

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.

"Your Assurance" has been re-designed for online viewing and printing.

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 Supreme Court of British Columbia and the Ombudsman.

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，請找人為您翻譯。

ਇਸ ਨੋਟਿਸ ਵਿਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ, ਜੋ ਕਿ ਤੁਹਾਡੇ ਲਈ ਜ਼ਰੂਰੀ ਹੋ ਸਕਦੀ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਨੂੰ ਇਸ ਦਾ ਉਲੰਘਾ ਕਰਨ ਲਈ ਆਖੋ।

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

College of Podiatric Surgeons of BC

617-938 Howe St
Vancouver BC V6Z 1N9
604-602-0400
www.bcpodiatrists.org

BC College of Chiropractors

125-3751 Shell Rd
Richmond BC V6X 2W2
604-270-1332
www.bcchiro.com

Board of Examiners in Optometry

501-1111 Hastings St W
Vancouver BC V6E 2J3
604-623-3464
www.optometrybc.com

Board of Hearing Aid Dealers and Consultants

5-2, 1515 Blanshard St
Victoria BC V8W 3C8
250-952-1502

Board of Registration for Social Workers in BC

302-1765 8th Ave W
Vancouver BC V6J 5C6
604-737-4916
www.brsb.bc.ca

College of Dental Hygienists of BC

219-645 Fort St
Victoria BC V8W 1G2
250-383-4101 1-800-778-8277
www.cdhibc.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

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

College of Denturists of BC

101-309 6th St
New Westminster BC V3L 3A7
604-515-0533
www.cd.bc.ca

College of Dietitians of BC

103-1765 8th Ave W
Vancouver BC V6J 5C6
604-736-2016 1-877-736-2016
www.collegeofdietitiansbc.org

College of Licensed Practical Nurses of BC

217-3823 Henning Dr
Burnaby BC V5C 6P3
604-660-5750 1-888-440-6900
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

College of Midwives of BC

210-1682 7th Ave W
Vancouver BC V6J 4S6
604-742-2230
www.cmbc.bc.ca

College of Naturopathic Physicians of BC

1698 6th Ave W
Vancouver BC V6J 1R3
604-688-8236
www.cnpbc.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

College of Opticians of BC

420-2025 Broadway W
Vancouver BC V6J 1Z6
604-278-7510 1-888-771-6755
www.cobc.ca

College of Pharmacists of BC

200-1765 8th Ave W
Vancouver BC V6J 5C6
604-733-2440 1-800-663-1940
www.bcpharmacists.org

College of Physical Therapists of BC

302-1765 8th Ave W
Vancouver BC V6J 5C6
604-730-9193
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

College of Psychologists of BC

404-1755 Broadway W
Vancouver BC V6J 4S5
604-736-6164 1-800-665-0979
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

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.crpnbc.ca

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

Emergency Medical Assistants Licensing Board

PO Box 9625 Stn Prov Govt
Victoria BC V8W 9P1
250-952-1211
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.