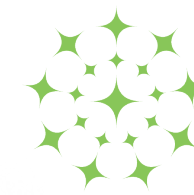


2025/26 Impact Report

Learning, Reflection, and Responsibility



College of

**HEALTH AND CARE
PROFESSIONALS OF BC**

Regulatory Highlights

- **Strengthened public protection:**
 - Six extraordinary actions
 - 141 complaint resolutions
- **Greater consistency:**
 - Harmonized ethics and practice standards and registration renewal
- **Diverse perspectives added:**
 - 42 new committee members
- **Qualified health professionals entering the workforce:**
 - 1,265 net new licensees

On Our Cultural Safety Journey

- **Demonstrated accountability:**
Ten Years of Repair and Growth: Our Journey Towards Truth and Reconciliation

- **Highlight:** Indigenous-led policy development to prepare for compliance under HPOA



- 50+ **presentations** (provincial to international)

Celebrating One Year: Transformation

- **Successful transition to a new legislative framework (HPOA):**
 - New bylaws: 1,100+ feedback submissions
 - 2,900 participants at eight webinars
 - New support programs for complainants

Partnerships & Engagement

- Actively cultivating **reciprocal relationships** with Indigenous partners, profession specific partners, licensees, health regulators, and the public

Building trust and confidence

Operational Excellence

- Completed **fee restructuring**
- Establishing long-term **financial resiliency** with a growing Restricted Fund
- Progress on a **licensee database** for operational efficiency, data quality and regulatory effectiveness
- CHCPBC's first **strategic plan**

A Good Place to Work

- Annual **retention rate** of 89%
- Achieved a **76% favourable** staff engagement score



2025/26 Impact Report

Learning, Reflection, and Responsibility

The 2025/26 year was one of significant progress and transformation for the College of Health and Care Professionals of BC (CHCPBC). As we continued to mature as a unified regulator for nine distinct health professions, we focused on strengthening the foundations that support safe, ethical, and competent care for people across the province.

Guided by our first strategic plan, we advanced major initiatives that will shape the future of health profession regulation, including preparing for the implementation of the *Health Professions and Occupations Act* (HPOA), developing harmonized bylaws and standards, modernizing our approach to quality assurance, and strengthening our commitment to Indigenous cultural safety, anti-racism, and anti-discrimination.

Throughout the year, we engaged with registrants (licensees), Indigenous partners, impacted parties, and the public to ensure our work remained responsive, transparent, and focused on our mandate of regulating in the public interest.

Highlights from the April 1, 2025–March 31, 2026 fiscal year

Our first strategic plan

- In February 2026, we **published CHCPBC’s inaugural strategic plan, [Building Public Trust and Confidence 2030](#)**, establishing a long-term vision and a focused 2026–2028 action plan. Developed following the our first period of organizational stability after amalgamation, the plan provides a clear roadmap for regulating nine professions in an evolving healthcare and regulatory environment. It articulates CHCPBC’s purpose, values, service charter, value proposition, and strategic pillars, all aimed at strengthening public trust through consistent regulation, operational excellence, meaningful partnerships, and readiness for ongoing system transformation.
- We commissioned **artwork** from Daniel Elliott of Stz'uminus First Nation to ground our collective work—guiding direction, setting expectations, and establishing clarity for the Board.

Regulatory

Public protection:

- **141 complaints** were resolved and six extraordinary actions were taken between April 1, 2025 and March 31, 2026.
- The Investigations, Discipline, and Monitoring (IDM) team made significant efforts to **harmonize complaints management** across professions and prepare for changes with the incoming legislation.
- More than **100 templates** were created to support IDM processes since February 2026.
- We **created eight training videos** to support members of the Inquiry Committee—and eventually the Investigation Committee—to understand the HPOA and their duties as committee members.
- The IDM and Quality Practice teams worked together on a **series of profession-specific presentations** to help investigators understand scopes of practice and restricted activities to support their work in complaints.

Licensure:

- The **first harmonized registration renewal period for all nine professions** occurred in February and March of 2026, with 97% of Full registrants and 84% of Provisional registrants renewing by the March 31 deadline. All registrants across the nine professions were successfully migrated to a new licensee management system to facilitate this process.

Registrants as of March 31, 2026						
Profession	Registration class					
	Full	Provisional	Temporary	Non-practising*	Student*	Total
Audiology	313	2	0	8	n/a	323
Dietetics	1,665	10	n/a	50	n/a	1,725
Hearing instrument dispensing	560	38	0	18	n/a	616
Occupational therapy	3,302	9	0	66	n/a	3,377
Opticianry	1,019	n/a	0	52	n/a	1,071
Optometry	1,052	n/a	n/a	1	n/a	1,053
Physical therapy	5,621	n/a	0	n/a	283	5,904
Psychology	1,718	n/a	14	43	n/a	1,775
Speech-language pathology	1,615	11	0	18	n/a	1,644
Total	16,865	70	14	256	283	17,488

* Non-practising and Student classes ceased to exist on April 1, 2026, under the HPOA and CHPCBC Bylaws.

Quality practice:

- From January 1 to April 30, 2026, **Practice Advisors responded to 842 queries** from across all nine professions, with questions related to physical therapy and psychology accounting for more than half of all queries. The top three topics of enquiry were professional performance and responsibility, restricted activities and certified practice, and records, suggesting that registrants are actively seeking guidance to understand and apply professional standards, including new requirements related to the implementation of the HPOA.
- In March 2026, we **published new Ethics and Practice Standards that apply to all professions**, incorporating Indigenous guidance as well as insights from our public consultation, which garnered nearly 1,400 submissions.
- We **advanced development of the new Professional & Quality Practice Program (PQPP)**, a unified framework to support safe, ethical, and high-quality practice. Designed to align with the HPOA, the program brings together continuing professional development, practice support, and quality assurance assessments. Registrants were engaged in transition activities, including draft self-report tools, with their participation helping to refine standards, resources, and an Inventory of Performance.

Governance

- We bid farewell to five Board members and more than 30 committee members at the end of March as the *Health Professions Act* was repealed. We are grateful to these individuals for their service and for the time, care, and expertise they dedicated to their roles with CHCPBC. Their valuable contributions helped to ground us in our commitments and hold us accountable to our mandate.
- We **recruited and onboarded** 42 new regulatory committee members to ensure decisions are informed by a breadth of diverse voices, perspectives, and lived experiences.

Cultural safety and anti-racism

- We **published “Ten Years of Repair and Growth: Our Journey Towards Truth and Reconciliation”**—a reflection on actions taken by regulatory bodies to address the Calls to Action in the Truth and Reconciliation Commission’s report, marking the 10th anniversary of its release. Illustrations by artist Pia Bond, Nlaka’pamux Nation, set the foundation for our reflection.
- We worked with First Nations consultants to develop and lead a **culturally safe recruitment and interview process** when welcoming two individuals to our organization in the role of Lead, Cultural Safety and Humility.
- We collected and analyzed survey data from Board members, committee members, and staff to build our understanding of where we are on **our collective learning journey related to Indigenous cultural safety and humility**.
- We invited Board members, committee members, and staff to **sit in Circle with Indigenous mentors**, where a safe space existed to listen, learn, and ask questions.
- We **participated in the Safe Spaces Relational Accountability session**, where we heard the importance of relational accountability in upholding Coast Salish Law and had the opportunity to share our work done to date since the release of the Safe Spaces Playbook.

Transformation

- We **transitioned to a new legislative framework** under the HPOA with new bylaws—including 15 parts and 9 schedules—that incorporate feedback from Indigenous Governing Bodies as well as our broader public consultation, which garnered more than 1,100 submissions.
- We **engaged in Indigenous-led policy development** to prepare for licensure compliance under the HPOA.
- We **hosted eight licensee webinars** to inform on HPOA-related changes. These sessions were attended by 2,900 attendees across all nine professions.

Finance

- We completed our **fee restructuring project**, with key decision-making pillars of financial sustainability, cost recovery, equity and risk-based pricing, minimizing cross-subsidization, administrative efficiency, and market considerations.
- We maintained a **restricted fund** balance of \$9.4 million as of March 31, 2026, within the Board-approved target range of \$8.8–\$14.6 million, reflecting our commitment to building financial resiliency.
- We achieved 25% completion of our multi-year **regulatory licensing management system (RLMS) project** to consolidate legacy databases and strengthen operational efficiency, data quality, and regulatory effectiveness.

People and culture

- We **onboarded 22 new staff members** between April 1, 2025 and March 31, 2026, bringing us to a total of 85 staff. These additions helped us to build capacity, capability, and community within CHCPBC.
- In June and July of 2025, we **celebrated the one-year anniversary of the amalgamation** that brought our seven legacy colleges together. We hosted an in-person event for staff and Board Members, as well as a **free virtual learning event for registrants**. We received nearly 1,000 registrations for the virtual event, entitled “Building trust and confidence in health care providers” with Dr. Zubin Austin.
- In August 2025, we achieved a 76% favourable **staff engagement** score on an internal survey, with 97% of staff reporting feeling genuinely supported to make use of flexible working arrangements, including hybrid and remote options.

Building trust and sharing knowledge

- CHCPBC staff **participated in more than 100 meetings with associations, health authorities, and employers** to share information, strengthen relationships, and hear from impacted parties. In March 2026, we also began hosting quarterly meetings with health professional associations to support ongoing connection and collaboration.
- We **shared our learning through more than 50 presentations** across provincial, national, and international forums, helping to build relationships and contribute to broader conversations about health profession regulation. These presentations were delivered at provincial, national, and international regulatory events; academic institutions; health authority meetings; and professional association gatherings.

