

PAA or CAP: Who Do I Call First?

When I call?	PAA Professional Guidance Program	College of Alberta Psychologists
What can I expect?	Confidential advice regarding professional practice and/or ethical issues	Regulatory resources
What is the issue?	Clinical/practice guidelines	Regulatory clarification
What can be addressed?	Issues surrounding ethics, clinical, and professional practice within a specific area of practice.	Clarification surrounding Code of Ethics, Standards of Practice, Practice Guidelines and Practice Alerts.
Who is eligible for this service?	All registered psychologists and provisionally registered psychologists who are members of the PAA can access the Professional Guidance Program.	All regulated members and members of the public can call CAP for regulatory information and clarification.
Who do I call first?	Call PAA (after reviewing CAP regulatory guidelines) for ethical clinical/practice advice.	Call CAP to get regulatory information and clarification.
How do I access the service?	Complete the submission form on the Professional Guidance Program webpage.	Members may call, email or use the website.
What is the process?	Individuals accessing the program can complete the online submission form. Their request will then be triaged by the Professional Guidance Officer and will either receive resources and/or a consult with the Director of Professional Affairs or a referral to a Practice Advisor.	Call or email for clarification or questions regarding regulatory information.
How is the service delivered?	Resources are sent via email, and consults are conducted via phone or virtual meeting.	Over the phone, in email, or in person.