

Complaints Authorizing Committee Report - AGM 2023

Again this year, I would like to thank the members of the complaints authorizing committee (CAC) for their time and commitment to this very important aspect of the Newfoundland and Labrador College of Physiotherapists' work. During my time serving on the CAC, the allegations received have increased in number and complexity. Each case must be carefully and thoroughly addressed which requires a great deal of professionalism and knowledge. This could not be completed without our dedicated volunteers and staff. Given the evolving nature of cases presented to the committee and the skill required to process them, the NLCP is looking into some additional training for CAC members this year.

In 2022, the CAC investigated several complaints, two of which have been resolved. One case that has been on hold since 2020 has now been closed due to an inability to continue with the investigation. Currently, there is one active case before the committee for investigation.

Based on the work of the CAC in this past year, the committee would like to highlight several items:

- There continues to be a trend in complaints based on social media content. The NLCP has posted an updated social media policy, which aligns with the CPA's social media policy and the Core Standards of Practice for Physiotherapists in Canada, to the website and encourages all members to review it.
- As our profession evolves, there are more and more Physiotherapists working in non-clinical or non-traditional roles. As a response to recent inquiries/concerns and to ensure we are supporting this progression, the NLCP has struck an ad hoc committee to review our current registration categories and make recommendations based on a scan of all colleges nationally.

I respectfully submit this report on behalf of the CAC.

Sincerely,

Rachelle Ryan

Rachelle Ryan
Chair, Complaints Authorizing Committee
Newfound and Labrador College of Physiotherapists