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Introduction and Terms

Adopted 01/2012, Effective 01/2019

Administrative Policies Introduction

The framework within which the CCOA operationalizes and executes its legislative requirements is articulated through Administrative Policies. These policies are approved by Council and are determined to be in force upon advisement to members.

Administrative Policies support quality, consistency and accountability in the application of CCOA programs and services. They outline precise requirements and procedures as interpreted from the *Health Professions Act (Act)* and Chiropractic Regulations on a variety of topics including registration requirements, fees and payments, processes related to member practice, and CCOA operations management.

The CCOA Administrative Policies remain in effect as of the date noted, until such time as they are modified, removed or new policies are added. Notification of new or amended policies will be provided to members as they are available.

Enforceability

Administrative Policies are part of the legislation that governs the chiropractic profession in Alberta. Compliance with these policies is expected from all members, as the processes and requirements outlined herein are derived from the Act. Members found non-compliant or in contravention with any element of these policies will be subject to disciplinary measures set out in the Act.

Common Terms

CCOA: College of Chiropractors of Alberta

Act: *Health Professions Act*

AP: Administrative Policy

CC: Continuing Competence

CCEB: Canadian Chiropractic Examining Board

CCPA: Canadian Chiropractic Protective Association

CFCREAB: Canadian Federation of Chiropractic Regulatory and Educational Accrediting Boards

Chiropractor: a regulated member, registered with the CCOA who holds an active practice permit

Practice Review: Practice Visit

QAP: Quality Assurance Program



AP 1.0 Registrations and Renewals

Adopted 01/2012, Effective 01/2012

The Act, Chiropractic Regulation and Bylaws outline specific requirements for registration and registration renewals of practitioners, professional corporations and equipment.

1.1 Initial Application for Member Registration

Adopted 01/2012, Revised and Effective 04/2023

Requirements for Registration

To register as a member with the CCOA on the general or courtesy register, applicants must provide the following information to the CCOA:

Registry	New Graduate		Current or Prior Registration			
	General	General	General	General	General	Courtesy
Requirements	Canadian Educated	International Educated	CFTA Applicants	Unregistered in Canada	Prior Alberta Registration	Courtesy
Application	✓	✓	✓	✓	✓	✓
Application Fee	✓	✓	✓	✓	✓	✓
Eligible to Work	✓	✓	✓	✓	✓	✓
Proof of Education	✓	✓		✓		
CCEB Results	✓	✓		✓		
Canadian Criminal Record Check	✓	✓	✓	✓	✓	✓ for Visiting & Treating Public
International Criminal Record Check		✓		✓		
Regulatory History	✓	✓	✓	✓	✓	✓
Registration History	✓	✓	✓	✓	✓	✓
Competency History	✓	✓	✓	✓	✓	✓

Discipline History	✓	✓	✓	✓	✓	✓
Professional Negligence	✓	✓	✓	✓	✓	✓
Jurisprudence	✓	✓	✓	✓	✓	
Proof of PLP	✓	✓	✓	✓	✓	✓
Language Test	✓	✓	✓	✓	✓	
Advanced Practice	✓	✓	✓	✓	✓	

CFTA applicants and those previously registered in Alberta applying for reinstatement do not need to provide CCEB results and transcripts.

1. Be a graduate of an accredited chiropractic program

Official transcripts are required to be provided directly from the degree granting institution.

2. Have successfully completed the CCEB clinical competency exam

Confirmation of results must be sent directly from the Canadian Chiropractic Examining Board (CCEB).

3. Pay the non-refundable application fee, non-refundable criminal record check fee, and refundable CCOA membership fees

The application fee, Canadian Criminal Record check fee, and CCOA membership fees will be assessed after initial review of the application for general registration and CFTA registration (CFTA applications are for applicants who currently hold an active chiropractic registration/license in another recognized Canadian jurisdiction). The cost of your Canadian criminal record check will be added to your non-refundable application fee and this will be posted to your member profile as part of the application process. The cost for any criminal record check outside of Canada will vary depending on your previous five-year residence or registration/license history.

Any refunds for failed or withdrawn applications will be made in 30 days, less any outstanding costs for criminal record checks.

Application Review

If an application for initial registration includes a revelation of criminal conviction, criminal charges pending, or professional discipline pending in other jurisdictions, that revelation will be considered adequate and sufficient grounds to suspend the application process until such time as the disposition is made by the court, and the result is communicated to the Registrar. The Registrar will consider the criminal conviction or criminal charges pending in the course of consideration of the application for CCOA membership.



As per *Bylaw 6.6 Consideration of Application to College Registers*, registration decisions made by the Registrar and/or Registration Committee will be provided to the applicant per section 30(3) of the Act.

As per the Act 30(3) On making a decision under section 30(1) of the act, the registrar or registration committee must

1. give notice of the decision to the applicant,
2. in the case of the registration committee, give notice to the decision to the registrar, and
3. in the case of a decision to impose conditions on an approval, to defer registration or to refuse an application, give reasons for the decision and notify the applicant as to how the applicant may request a review of decision under section 31 (of the Act).

As per the Act 30(4), an applicant may, on request, review the documents used and created by the registrar or registration committee when considering the applicant's application.

As per the Act 30(5), If the applicant is not notified of the decision under this section by the date that is 120 days after notice was given under Section 29 (of the Act) that the application for registration is complete, the applicant may request a review under section 31 (of the Act)

Decision Appeal

The applicant may, within 30 days of advisement of the status of their application, appeal to Council in writing for a review of the decision of the Registrar. The appeal must set out the reasons why the application should be approved with or without conditions (Act, section 41.1).

Application Expiry

An application for registration submitted to the CCOA will be valid for six months from the date of receipt. After six months a new application must be submitted.

*Please refer to the fee schedule for specific fees.

1.2 CCOA Member Registration Categories

Adopted 01/2012, Revised and Effective 01/2022

Definition of Active Practice

The Chiropractors Profession Regulation (Regulation) requires that a regulated member of the CCOA seeking to renew his/her annual practice permit must be in *active practice*. According to the Regulation "*active practice* means the provision of the services of the practice of a chiropractor, within the meaning of section 3 of Schedule 2 to the *Health Professions Act*, to non-family members on an ongoing and regular basis;" this regulation may not include members in the researcher, special exceptions or suspended registration categories.

General Register

Members on the General Register are permitted to use the titles (a) Doctor of Chiropractic, (b) Chiropractor, (c) Registered Chiropractor, (d) D.C., or (e) Doctor or Dr., in connection with providing health service withing the practice of chiropractic (Regulations (10)) and are subject to all professional conduct requirements and Continuing Competence (CC) requirements.



	Full	Restricted	None	Full	Reduced	Voting Privileges	Notes
New Graduate Member	✓				✓	✓	Reduced CCOA fees
Regular Member	✓			✓		✓	
Special Exceptions		✓		✓		✓	Exempt from practice visits
Suspended			✓	✓			Ineligible to vote
Researcher	✓				✓	✓	Reduced CCOA fees, practice visits determined on a case-by-case basis
Conditional		✓		✓			Ineligible to vote

Courtesy Register

A member on the Courtesy Register is permitted to use the title Dr. and is subject to all professional conduct requirements of the CCOA.

	Practice Privileges			Financial Responsibilities			Notes
	Full	Restricted	None	Full	Reduced	Voting Privileges	
Courtesy		✓			✓		1 year limit Specific CCOA fees; exempt from practice visits Ineligible to vote

Non-practicing Register

	Practice Privileges			Financial Responsibilities			Notes
	Full	Restricted	None	Full	None	Voting Privileges	
Non-practicing			✓		✓		Status change initiated by member Ineligible to vote
Cancelled			✓		✓		Status change initiated by CCOA Ineligible to vote

1.3 Change of Registration Status

Adopted 01/2012, Revised and Effective 04/2023

Application must be made to the CCOA if a registered member wishes to change their status to non-practicing, special exceptions, or researcher.

Non-practicing Status

Members who wish to leave chiropractic practice in Alberta either temporarily or permanently are advised to change their registration status to non-practicing. Members who have not changed their status to non-practicing and do not renew their membership by June 30 will be classified as not in good standing with the CCOA. This may impede registration in another jurisdiction.

Non-practicing status, former CCOA members:



- no longer pay any CCOA fees, costs, assessments, or levies
- may choose to receive continued electronic communication from the CCOA

Member Requirements for Change in Status Applications

Applications for a change of member status to non-practicing cannot be backdated. Submission deadlines for change in status applications are 11:59:59 p.m. on the 15th day of every month. The change in status effective date will be the last business day of that month. Any change in status applications received at 12:00:00 a.m. on the 16th day of the month, or thereafter, will be processed on the last business day of the subsequent month.

If a member has submitted their change in status application after 12:00:00 a.m. on the 16th day of the month, the member may pay a late fee to have their change in status processed on the last business day of that month.

For **annual renewal only**, change in status applications must be submitted by June 15. Submissions received between 12:00:00 a.m. on June 16 and 11:59:59 p.m. on June 23 will be assessed a late fee. Payment of that fee is required prior to processing the application for an effective date of June 30. Failure to pay the late fee or submitting a change in status application on or after June 24 will result in the regulated member's change in status application not being processed on June 30. The regulated member will then move into a suspended category effective July 1.

Special Exceptions Status

Special exceptions status is provided for CCOA members requiring/desiring the maintenance of professional association membership (e.g., as a condition of employment in a health care administrative role or those whose practice activities do not meet the definition of active practice). Members with special exceptions status:

- must pay all fees, costs, assessments, levies and fines prior to a change of status
- must pay all other fees and levies
- are subject to all professional conduct standards of the CCOA
- must provide proof of appropriate professional liability protection
- must fulfill CC credit requirements
- are restricted from providing chiropractic services involving the delivery of care/treatment
- must apply and be approved for a change in registration status before resuming active practice
- must manage patient information in a manner that is consistent with the privacy legislation related to their professional activity (e.g., HIA, PIPA)

Researcher Status

Researcher status supports members currently committing the majority of their career toward research activities (versus active practice). Researcher status members most often function in the capacity of a faculty researcher or full-time student researcher.

Members in this category must maintain professional liability protection, as well as obtain the required CC credits and all other requirements of members on the General Register. Application for researcher status must be made each year.



Fee Reductions for Researcher Status

- Applicants will be eligible for a 50% reduction in CCOA fees for applications received and approved between July 1 and September 30.
- Applicants will be eligible for a 25% reduction in CCOA fees for applications received between October 1 and December 31.
- Applications received after December 31 will not be eligible for any reduction in CCOA membership fees.

*Please refer to the fee schedule for specific fees.



AP 2.0 Member Obligations

Adopted 01/2012, Effective 01/2012

Members must meet obligations to the CCOA for the requisite management of their practice permit.

2.1 Invoices and Payment of CCOA Fees and Levies

Adopted 01/2012, Revised and Effective 04/2023

Notification of monies owing to the CCOA will be posted as electronic invoices to each member's profile on <http://www.theccoa.ca>. An email will be sent to the email address on the member's profile as an advisement when an invoice is waiting for payment. Invoices are not available in hard copy.

Invoices can be paid on theccoa.ca using Visa or MasterCard. Payments made by cheque or money order must be made out for the exact amount posted. Cheques rejected by the bank are subject to an NSF fee.

Payment will be confirmed via an order confirmation emailed directly to each regulated member. Regulated members may also view and download receipts in their members' centre profile under the receipt tab. Receipts should be retained for tax purposes.

*Please refer to the fee schedule for specific fees.

2.2 Member Online Profile

Adopted 01/2012, Effective 01/2019

Members must ensure the CCOA is provided with up-to-date information by updating their online profile with the following profile information:

- Primary and satellite clinic address(es), phone number(s) and fax number(s)
- Clinics must be appropriately ranked (primary, satellite 1, satellite 2, etc.)
- Home telephone and/or cell number
- Emergency contact name and number
- All clinic and business social media account names, such as Facebook, Twitter, Instagram, etc.
- Clinic website address
- WCB authorized clinics must be identified
- Mailing address (this may be different from the clinic address)
- Email address – this email address must be unique to you and not shared with other individuals or members
- Laser and X-ray ownership and/or operator status
- When leaving a clinic, an *end date* to the location being left must be specified

2.3 Preceptorship Program – Supervising Preceptors

Adopted 01/2012, Effective 07/2019

The Act allows chiropractic students to perform basic restricted activities under the supervision of an CCOA approved supervising preceptor. Supervision is defined as the supervising preceptor (the CCOA member) being physically present in the facility at all times, supervising all procedures performed by the student and being available to assist. The supervising preceptor is also required to secure written consent from all patients for treatment received from the chiropractic student.



Members on the CCOA's General Register will be eligible for approval as a supervising preceptor if they:

- have a minimum of five years practice experience
- are a member in good standing
- completed their most recent practice review satisfactorily with no outstanding issues or requirements (the most recent practice review may not have been a remedial review)
- have no discipline activity currently or for the previous five years
- demonstrate the appropriate liability protection for supervising chiropractic students

There are three components to the Preceptorship application, including contracts between the CCOA and:

1. the student
2. the supervising CCOA member
3. the student's college of attendance (a liability protection policy between the student and their college is also necessary and must meet the minimum requirement in Alberta of at least \$5 million per incident and \$5 million cumulative).

2.4 Electronic Communications

Adopted 01/2012, Effective 01/2019

The CCOA is an electronic communicator. Electronic communications sent to members via email include, but are not limited to annual membership and professional corporation renewal notices, invoice notices, CC credit information, practice review notices, and X-ray and laser compliance information. We also regularly distribute publications with information related to chiropractic in Alberta.

As the CCOA relies primarily on electronic communication, each member must ensure their email address is current on their online profile.

Failure to read or receive CCOA electronic communications is not considered an acceptable excuse to be unaware of information pertinent to your practice or deadlines related to membership requirements.

2.5 Respect in the Workplace

Adopted 03/2019, Effective 03/2019

The CCOA Council and CEO support a productive, respectful and professional workplace, where both regulated members and CCOA staff can expect they will be treated professionally and respectfully in all interactions.

The CCOA has a zero tolerance for workplace aggression and violence. The CCOA defines workplace aggression and violence as incidents where members and/or staff are threatened, intimidated, or assaulted/abused in the workplace. Examples include but are not limited to:

1. Swearing and foul language
2. Name calling
3. Discriminatory language
4. Disrespectful or threatening behaviors

If a regulated member experiences an incident of this behavior from an CCOA staff member, it should be reported to that staff member's supervisor or the CEO for appropriate follow-up, up to and including possible disciplinary action as outlined by Alberta Employment Standards and the CCOA Employee Handbook.

If an CCOA staff member experiences an incident of this behavior from a regulated member, it will be reported to the Registrar for appropriate follow-up, up to and including possible disciplinary action as outlined in the HPA.

2.6 Required Informed Consent Documents

Adopted 06/2020, Revised and Effective 07/2020

Informed consent provides the vehicle for chiropractors to discuss with their patients information about the benefits, risks and side effects of chiropractic treatment.

Chiropractors must use an unaltered version of the complete text of the most current CONSENT TO CHIROPRACTIC TREATMENT as provided by the Canadian Chiropractic Protective Association (CCPA) as part of obtaining informed consent from their patients.

When chiropractors are providing the restricted activity of Acupuncture, they must use an unaltered version of the complete text of the most current INFORMED CONSENT FOR ACUPUNCTURE CARE as provided by the CCPA as part of obtaining informed consent from their patients.

When chiropractors are providing internal coccygeal treatment, they must use the complete text of the most current CONFIRMATION OF PERMISSION TO ASSESS AND TREAT THE COCCYX/TAILBONE as provided by the CCOA in their discussion with patients each time they assess or treat the coccyx/tailbone internally and obtain informed consent for the assessment or treatment.

When chiropractors are providing Telehealth, documented verbal informed consent for assessment and treatment recommendations is sufficient for treatment that is delivered via Telehealth.



AP 3.0 CCOA Operations

Adopted 01/2012, Effective 01/2012

The CCOA abides by requirements and structures outlined in the Act for management of all other CCOA operations.

3.1 Council Approval of Therapeutic and Diagnostic Procedures

Revised December 2020, Effective January 2021

Standard of Practice 4.1, the scope of practice for chiropractors includes activities:

- As outlined in the *Health Professions Act* Section 2.3.
- All restricted activities as listed in the Regulation to the *Health Professions Act*, Section 13, and Section 14.
- Therapeutic and diagnostic procedures taught in the core curriculum, postgraduate or continuing education divisions of the majority of programs accredited by the Council on Chiropractic Education
- Other therapeutic and diagnostic procedures as approved by the Council of the CCOA

As part of the establishment, monitoring and enforcement of standards of chiropractic practice and clinical competency, public safety and procedural efficacy claims, the Council of the CCOA may consider a review of the safety and efficacy claims of currently in-scope activities, not-in-scope activities or consideration to include new analytical instruments, therapies and diagnostic procedures.

Evaluation of Requests for Review

Council maintains full discretion as to the criteria of the Scope of Review by the Modes of Care Committee for a particular instrument, therapy, or diagnostic procedure. Council may make the decision to approve therapeutic and diagnostic procedures or apply efficacy claims and safety requirements on procedures after review of an advising report. Council may also require further reporting before making a decision after receiving an advising report.

The Modes of Care Committee will provide a report of findings, including recommendations to the Council on the Committee's considerations of the criteria reviewed:

- The procedure must not contravene the *Health Professions Act*, *Chiropractic Profession Regulation*, Standards of Practice, Code of Ethics, Bylaws or Administrative Policies
- Modus operandi (rationale);
 - What are the indications for it?
 - What is the body of knowledge and quality of researched papers pertaining to it?
 - Is there institutional support for it from CFCREAB accredited schools?
 - What information and research is present that supports it?
 - What are the examination findings that support it and these pathophysiological changes?
 - Is there a precedent for it within the profession?
 - Is there acceptance of it within the profession?
 - Is it in the public domain or in use outside the chiropractic profession?
 - Is the method of use for it uniform, standard and customary within the chiropractic profession?
- Efficacy (claims);
 - are published treatment outcomes predictable?



- what is the maximum response achievable?
- what is the efficacy relative to dose required?
- Safety (harmful effects) and;
 - What are the known or potential risks and contraindications associated with it?
 - Is third-party approval required? (e.g., from Health Canada, Canadian Standards Association)
 - Is data about it available from the CCPA or other similar organizations?
 - Has it been considered in Canadian or US courts?
- Relevance to the scope and standards of practice.
 - How does it fit within the Scope of Practice as defined by the Act, Regulations, Bylaws, Standards of Practice, Code of Ethics and prior Council rulings?
 - What standard is required?
 - Is any special education required to use or perform it?

3.2 Letters of Standing

Adopted 06/2022, Effective 07/2022

Requests for letters of reference or good standing, shall:

- a) contain the information in section 6.5 of the Bylaws;
- b) be in accordance with the Regulation established under section 131(1)(p) of the HPA;
- c) contain the information the College must make available to the public in accordance with sections 33(3), 85(3), and 119(4) of the HPA; and
- d) include whether the member is currently the subject of a complaint, investigation, or disciplinary hearing that has not yet been disposed of and, if applicable, what the allegations are

3.3(a) Use of Member Information

Adopted 09/2016, Revised and Effective 07/2022

The College of Chiropractors of Alberta (CCOA) is committed to protecting the privacy, confidentiality, accuracy and security of members' personal information collected, and to use and retain it in the course of conducting our duties as a regulatory health profession.

In response to the *Personal Information Protection Act* (PIPA) and any other applicable legislation, CCOA, its council members, officers, employees and volunteers are required to comply with this legislation and will be given restricted access to personal information solely to perform the legislated or administrative services provided by CCOA.

Other persons or organizations who act for, or on behalf of, the CCOA are also required to comply with the principles of the Policy and will be given restricted access to personal information solely to perform the services provided for the CCOA.

Collection of Member Personal Information

The CCOA collects personal information from the following sources:

- membership applications;
- renewal applications;
- member profile information on CCOA member database



- member surveys
- member calls for interest

Use of Member Personal Information

The CCOA retains member personal information to conduct organizational business, including but not limited to:

- maintain a complete record of membership in the CCOA;
- maintain individual and collective communication with members and respond to their enquiries;
- collect and manage member dues and assessments;
- provide clinic contact information to the public; communicate about issues of interest and concern to our membership (newsletters, Council communiques, member notices, etc.);
- recruit volunteers;
- contact members as subject matter experts; and
- provide information to government and to the public as set out in the *Health Professions Act*.

Restrictions

Member information may not be used for purposes other than CCOA business. Restrictions on use of this information include:

- Individual staff use for personal purposes
- Council member use for personal purposes
- Provision of member information to CCOA volunteers, CCOA members or other organizations without the express written permission of the Privacy Officer except as required in the execution of CCOA activities authorized by legislation.

Requests for Member Personal Information

Requests for personal information that are deemed to be outside of this policy or unclear in the propriety of the request will be forwarded to the Privacy Officer for determination and decision. In the event the Privacy Officer is unable to make this determination, the decision will reside with CCOA Council. These requests, along with the response provided, will be maintained in CCOA central filing.

General Disclosure of Member Personal Information

The Registrar is identified as the CCOA's Privacy Officer. Any inquiry, request or concern related to privacy matters should be made in writing to the CCOA:

Registrar and CCOA Privacy Officer
College of Chiropractors of Alberta
11203 70 Street NW, Edmonton AB T5B 1T1
registrar@theccoa.ca

3.3(b) Management and Privacy of Member and Non-member Files

Adopted 01/2012, Effective 01/2019



The CCOA maintains the following sources of information, with access limited to CCOA staff as deemed appropriate, the CEO, the Registrar, Continuing Competence Committee members and their appointed delegates, and the member:

- **Member files:** includes demographic data for the members, original application forms, transcripts, letters of reference, renewal forms, spousal names and where applicable professional corporation, X-ray and laser information.

Practice Visit files: includes members' office plans, office forms, copies of medical legal forms, office audit files, review summaries, and letters from the Continuing Competence Chair.

- **Discipline files:** includes letters of complaint, investigative forms, evidence binders, transcripts from hearings, Hearing Tribunal decisions, appeal documentation and appeal committee decisions.
- **Ethics files:** includes letters of complaint, records of phone calls and information coming to the attention of the Complaints Director that do not result in a formal hearing.

Non-member files: including staff files, employment contracts, working files, committee files and project files. Access is limited to the President, Chief Executive Officer, staff members (to their own files) and office staff functioning under the direction of the Chief Executive Officer.

3.4 CCOA Member File Retention

Adopted 01/2012, Effective 01/2012

CCOA member files are retained for minimum 12 years from the date the member ceases to be a member of the CCOA. This will include members who were registered on the General Register and Courtesy Register.

CCOA member files may be destroyed on or after the 12-year anniversary of the member ceasing to be a member or they may be retained at the discretion of the Registrar.

3.5 Recognized Acupuncture Programs

Adopted 01/2012, Revised and Effective 04/2023

In accordance with Standard of Practice 4.4 Acupuncture, chiropractors must complete an educational program in needle acupuncture approved by Council to perform the restricted activity of needle acupuncture.

Approved acupuncture programs are listed at thecco.ca

Criteria for approval

Education programs in needle acupuncture approved by Council must meet the following criteria:

- Qualification training for acupuncture will include a combined (clinical and academic) minimum of 200 hours of formal training and the completion of an official competency examination. The course should include the following components:
 - Introduction to Traditional Chinese Acupuncture
 - Acupuncture points
 - Applications of acupuncture in modern western medicine



- Guidelines on safety in acupuncture
- Treatment techniques

3.6 Notification Following the Death of a Member

Adopted 01/2012, Effective 04/2023

The CCOA, upon advisement of the death of a chiropractor shall provide notice to the appropriate parties related to that member and/or that member's status with the CCOA.

Notification to the Family or Estate of the Deceased Chiropractor

The family or estate of the deceased chiropractor shall be notified that legislation in Alberta requires that only a chiropractor of the College of Chiropractors of Alberta may own a chiropractic practice. A chiropractic practice is defined as the provision of chiropractic care/professional services including the billing and collection of payment for said services.

Upon the death of a chiropractor in a Sole Proprietorship Practice:

The spouse or estate cannot continue the provision of chiropractic care/professional services. The provision of services may only be provided by a chiropractor of the CCOA who is:

1. delivering the chiropractic care/professional services
2. billing for the chiropractic care/professional services
3. collecting payment for the chiropractic care/professional services

Under no circumstances may the spouse or the estate bill or collect fees for chiropractic care/professional services. The spouse or estate may provide a chiropractor with facilities and/or staff.

Upon the death of a chiropractor with a Professional Corporation registered with the CCOA:

The spouse or estate has 90 days from the date of death to:

- sell or transfer ownership of the professional corporation to another chiropractor,
- dissolve the professional corporation, or
- change the name of the corporation to exclude the words "Professional Corporation" and replace them with any other words referenced in section 10(1) of the *Business Corporations Act*.

The spouse, the estate or the re-named corporation cannot continue with the provision of chiropractic care/professional services. The provision of services may only be provided by a chiropractor of the CCOA who is:

1. delivering the chiropractic care/professional services
2. billing for the chiropractic care/professional services
3. collecting payment for the chiropractic care/professional services

Under no circumstances may the spouse, the estate or the re-named corporation bill or collect fees for chiropractic care/professional services. The spouse, the estate or the re-named corporation may provide a chiropractor with facilities and/or staff.



3.7 Appeal for Review of Dismissed Complaint

Adopted 01/2012, Revised and Effective 04/2023

A complainant may appeal to have the complaint review committee conduct a review of a complaint that is dismissed by the Complaints Director.

Upon the dismissal of a complaint, a complainant may appeal to the Hearings Director for a review. The appeal for review must:

- occur within 30 days of notification of complaint dismissal
- be in writing
- identify specific grounds (reasons) for the appeal, and
- include a review fee, payable to the CCOA

Upon receipt of the notice of appeal, the report produced during the complaint investigation will be forwarded to the complaint review committee. Within 60 days of receipt of the report, the complaint review committee will commence a review of the complaint dismissal. The complaint review committee will provide written notification of their decision, citing reasons, to the complainant and the person against whom the complaint was made.

Whereas the CCOA charges a fee to request a review by the Complaints Review Committee, consideration for the waiver of this fee will be applied to complainants seeking relief from this fee, upon written application for relief by the complainant, demonstrating that the fee would be the cause of financial hardship to the complainant (including the provision of reasonable particulars of the financial hardship).

*Please refer to the fee schedule for specific fees.

3.8 Requests for Charitable Support

Adopted 11/2013, Effective 11/2013

The CCOA operates solely on the basis of membership fees and cannot consider monetary contributions to charitable causes or activities.

To support member activities in the community, with charities, or other activities that enhance the profile of chiropractic, members may submit their stories for publishing in CCOA communications structures. These stories may not include requests for fundraising, donations, memberships, etc. The final decision to include information of this nature will remain at the sole discretion of the CCOA.

3.9 Section 65 Committee

Adopted 05/2024, Effective 06/2024

The Section 65 Committee shall consist of two, as follows:

- The current Past Chair of Council, if available
- One member of the Government or CCOA Tribunal roster, vetted by the CCOA staff
- If the current Past Chair of Council is not available, an additional member from either current Tribunal roster will be vetted by CCOA staff

CCOA will make a conscious effort to have one chiropractor and one public member on the Committee, but due to the urgency of convening a Section 65 Committee, the Committee could consist of entirely chiropractors or public members.

The Section 65 Committee is designated all duties and authority under Section 65 of the Health Professions Act and is not authorized to sub-delegate any duties or authorities.

A CCOA staff member will facilitate the administrative duties of the Section 65 Committee, including the assignment of independent legal counsel.

By electronic vote, Council will motion the appointments of the vetted individuals to each Section 65 Committee as outlined in this policy.

The responsibilities of the Section 65 Committee are to:

- Review submission from Complaints Director or Hearing Tribunal, and regulated member's response, if requested
- Consult with independent legal counsel assigned
- Based on submission(s), render a decision under Section 65
- Understand the gravity of decision-making
- Understand that a decision must be made in the public interest
- Write clear and complete decisions, including an explanation, in coordination with independent legal counsel
- Act expeditiously, as a Section 65 submission raises serious public safety issues