



Alberta College of
Speech-Language Pathologists
and Audiologists

Hear. Speak. Connect.

Jurisprudence Course

Module 5 Quiz on Professional Conduct

Handout

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Quiz on Professional Conduct

1. Professional conduct expectations of SLPs and audiologists in Alberta include: *(Check all that apply)*.
 - a. Providing competent, safe and ethical services
 - b. Providing affordable services
 - c. Maintaining high practice standards
 - d. Building trust and confidence in the profession

2. Under the *Health Professions Act*, which of the following constitute “unprofessional conduct”? *(Check all that apply)*.
 - a. Lack of knowledge, skill or judgement
 - b. Contravention of the *Health Professions Act*, *Code of Ethics* or *Standards of Practice*
 - c. Practicing without registration or a Practice Permit
 - d. Failure to comply with the Continuing Competence Program

3. Under the *Health Professions Act*, which of the following constitute “unprofessional conduct”? *(Check all that apply)*.
 - a. Ignoring directions of the Registrar
 - b. Failure to comply with a notice to attend in relation to professional conduct processes
 - c. Failure to comply with a notice to produce materials in relation to professional conduct processes
 - d. Conduct that harms the integrity of profession

4. Who can file a complaint against a regulated member? *(Check all that apply)*.
 - a. Patient or client
 - b. Family member
 - c. Regulated or former member
 - d. Employer
 - e. Member of the public

5. What happens initially when a complaint is filed against a regulated member?
 - a. The Complaints Director appoints an investigator
 - b. Regulated member's practice permit is suspended
 - c. A Hearing Tribunal is convened
 - d. Complainant is encouraged to discuss concern with regulated member

6. The legislated obligations for ACSLPA in dealing with complaints are stated in the:
 - a. *Health Professions Act*
 - b. *Speech-Language Pathologists and Audiologists Profession Regulation*
 - c. *College Bylaws*
 - d. College Policies

7. When can a complaint against an ACSLPA regulated member be filed?
 - a. Anytime, up to one year after the SLP or audiologist ceased to be registered
 - b. Anytime, up to two years after the SLP or audiologist ceased to be registered
 - c. Anytime, up to three years after the SLP or audiologist ceased to be registered
 - d. Anytime, up to 10 years after the SLP or audiologist ceased to be registered

8. A complaint against a regulated member:
 - a. Can be anonymous
 - b. Can only be submitted by clients
 - c. Must be in writing
 - d. Can be phoned in

9. What information must be included in a written complaint? (*Check all that apply*).
 - a. Name of regulated member
 - b. Key facts and events
 - c. Other information / documents
 - d. Name, signature and contact information of complainant

10. Within ____ days of receiving a complaint, the Complaints Director must give written notice to the complainant of the action that will be taken.
- a. 10
 - b. 20
 - c. 30
 - d. 45
 - e. 60
11. The Complaints Director may request an expert to review and assess the issues surrounding a complaint. This could involve: *(Check all that apply)*.
- a. Review of client files
 - b. Opinion as to whether service was acceptable practice
 - c. Whether member is incapacitated
 - d. A written report
12. The Complaints Director may appoint an investigator to obtain further information regarding the matter. This could involve: *(Check all that apply)*.
- a. Conducting an interview with the investigated member and the complainant
 - b. Conducting an interview with employers, co-workers, or others related to the matter
 - c. Collecting documents related to the matter
 - d. Investigating other conduct related matters unrelated to the original complaint
13. According to the *Health Professions Act*, what are the powers of an investigator? *(Check all that apply)*.
- a. Require person to answer relevant questions
 - b. Require person to provide documents or items
 - c. Make copies of documents
 - d. Enter and inspect work premises
14. Upon receiving an investigator's report, the Complaints Director can: *(Check all that apply)*.
- a. File civil charges against the member
 - b. Request further investigation or assessments
 - c. Dismiss the complaint
 - d. Refer the matter to a hearing

15. The Complaints Director may dismiss a complaint if: (*Check all that apply*).
- a. The costs of proceeding are significant
 - b. The publicity may damage the image of the profession
 - c. There is insufficient or no evidence
 - d. The complaint is deemed trivial or vexatious
16. Under the *Health Professions Act*, “incapacitated” means _____ or _____ that impairs the ability to provide professional services in a safe and competent manner.
- a. suffering from a physical, mental or emotional disorder
 - b. a lack of knowledge, skill or judgement
 - c. addiction to alcohol or drugs
 - d. poor interpersonal and communication skills
17. A Hearing Tribunal: (*Check all that apply*).
- a. Has a mandate to determine on the basis of evidence provided, whether the conduct of a regulated member constitutes unprofessional conduct
 - b. Is a panel that includes both regulated members and public members
 - c. May determine any penalties that apply to a member found guilty of unprofessional conduct
 - d. Includes a non-voting member from Alberta Health
18. Which of the following would NOT be present at a professional conduct hearing?
- a. Legal counsel for investigated person
 - b. Legal counsel for the College
 - c. Legal counsel for Alberta Health
 - d. Legal counsel for the Hearing Tribunal
19. What penalties can a Hearing Tribunal apply to an individual found guilty of unprofessional conduct? (*Check all that apply*).
- a. Prison or probation
 - b. Caution or reprimand
 - c. Suspension of practice permit
 - d. Counselling or treatment
 - e. Fine and costs of hearing

20. Who has the right to appeal the decision of the Hearing Tribunal? (*Check all that apply*).
- a. Investigated person
 - b. Complainant
 - c. Alberta Health
 - d. Complaints Director
21. What should a regulated member do if a complaint is filed against him or her? (*Check all that apply*).
- a. Update or correct any client documents related to the matter
 - b. Provide full co-operation
 - c. Respond promptly to the College
 - d. Submit requested documents

Quiz Answers

1. a c d
2. a b c d
3. a b c d
4. a b c d e
5. d
6. a
7. b
8. c
9. a b c d
10. c
11. a b d
12. a b c d
13. a b c d
14. b c d
15. c d
16. a c
17. a b c
18. c
19. b c d e
20. a d
21. b c d