCPA Indigenous CEC Initiative

*Co-written by the Indigenous CEC Initiative Sub-Committee [Natasha Caverley (PhD, CCC), Carrie Foster (CFT, PST, RDT, CCC, M.Sc, M.A.), Kim Hollihan (Ed.D)], and Indigenous CEC Review Panel Chair Danielle Lambrecht (RSW, MC, CCC)*

Mi’kmaw Nation Elder Albert Marshall indicates that *Etuaptmumk* “Two-Eyed Seeing” is the gift of multiple perspectives treasured by many Indigenous peoples, supporting an important shift in dialogue and reconciliation about integrative, cross-cultural, and collaborative work between Indigenous and non-Indigenous peoples in Canada. As Elder Marshall further explains, “Two-Eyed Seeing” refers, in general terms, to learning to see from one eye with the strengths of Indigenous knowledges and ways of knowing, and from the other eye with the strengths of Western knowledges and ways of knowing, and learning to use both these eyes together, for the benefit of all. Refer to Figure 1 below.



Figure 1. A visual representation of the “Two-Eyed Seeing” approach (source: [www.integrativescience.ca](http://www.integrativescience.ca))

It is with the spirit and intentionality of the “Two-Eyed Seeing” approach that the Canadian Counselling and Psychotherapy Association (CCPA) embarked on a learning journey which led to the development of the new Indigenous Continuing Education Credits (CEC) Initiative, officially launched in fall 2018. The CCPA raises its hands and thanks with much gratitude to 2014-2018 CCPA National Indigenous Director Bill Thomas who originally brought the concept of Indigenous pathways for Continuing Education to the CCPA Board of Directors for review and consideration.

CCPA recognizes its role in contributing to reconciliation in Canada. As such, the Indigenous CEC Initiative acknowledges a number of the Truth and Reconciliation Commission’s (TRC) calls to action, specifically with regards to incorporating Indigenous knowledge and ways of knowing into professional development and learning:

* recognizing the value of Indigenous healing practices and implementing them in collaboration with Elders and healers (TRC Recommendation #22); and
* increasing Indigenous health professionals and providing cultural competency training for professionals working with Indigenous peoples (TRC Recommendation #23).

From 2015 to present, through the utilization of an ad hoc committee, cross-jurisdictional review (including a literature review and consultations with subject matter experts), and review of the general CCPA CEC program, the Indigenous CEC Initiative was developed. Specifically, this Initiative recognizes Indigenous pathways and ways of knowing for CECs. Key learning activities that are acknowledged as professional development activities by CCPA are traditional teachings, healing ceremonies, and community engaged scholarship.

Indigenous CECs are intended to encourage, recognize, and award CECs to CCPA members who are currently working or planning to work with Indigenous communities, thereby assisting CCPA members in providing culturally safe, appropriate, and effective services to Indigenous (First Nations, Métis, and/or Inuit) clients, families, and communities with mental health and wellness issues. Learning activities of this nature support meaningful contributions to CCPA members’ understanding of Indigenous peoples’ diverse histories, contemporary experiences and legal rights, as well as fostering the creation of respectful relationships, and effective communication and collaboration with Indigenous peoples in delivering timely, relevant, accessible, and culturally-congruent mental health programs and services.

Four highly skilled CCPA members will be serving on the inaugural Indigenous CEC Review Panel – Danielle Lambrecht (Chair), Pamela Ana, Bill Thomas, and Jamie Warren (CCPA National Indigenous Director). The Indigenous CEC Review Panel will be responsible for the timely and culturally congruent review and evaluation of Indigenous CEC applications. The Indigenous Review Panel members are CCPA members in good standing who have collective experience in providing Indigenous cultural support to clients with mental health and wellness issues, along with demonstrated skills and experience in working in the Indigenous healing movement. Also, they have collective experience working with diverse Indigenous populations and communities, including urban, remote, northern, and/or on-reserve Indigenous clients and communities with a range of mental, emotional, spiritual, and physical needs.

In closing, we encourage you to visit the CCPA website under [Continuing Education](https://www.ccpa-accp.ca/continuing-education/) to learn more about the Indigenous CEC Initiative.

Thanks/Meegwetch/Merci/Tshinashkumitin!

**Did you know?**

***All CCPA members are eligible to accrue Indigenous Continuing Education Credits (CECs)*** *which can be allocated towards the overall minimum of 36 CECs over the course of each three-year certification period and to receive transcript documentation of engagement in these professional development activities.*

***There are no limits on the total amount of Indigenous CECs accrued for CCPA members.***

*Furthermore,* ***CCPA members may be of Indigenous or non-Indigenous ancestry with regards to eligibility to accrue Indigenous CECs****.*

# Presenting and Representing Ourselves Professionally: Ethical Considerations for CCPA Members

By Beth Robinson

There is a lot of detail to attend to when we present ourselves to the public in a professional capacity. You’ve likely received many offers for assistance with website development, attracting clientele, establishing a niche practice, etc. These myriad opportunities to learn more about professional marketing, advertising, and promoting of our professional practices can be really helpful. However, perhaps we too seldom encounter invitations to explore the ethics of how we present and represent ourselves in our professional worlds. Ethical exigencies apply to every aspect of how we inform the public about who we are and what it is that we do, whether we share this information in person, by phone, or online via an ever-expanding array of social media avenues. Ethical considerations are relevant to all verbal exchanges with clients, colleagues, and the public at large. Ethical discernment applies also to all text entered into websites, blogs, listings with professional bodies, business cards, signature lines, professional disclosure statements, presentations, professional correspondence, and other professional materials.

There are ethical considerations specific to members of particular professional associations and regulatory colleges, as well as those that are more generically germane to all helping professionals. In the paragraphs ahead, reminders are offered that pertain to presenting and representing ourselves accurately and appropriately as counsellors and psychotherapists, with a focus on required and/or best practices for CCPA members.

**Communicating CCPA Membership Status**
When referring to CCPA membership status verbally and in writing, members are asked to use the wording provided on the CCPA FAQ page at <https://www.ccpa-accp.ca/faq/> in response to the question “Can I include mention of membership on my website or business cards?**”** The approved reference to your current CCPA membership category is as follows: “I am a Professional Member of the CCPA possessing a Canadian Certified Counsellor (CCC) designation” or “I am a non-certified Professional Member of the CCPA.”

**Listing Academic Qualifications**When listing academic qualifications in professional counselling correspondence and materials, CCPA members should include only those graduate degrees that are relevant to their membership and certification (except in a résumé or curriculum vitae where all degrees may be included). This is intended to prevent confusion and misunderstanding that might arise if members list all degrees held, some of which might not be related to counselling and psychotherapy.

Although acknowledgement of all academic accomplishments could be fitting in other contexts, it could be confusing for prospective clients to see non-counselling-related degrees listed after CCPA members’ names. This might lead to the understandable but erroneous assumption that CCPA members have pursued additional graduate education and training in an area that would augment counselling competencies.

Ultimately, the best way to ensure that qualifications are clearly understood is to fully spell out the degree name in professional correspondence and materials (e.g., Master of Education (Counselling), Master of Arts (Counselling Psychology), Master of Social Work), describe educational background in a professional disclosure statement, discuss qualifications as part of the informed consent process, and invite questions and requests for clarification.

**Listing Professional Credentials or Designations in a Signature Line**When listing acronyms or abbreviations for professional credentials or designations in a signature line, the sequence should be as follows: name of professional, relevant graduate degree(s), professional credentials or designations conferred by regulatory bodies, other professional credentials or designations awarded.

Because the public often is not familiar with acronyms or abbreviations for professional credentials or designations, it is helpful to provide the full title for these in other professional materials such as a curriculum vitae, professional disclosure statement, etc.

**Use of Testimonials**
The CCPA *Standards of Practice* (2015) reminds members not to use solicited or unsolicited testimonials from current or former clients or clients’ family members or friends. The use of testimonials in professional and marketing materials may be acceptable if the testimonials are from organizations or businesses that have availed themselves of the CCPA member’s services.

The FAQ section of the CCPA website also addresses this issue at <https://www.ccpa-accp.ca/faq/>, noting that when testimonials “unrelated to a client are used, they should clearly indicate who or what organization they are from such that the testimonial cannot be mistaken as having been provided by a current or past client, or their relatives or friends.”

**Use of the CCPA Logo is a “No Go”**
We are reminded that the CCPA logo is not to be used by CCPA members in business cards, websites, brochures or pamphlets, posters, presentations, or any other professional materials or correspondence. This is because the use of the logo might inadvertently and inaccurately communicate explicit endorsement by CCPA. However, CCPA has designed a selection of posters and brochures outlining various initiatives. These approved documents are available at <https://www.ccpa-accp.ca/ccpa-posters/> for download and distribution.

**Areas of Practice and Specializations**Perhaps one of the most ethically ambiguous aspects of promotion, advertising, and marketing has to do with identifying areas of counselling practice, competence, and/or specialization on professional websites and in listings with professional bodies. For example, the CCPA website offers public access to a directory of members who hold the Canadian Certified Counsellor (CCC) designation (see <https://www.ccpa-accp.ca/find-a-canadian-certified-counsellor/>). When potential clients do a search under the *Find a Counsellor* option, they can view the “specializations” that CCCs have endorsed.

The challenge is that we do not have an operationalized definition of “specialization.” It is not always clear what the prerequisites, expectations, or measures of specialization are. How much formal coursework, supervised practice, and/or professional development activities are sufficient to deem us competent to practice with a particular client issue, client demographic, or counselling approach? And, if there are benchmarks, whose are they, and are we confident that they do indeed stand us in good stead in declaring a specialization? Without such specifications and standards, we have to rely on ethical discernment to guide our decisions.

Article A3 of the CCPA *Code of Ethics* (2007) advises members to ascertain and honour their boundaries of competence:

*Counsellors limit their counselling services and practices to those which are within their
professional competence by virtue of their education and professional experience, and*

*consistent with any requirements for provincial and national credentials. They refer to
 other professionals, when the counselling needs of clients exceed their level of
 competence.*

As we continue to grow and develop professionally across the career span, it behooves us to reflect on our chosen areas of practice and the evidence for our current competence to practice in these areas. What have we documented in our CVs that validates competence? If we have declared one or more specialties, what have we undertaken beyond introductory graduate courses in these areas? How have we moved from an entry-to-practice level of competence to specialist? Are we attuned to the important nuances in the language that we use to describe our practices? For example, are we *art* or *play therapists* (with established credentials), or do we use *art-based* or *play-based approaches* in our counselling?

As counsellors and psychotherapists, it is essential that we present and represent our professional selves accurately and appropriately, so as not to confuse or mislead. Ethical attunement in this regard is in the best interests of our clients, colleagues, the public at large, and our profession. Sometimes there are clear prescriptions and proscriptionsto guide us; when there aren’t, feel free to seek clarification fromthe CCPA National Office (info@ccpa-accp.ca).