

FREQUENTLY ASKED QUESTIONS ABOUT RENEWAL

1. HOW DO I ACCESS THE ONLINE RENEWAL THROUGH MY MEMBER PORTAL?

STEP 1

Go to the "Member Portal" at <https://members.caslpo.com>

STEP 2

Enter your email address and your password. When you have entered this information, click the "Log In" button.

STEP 3

Once you're logged in, you will see a "Go to Renewal" button. The rest is easy!

LOGIN HELP

If you need help logging in, click on the "Login Help" button. You will have the following options:

- I do not remember the email address I have registered with CASLPO.
- I do not remember my password
- The system says I do not have any account
- I need to activate my account.

2. WHAT IS MY LOGIN INFORMATION?

- The email address you have registered with CASLPO; and
- The password you provided when you activated your Portal account.

3. WHY DOES IT SAY 'THAT EMAIL ADDRESS WAS NOT FOUND'?

After entering your email address, you may receive this message. It is possible that you have entered a different email address to that on file. If you click OK in the message box, you will be asked to enter your registration number. This will send an email to your registered email address.

If you need to change your registered email, contact renewal@caslpo.com.

4. WHAT DO I DO IF I HAVE FORGOTTEN MY REGISTERED EMAIL?

If you have forgotten the email you have registered with CASLPO, you can click the 'Login Help' button underneath the password field and then 'I do not remember the email address I have registered with CASLPO'. You will be

asked to enter your registration number. This will send an email to your registered email address.

If you need to change your registered email, contact renewal@caslpo.com.

5. WHAT DO I DO IF I HAVE FORGOTTEN MY PASSWORD?

If you have forgotten your password, click the 'Login Help' button underneath the password field and then 'I do not remember my password'. You will be asked to answer your security question. You will then be able to enter a new password.

Please note that no-one at CASLPO can provide you with your password as it is encrypted in the database. Neither can anyone at CASLPO reset your password for you.

If you do not recall the answer to your security question, please contact renewal@caslpo.com.

6. HOW DO I CHANGE MY PASSWORD AND SECURITY QUESTION\ANSWER?

Once you have logged in to the Member Portal, click Profile\Account in the menu. Here you can change your password, email, and security question/answer.

7. I AM CURRENTLY ON MATERNITY LEAVE. SHOULD I CHANGE MY STATUS TO NON-PRACTISING?

If you select Non-Practising at renewal, you may not be able to practise when you have completed your maternity leave. Selecting the Non-Practising category at renewal time means you are not practising from October 1, 2015 to September 30, 2016. Therefore, you would only be able to return to work before September 30th, 2016 if you changed your status back to General Member during the October 1, 2015 to September 30, 2016 year. You would then incur the cost of changing your status (\$100), as well as the cost of making up the difference between Non-Practising fee and General Member fee (\$714 - \$357 = \$357) which would be \$357. These fees (\$100 + \$357) would be applied regardless of when in the registration year you changed your status back to General, as there is no pro-ration of fees.

Therefore, it is not recommended to select Non-Practising, if you are planning to return to practise before the end of the upcoming registration year (Oct 1, 2015 to Sept 30, 2016).

8. I AM PLANNING TO GO ON MATERNITY LEAVE DURING THIS REGISTRATION YEAR, SHOULD I CHANGE MY STATUS TO NON-PRACTISING?

See question #7.

9. **WHAT EMAIL ADDRESS SHOULD I PROVIDE THE COLLEGE WITH?**

You may designate any email address to the College. However, keep in mind that we use email as our primary communication tool. In order to receive important information from us, you must provide an email address for which you have consistent access. If you leave your job, or are on a leave whereby you do not have access to your work email, you must update us within 30 days with an email address where you can be reached.

10. **WHAT DO I NEED TO KNOW IF I WANT TO CHANGE MY STATUS FROM NON-PRACTISING TO GENERAL?**

In order to change your status back to General, you must meet the "currency requirements". That is, you must have provided 750 hours of patient care or related work (see question #7 regarding these categories) in audiology or speech-language pathology during the three years immediately preceding the date we receive your application for the General certificate of registration (as well as the applicable fees). At renewal time, this would be the 3 previous registration periods.

If you have not been practising for the immediate previous 3 years, or you do not have the 750 hours of patient care or related work (see question #7 regarding these categories), the Registration Committee will consider your case and may require you to successfully complete further education and/or training.

11. **CAN I GET A REFUND IF I CHANGE MY STATUS OR LEAVE THE COUNTRY FOR PART OF THE YEAR?**

There is no pro-ration of fees, or refund of fees for partial year registration. Consequently, there is no reduction in fees when a member changes their status, or resigns from the College mid-registration year.

12. **I AM PLANNING TO RETIRE THIS YEAR, SHOULD I SELECT THIS CATEGORY AT RENEWAL?**

If you select non-practising at renewal, you will not be able to practise as of October 1, 2015. Consequently, you should not change your status until you know the exact date at which you will no longer be practising.

Many members may retire from their employment but may wish to perform some facet of work in their field. It is advisable to consider carefully the activities you may wish to be engaged in before you retire from the college.

Regardless of when in the registration year you retire (once we are beyond the renewal period), there is no pro-rated refund available to you.

13. WHAT ARE "PATIENT CARE" OR "RELATED WORK" HOURS?

Patient Care includes direct care and supervision of direct care.

Direct patient/client care is defined as professional activities on behalf of a client and includes:

- Assessment of the hearing, communication or swallowing abilities and needs of the client.
- Recommending, developing or implementing a treatment and/or management program based on the client's abilities and needs.
- Counseling and consulting with the families /caregivers and/or other parties or individuals directly associated with the client.
- Other client management activities such as discharge, referrals, follow-up, report writing, case conferences.
- Conducting research in speech-language pathology or audiology that involves the assessment or management of patients with communication disorders.

Supervision of direct patient/client care includes:

- Overseeing and evaluating the clinical work of speech-language pathologists or audiologists (e.g. conducts performance evaluations or case reviews, assesses written reports, monitors professional standards).
- Determining, on professional grounds whether an individual client should receive or be discharged from speech-language pathology or audiology services.
- Supervising research in speech-language pathology or audiology that involves the assessment or management of clients with communication disorders.

Related Work includes:

- Making decisions on the organization and delivery of clinical services in speech-language pathology or audiology.
- Educating speech-language pathologists or audiologists concerning services or products that may be employed in the assessment or management of patients with communication disorders.
- The administration for professional organizations where the member sets or maintains professional standards of practice for speech-language pathologists or audiologists.

14. I REQUESTED AN UPDATE TO MY REGISTERED NAME. WHY HASN'T IT BEEN UPDATED?

Due to the volume of requests at renewal, the processing of your request will take more time.

You must provide the College with a government issued document showing your requested registered name. Your request cannot be completed until the required documentation has been received by the College.

15. I HAVE CONCERNS ABOUT USING MY HOME ADDRESS AS MY BUSINESS ADDRESS ON THE PUBLIC REGISTER. WHAT SHOULD I DO?

If you have concerns about using your home address as your business address, you have the option of using a P.O. Box as your business address.

The *Regulated Health Professions Act* and By-law 2011-6 establishes what information must be posted on the public register. There are very few circumstances where such information will not have to be posted, but one such circumstance exists where the disclosure of the information could jeopardize the safety of an individual.

The legislation is explicit that posting the specified information about the member on the College's register is to be the norm and is not to be at the discretion of the individual member. Therefore the member must satisfy the Registrar that the safety exception applies. The Registrar will be quite sensitive to safety concerns but there remains an obligation upon the member to satisfy the Registrar that the request is legitimate. This can often be done with minimal disclosure of sensitive personal information. Any such information provided to the College is kept confidential.

The College takes safety concerns seriously. If you would like to make a request to remove your listing from the register, the Registrar will need more information on the safety concern in order to make a determination. Please explain how the appearance of your name has placed your safety (and, if applicable, that of your family) at risk. Have there been any threats or incidents? How could the information on the register be used to jeopardize your safety? Do you have any documentation that would be of assistance? What other measures have you taken to deal with this concern?

Once you have provided as much information as you can, the Registrar will make a determination and inform you of it.