

# Your assurance of competent, ethical health care

The Health Care  
Professionals of  
British Columbia

*When you put yourself in the hands of a health care professional, you are entitled to competent and ethical treatment. Usually, that is what you get. There may be times, however, when you think that professional standards are not being met. Here are some things you can do if that happens.*

## *Looking out for you*

In British Columbia, virtually all health care professionals are accountable to a regulatory college, board or association. These organizations are responsible, under provincial legislation, for “serving and protecting the public.” They do this by communicating new developments in professional practice and ensuring that their regulated professionals are qualified and follow clearly defined standards of ethics and practice. The organizations also act when it appears that one of their regulated professionals is practising in a manner that is incompetent, unethical or impaired by alcohol, drugs or a mental condition.

This public service and protection is provided by the professions themselves. The public is directly involved through government-appointed representatives on the organizations’ boards of directors. The organizations make regular reports to the provincial government.

## *If you have a problem*

If you are concerned about the conduct of a health care professional, the first thing you should consider doing is talking the problem over with him or her; difficulties often result from misunderstandings or poor communications. If you are still not satisfied, and the professional works for an agency such as a hospital, you may wish to speak to the person in charge at the agency. If there is no agency involved, or if it cannot help with your problem, you can contact the appropriate regulatory body listed in this pamphlet. This organization can give you information on the standards you can expect in the delivery of care and what can be done if they are not met.

## *What the regulatory organization can do*

The regulatory organization can take action after it receives a complaint about one of its members. This involves a thorough investigation and, if warranted, a formal inquiry. If the professional is found to have behaved improperly, the organization may issue a reprimand, require a supervised program of help, or suspend or terminate his or her authority to practice. Some organizations may also levy a fine. They do not have the authority to order compensation for any harm that may have been done or to direct how an agency supervises or disciplines a professional employed by it.

## *Making a complaint*

If you want to make a formal complaint, talk to the people at one of the regulatory organizations listed below. They can advise you. You may be asked to put your complaint in writing and give the name of the professional, where he or she works, details of the specific actions being complained about, and provide any available supporting documents. You should also identify yourself so that the matter can be thoroughly investigated. If you are not satisfied with the actions taken by the regulatory organization, you may be able to appeal them through various channels including the Health Professions Review Board, the Ombudsperson, and the Supreme Court of British Columbia.

**This notice contains important information that may affect you.**

Ce document contient des renseignements importants qui pourraient vous concerner. Veuillez demander à quelqu'un de vous le traduire.

Este aviso contiene información importante que puede afectarle personalmente. Pídale a alguien que se lo traduzca.

此通告刊載有可能影響閣下的重要資料，請找人為你翻譯。

ਇਹ ਨੋਟਿਸ ਵਿਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ, ਜੋ ਕਿ ਤੁਹਾਡੇ ਲਈ ਜ਼ਰੂਰੀ ਹੋ ਸਕਦੀ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੂੰ ਇਸ ਦਾ ਉੱਲੱਘਾ ਕਰਨ ਲਈ ਆਓ।

Thông báo này có tin tức quan trọng có thể ảnh hưởng đến quý vị. Xin nhờ người phiên dịch cho quý vị.

*These are the organizations to which British Columbia health care professionals are accountable. They can give you information about the standards you can expect in the delivery of care and what you can do if you believe these standards are not being met.*

**The contact information listed here may change.  
For the most current information visit  
[www.health.gov.bc.ca/leg](http://www.health.gov.bc.ca/leg)**

**BC Association of Podiatrists**  
617-938 Howe St  
Vancouver BC V6Z 1N9  
604-602-0400 1-866-611-3338  
[www.foohealth.ca](http://www.foohealth.ca)

**BC College of Social Workers**  
302-1765 8th Ave W  
Vancouver BC V6J 5C6  
604-737-4916  
[www.bccollegeofsocialworkers.ca](http://www.bccollegeofsocialworkers.ca)

**College of Chiropractors of BC**  
125-3751 Shell Rd  
Richmond BC V6X 2W2  
604-270-1332  
[www.bcchiro.com/bccc](http://www.bcchiro.com/bccc)

**College of Dental Hygienists of BC**  
219-645 Fort St  
Victoria BC V8W 1G2  
250-383-4101 1-800-778-8277  
[www.cdhbc.com](http://www.cdhbc.com)

**College of Dental Surgeons of BC**  
500-1765 8th Ave W  
Vancouver BC V6J 5C6  
604-736-3621 1-800-663-9169  
[www.cdsbc.org](http://www.cdsbc.org)

**College of Dental Technicians of BC**  
N208-5811 Cooney Rd  
Richmond BC V6X 3M1  
604-278-8324 1-877-666-8324  
[www.cdt.bc.ca](http://www.cdt.bc.ca)

**College of Denturists of BC**  
101-309 6th St  
New Westminster BC V3L 3A7  
604-515-0533  
[www.cd.bc.ca](http://www.cd.bc.ca)

**College of Dietitians of BC**  
409-1367 Broadway W  
Vancouver, BC V6H 4A7  
604-736-2016 1-877-736-2016  
[www.collegeofdietitiansbc.org](http://www.collegeofdietitiansbc.org)

**College of Licensed Practical Nurses of BC**  
260-3480 Gilmore Way  
Burnaby BC V5G 4Y1  
778-373-3100 1-877-373-2201  
[www.clpnbc.org](http://www.clpnbc.org)

**College of Massage Therapists of BC**  
103-1089 Broadway W  
Vancouver BC V6H 1E5  
604-736-3404 1-877-321-3404  
[www.cmtbc.bc.ca](http://www.cmtbc.bc.ca)

**College of Midwives of BC**  
210-1682 7th Ave W  
Vancouver BC V6J 4S6  
604-742-2230  
[www.cmbc.bc.ca](http://www.cmbc.bc.ca)

**College of Naturopathic Physicians of BC**  
840- 605 Robson St  
Vancouver BC V6B 5J3  
604-688-8236  
[www.cnppbc.bc.ca](http://www.cnppbc.bc.ca)

**College of Occupational Therapists of BC**  
219-645 Fort St  
Victoria BC V8W 1G2  
250-386-6822 1-866-386-6822  
[www.cotbc.org](http://www.cotbc.org)

**College of Opticians of BC**  
420-2025 Broadway W  
Vancouver BC V6J 1Z6  
604-278-7510 1-888-771-6755  
[www.cobc.ca](http://www.cobc.ca)

**College of Optometrists of BC**  
1204-700 Pender Street W  
Vancouver BC V6C 1G8  
604-623-3464  
[www.optometrybc.com](http://www.optometrybc.com)

**College of Pharmacists of BC**  
200-1765 8th Ave W  
Vancouver BC V6J 5C6  
604-733-2440 1-800-663-1940  
[www.bcparmacists.org](http://www.bcparmacists.org)

**College of Physical Therapists of BC**  
302-1765 8th Ave W  
Vancouver BC V6J 5C6  
604-730-9193  
[www.cptbc.org](http://www.cptbc.org)

**College of Physicians & Surgeons of BC**  
400-858 Beatty St  
Vancouver BC V6B 1C1  
604-733-7758 1-800-461-3008  
[www.cpsbc.ca](http://www.cpsbc.ca)

**College of Psychologists of BC**  
404-1755 Broadway W  
Vancouver BC V6J 4S5  
604-736-6164 1-800-665-0979  
[www.collegeofpsychologists.bc.ca](http://www.collegeofpsychologists.bc.ca)

**College of Registered Nurses of BC**  
2855 Arbutus St  
Vancouver BC V6J 3Y8  
604-736-7331 1-800-565-6505  
[www.crnbc.ca](http://www.crnbc.ca)

**College of Registered Psychiatric Nurses of BC**  
307-2502 St Johns St  
Port Moody BC V3H 2B4  
604-931-5200 1-800-565-2505  
[www.crpnbnc.ca](http://www.crpnbnc.ca)

**College of Speech and Hearing Health Professionals of BC**  
410-999 Broadway W  
Vancouver BC V5Z 1K5  
Tel: 604-568-1568 Fax: 604-568-1566  
[www.cshhpbc.org](http://www.cshhpbc.org)

**College of Traditional Chinese Medicine Practitioners and Acupuncturists of BC**  
1664 8th Ave W  
Vancouver BC V6J 1V4  
604-738-7100  
[www.ctcma.bc.ca](http://www.ctcma.bc.ca)

**Emergency Medical Assistants Licensing Board**  
PO Box 9625 Stn Prov Govt  
Victoria BC V8W 9P1  
250-952-1211  
[www.health.gov.bc.ca/ema](http://www.health.gov.bc.ca/ema)

## *Registration: Your Protection*

The right to use a professional title is controlled by provincial law and requires membership in a regulatory organization. This status indicates that a health professional has the basic educational preparation required to practice competently and that he or she subscribes to established standards of practice and ethics. You can find out if the person caring for you is in good standing of his or her profession by calling the organization for that profession listed here.