

INDIGENOUS CERTIFICATION BOARD OF CANADA



ICBOC CERTIFICATION STANDARDS AND PROCEDURES MANUAL

2017

TABLE OF CONTENTS

ABOUT THE INDIGENOUS CERTIFICATION BOARD OF CANADA	3
AUTHORITY	3
SCOPE OF WORK	4
COMPONENTS OF THE ICBOC MANDATE	4
THE ICBOC CAPACITY DEVELOPMENT MODEL FOR THE UNREGULATED INDIGENOUS WORKFORCE	5
Principles Guiding the ICBOC Indigenous Workforce Capacity Development Model	6
Chart - ICBOC Indigenous Workforce Capacity Development Model	6
Elements of the ICBOC Indigenous Workforce Capacity Development Model	7
1. Professional Certification	7
Chart - ICBOC Certification System	9
2. Development of Professional Certifications	10
Chart – Process for the Development of a Professional Certification	11
3. Training Accreditation	12
4. International reciprocity	12
ICBOC ETHICAL STANDARDS	13
ICBOC CODE OF ETHICS	15
ADMINISTRATION OF THE STANDARDS OF CONDUCT	16
Preamble	16
Administration of complaints	16
ICBOC PROCEDURES FOR PROFESSIONAL CERTIFICATION	18
Responsibilities of the certification board	18
Responsibilities of applicants and members	18
YOUR APPLICATION FOR PROFESSIONAL CERTIFICATION	19
DETERMINATION OF A CERTIFICATION	19
Chart - ICBOC Certification and Recertification process	20
VERIFICATION OF TRAINING	21
Other forms of training accepted	21
RENEWAL OF A CERTIFICATION	22
Late renewals	22
Reminders and late fees	23
Exemptions	23
CERTIFICATION UPGRADE	24
Eligibility for a certification upgrade	24
Application process for a certification upgrade	24
Training plans	24
Certification upgrade fees	24
CERTIFICATION SWITCH	25
RECOGNITION OF A CERTIFICATION GRANTED BY ANOTHER CERTIFICATION BOARD	25
Renewal of a certification obtained through an ICBOC certification equivalence	26
Upgrade of a certification obtained through an ICBOC certification equivalence	26
International reciprocity	26
ARCHIVED FILE	26
File reactivation process	26
Documents required to reactivate a file	27
Training requirements for reactivated applications	28
Reactivation fees	28
Upgrade and Switch of a reactivated certification	28
DECLINED CERTIFICATIONS	28
A declined certification is not a rejected certification	28
Appeal process for declined certifications	29
ICBOC POLICY ON CRIMINAL RECORD CHECKS	29
LIST OF FEES	30
WHERE TO SUBMIT YOUR APPLICATION	30

ABOUT THE INDIGENOUS CERTIFICATION BOARD OF CANADA

The First Nations¹ Wellness and Addictions Counsellor Certification Board² was originally created at the direction of the Association of BC First Nations Treatment Programs. It was incorporated provincially in 2005 and federally in 2011. The intent driving the creation and development of our certification process has been to provide culturally resonant certifications for NNADAP workers that matched and exceeded existing competitive standards in the field and met the increasing accountability required by the federal government. We are still honouring these goals today.

Our new name, the Indigenous Certification Board of Canada (ICBOC) was voted by our Board of Directors in 2014 and incorporated under this name by Corporation Canada. The new name reflects the organization's expanded vision and its commitment to the professional development and professional recognition of the Aboriginal workforce involved in a range of unregulated occupations. In 2015, with the approval of its Board of Directors, ICBOC applied for charitable status. This status was granted that same year by the Charity Directorate, thus providing new opportunities to our organization in terms of fundraising. The ICBOC is administered by an Indigenous Board of Directors, whose members serve without remuneration.

AUTHORITY

The authority of the Indigenous Certification Board of Canada is derived from knowledgeable, experienced, and skilled Board members and staff who are committed to honour and develop the capacity of the Aboriginal workforce, and are dedicated to the health and wellbeing of Aboriginal families and communities. It is embodied in the Corporate By-Laws that govern our Certification Board, which include and advocate Canadian Indigenous culture and philosophies. Health Canada's First Nations and Inuit Health Branch (DGSPNI) has designated ICBOC as the organization to operate as the National certification body for Aboriginal addictions workers.

The legitimacy of ICBOC as an indigenous certification body serving the professional needs of First Nations, Inuit and Metis unregulated workers and who provide a variety of services in the wellness fields to Aboriginal individuals, families and communities, is enshrined in several clauses in the United Nations Declaration of the Rights of Indigenous people, to which Canada is a signatory. Provincial, federal and international agencies require certification. ICBOC credentials attest to the professional qualifications and competence of qualified practitioners employed in Aboriginal organizations, institutions, services and programs dedicated to the health and wellness of Aboriginal individuals, families and communities throughout Canada.

Our standards for certification are compliant with 11 International Boards and 70 US Districts, including alcohol/drug groups and authorities in most Provinces, and the U.S, First Nations alcohol/drug programs as well as various foreign alcoholism commissions, branches of the military and the First Nations Health Services. The credibility of ICBOC credentials is derived from the maintenance of these standards, which certified practitioners reflect in their daily practice, and from the performance of the Certification Board itself. Individuals seeking certification choose to do so of their own free will and understand that granting of certification rests fully with the authority of the ICBOC.

¹ The terms First Nations and Indigenous embrace Inuit, Metis and First Nations

² This was our organization's original name. Our name is now the Indigenous Certification Board of Canada (ICBOC)

SCOPE OF WORK

ICBOC's mandate is anchored in its vision, mission and strategic goals, its strategic and operational plans, and its bylaws as a charitable organization as well as the terms of its contribution agreement with Health Canada.

VISION

Indigenous communities will benefit from an abundance of valued, professionally certified, and culturally competent workers leading to healthy families and communities.

MISSION

To provide professional certification and accredit training and education programs that honour traditional Indigenous culture and healing philosophies leading to a more highly skilled and effective workforce serving Indigenous people.

STRATEGIC GOALS

- To ensure a level of excellence in individual performance.
- To establish standards that are relevant to traditional First Nations' healing philosophy and which are comparable and generally accepted in the field.
- To support the continuation of First Nations wellness programs, by providing a measure of competence that will be recognized locally, nationally and internationally.

COMPONENTS OF THE ICBOC MANDATE

The effective and efficient fulfilment of the ICBOC mandate requires action on several fronts:

1. Professional certification

- Providing a specialized professional certification process for workers employed in NNADAP Residential treatment centers or in community-based addictions programs or services.
- Developing and offering professional certifications for other unregulated workers involved in the delivery of program and services envisioned in the NNADAP renewed framework
- Developing and offering professional certifications to other unregulated workers who provide services and programs addressing the social determinants of health.

ICBOC certification process incorporates and prioritizes indigenous holistic healing, teaching and learning philosophies as reflected in the traditional and cultural practices of indigenous communities and regions of Canada.

2. Accreditation of certification-relevant, culturally competent and safe education/training programs

ICBOC has developed specific evaluation processes and procedures to evaluate training provided in different formats. This insures the training matches certification standards and requirements, and that it reflects ICBOC's requirements in terms of cultural competency and cultural safety (for more details see page 6).

3. Establishment of strategic partnerships

ICBOC believes that its ultimate success, visibility, credibility and sustainability rests on the forging and nurturing of strategic alliances and partnerships. Our organization will continue to seek, forge and nurture alliances and partnerships that:

- 1) ensure the relevance of its professional certifications
- 2) foster the development of and access to training that matches ICBOC certification technical and cultural standards and requirements, and
- 3) promote the value of our culture-based professional certifications

THE ICBOC CAPACITY DEVELOPMENT MODEL FOR THE INDIGENOUS UNREGULATED WORKFORCE

From its early beginnings as a provincial organization offering professional certification for NNADAP unregulated specialists in addictions counselling, ICBOC has evolved and now integrate a portfolio of certifications for the diverse occupations and positions within the NNADAP continuum of care defined in its renewed framework. These certifications are available to NNADAP and other workers who provide a range of prevention, treatment and support services to individuals and families confronting addictions and mental wellness issues. The majority of ICBOC applicants and certified members work either in NNADAP residential treatment centres, or in community-based Indigenous health and social services. Others work for indigenous institutions or organizations.

Over the years, ICBOC has acquired unique insights and hand-on knowledge of the strengths and circumstances that characterize indigenous communities in Canada. The gaps in the social determinants of health generated by the impacts of colonization, have resulted in a multitude of social, economic, political and environmental issues that communities are working to overcome.

It is this knowledge and experience that has shaped the vision and mission of ICBOC, and its commitment to address these issues within a broader, more proactive and effective workforce capacity development model.

The goal of this model is to ensure that indigenous workers who provide services in a range of occupations spanning the continuum of care in the addictions, mental wellness and other unregulated allied health fields:

- are recognized for the practical experience, knowledge, skills, professional attitude and cultural competence, they already possess when they apply for certification.
- can access professionally relevant, culturally competent and safe education training
- are encouraged and guided on their path to higher levels of personal and professional development.
- are offered the opportunity to broaden the scope of their professional and cultural experience and practice through credentials that are recognized by other indigenous employers in other parts of the world

ICBOC believes that the principles and components of this model provide a wholistic, pertinent and realistic professional development system, that will bring us closer to the vision we share with the NNADAP program : "...an abundance of valued, professionally certified, and culturally competent workers leading to healthy families and communities".

PRINCIPLES GUIDING THE ICBOC INDIGENOUS WORKFORCE CAPACITY DEVELOPMENT MODEL

- **Culturally resonant:** Culture is at the core of all the processes and activities that are part of our internal operations and the implementation of our mandates.
- **Vision-driven:** We are deeply committed to ensure that all the components of the models reflect the mission of ICBOC and serve to advance the realization of ICBOC vision
- **Worker-centred:** the quality of our relationship with our applicants and certified members is a priority. Our aim is to nurture their engagement toward their personal and professional development, their own wellness, self-esteem and the quality of the services they provide to their clients.

They motivate all our efforts in accrediting culturally competent and safe training and education programs so they are successful in their learning and practice.

Professionally relevant: our standards and requirements for each professional certification reflect the competencies profile of the position/occupation and the expectations of employers in terms of technical, cultural and professional knowledge, skills and attitude.

ICBOC Indigenous Workforce Capacity Development Model



PROFESSIONAL CERTIFICATION

The road to professional recognition has been a difficult one for Indigenous unregulated workers in Canada. Today, the effectiveness of Indigenous holistic healing, community development and education philosophy and approaches are increasingly valued and accepted as legitimate. They are also progressively recognized as not exclusively applicable to indigenous people.

Western society generally places a high value on academic achievement as a means to prove professional competency, and the number of Canadian educational institutions adhering to a holistic educational approach is still modest. This has had detrimental effects on indigenous people's confidence in their academic abilities and in their access to job opportunities.

Although a growing number of unregulated workers are taking advantage of formal education opportunities, especially those available in a growing number of Aboriginal institutions or indigenized programs, many still do not have the confidence, opportunity or means to pursue higher academic paths to gain their professional recognition. They do, however, acquire the knowledge and skills they need through on-the-job experience and a combination of shorter formal, informal, experiential education and training. The substantial portfolio of training, often allied to the experience they have accumulated on the job, demonstrate that they possess professional competencies as valid as those acquired by a student graduating from an academic program.

"From our experience as a national certification body we found that when informal and on-the-job training is combined with professional course work, Indigenous workers practitioners have the most relevant qualifications and competencies to work effectively with those members of their communities who suffer from mental health, addictions and other issues generated by the continuing gaps in the social determinants of health." ICBOC

- a) Certification structure:** a system that integrates opportunities for Vertical Laddering (progressing to higher levels of certification and Lateral Laddering (switching to a different certification at the same level with transfer of hours already acquired on similar required topics)

ICBOC's role in the indigenous workforce development movement consists in more than just providing a certificate to successful professional certification applicants. We have developed a strength-based laddering certification system to so that Indigenous workers in unregulated occupations can become more confident in their own personal and professional merits and in the value of their ways of being, knowing, seeing and feeling.

A candidate who obtains an entry level certification can move up to progressively higher levels (1, 2 3 and 4). We also provide professional certifications focused on addictions services, for example the clinical supervisors and team leaders certifications. ICBOC also offer the opportunity to reach for a career in health management through its agreement with FNHMA.

The steps up ICBOC's certification laddering system are realistic, and achievable. They recognize the competency of the person at the point they are at and encourage them to move up. We believe in the capacity, competence and will of our applicants and certified members and are committed to provide the support, encouragement, advice and guidance they need or ask for along their professional journey.

In addition to the vertical laddering system described above, ICBOC also provides a lateral laddering system through the recognition of prior learning. This means that a certified member wishing to apply for a different professional certification - either through personal interest and choice, or because of a change in employment – will not lose all of the training hours acquired in fulfilment of his/her previous certification.

ICBOC will examine the applicant's portfolio since his first application, and will establish the maximum number of years of work experience, topics and hours of training which can be transferred to the new application. In all cases the cultural and traditional knowledge and skills are always transferred across certifications.

- b) Certification portfolio:** ICBOC offers a certifications adapted to a number of unregulated occupations in mental wellness, addictions and other allied fields. We also offer a range of levels to encourage the acquisition of further knowledge and skills
- c) Certification process and tools:** ICBOC's certification standards and requirements are anchored in the distinctive holistic Indigenous approaches to healing and wellbeing, in terms of experience, education, training, or in cultural ways of being, doing, seeing and feeling. Our multilayered certification processes, activities and tools - including documentation, reviewing, recording and communications are well organized and reliable
- d) Relationship with members:** ICBOC maintains a friendly, open door approach, encouraging contact and offering free advice, guidance or orientation to applicants who either seek a first certification, wish to renew their certification or to obtain a higher certification level.

Interested in moving toward a career in Management?

Are you interested in reaching for a management position in the higher professional ranks of the health and wellness field? Whether getting a management position is the next step in your career or it is part of your long term career plan, ICBOC's certification framework will assist you in moving toward your goal.

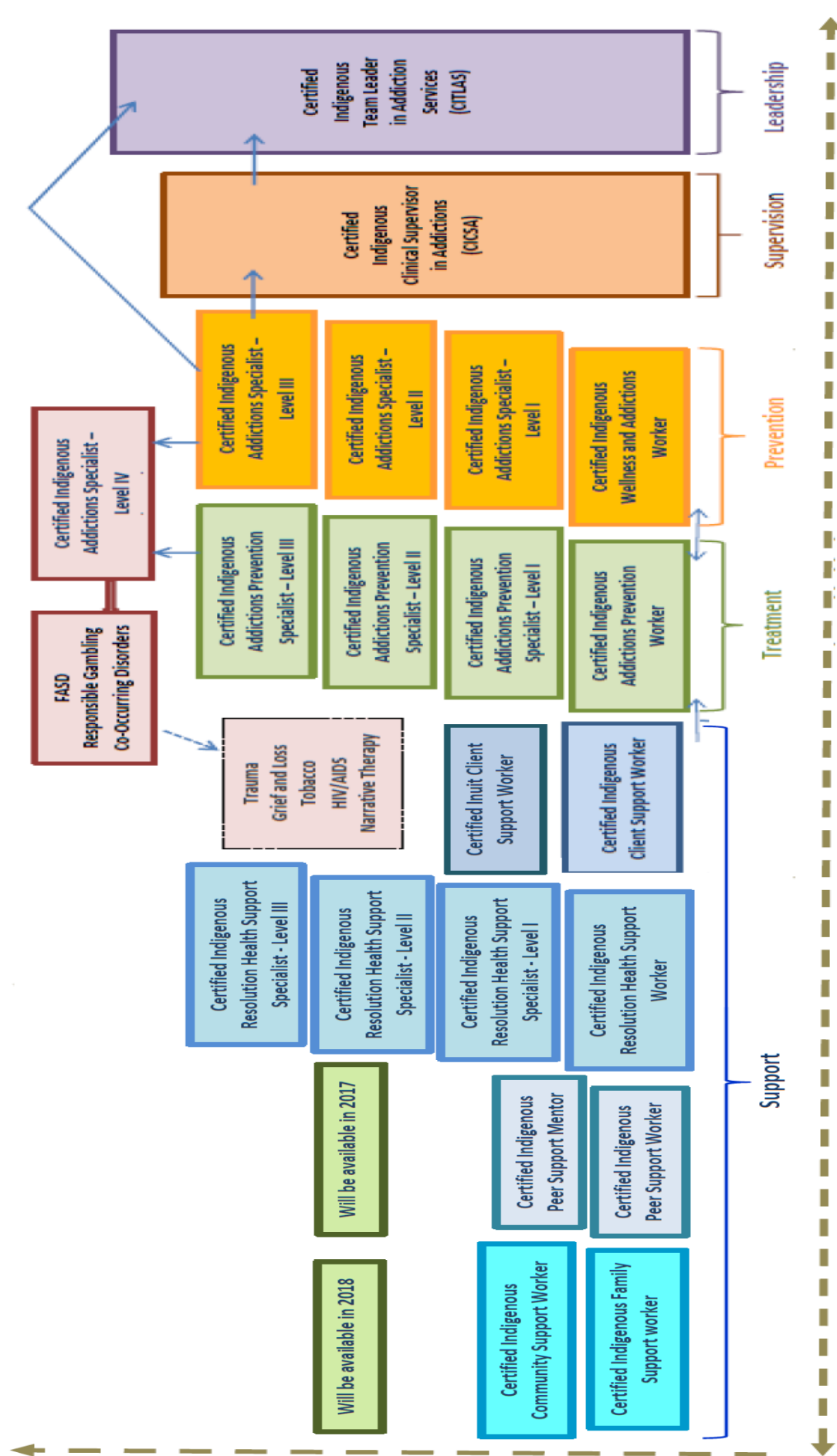
The Indigenous Certification Board of Canada (ICBOC) and the First Nations Health Managers Association (FNHMA) have collaborated to develop key initiatives, one of them being the Management Track Program (MTP).

This program, offered as an additional option to the normal progression through the ICBOC certification system, allows interested new applicants and certified members, an opportunity to move and invest their professional development efforts towards a career in health management. Detailed information on this program is provided on our website under Certification – Management Track Program.

ICBOC INDIGENOUS WORKFORCE CAPACITY DEVELOPMENT MODEL

- CERTIFICATION SYSTEM -

VERTICAL LADDERING



HORIZONTAL LADDERING

1. DEVELOPMENT OF PROFESSIONAL CERTIFICATIONS

- a) **The NNADAP continuum of care:** ICBOC certification development activities support the development and acknowledgement of the competencies demonstrated by workers in those unregulated occupations included in "Honouring Our Strengths: A Renewed Framework to Address Substance Use Issues Among First Nations People in Canada" and those included in the "Indigenous Mental Wellness Framework". The following extracts provide an insight into the range of occupations that are considered as contributors for the implementation of the continuum of care envisioned by the Renewed Framework:

"Honouring Our Strengths outlines a continuum of care in order to support strengthened community, regional, and national responses to substance use issues. It provides direction and identifies opportunities to ensure that individuals, families, and communities have access to appropriate, culturally-relevant services and supports based on their needs at any point in their healing process.

This vision is intended to guide the delivery, design, and coordination of services at all levels of the program. This approach recognizes that responsibility for a strengthened system of care includes individual responsibility for managing one's own health, communal responsibility among First Nations people, and a system-wide responsibility that rests with individuals, organizations, government departments, and other partners.

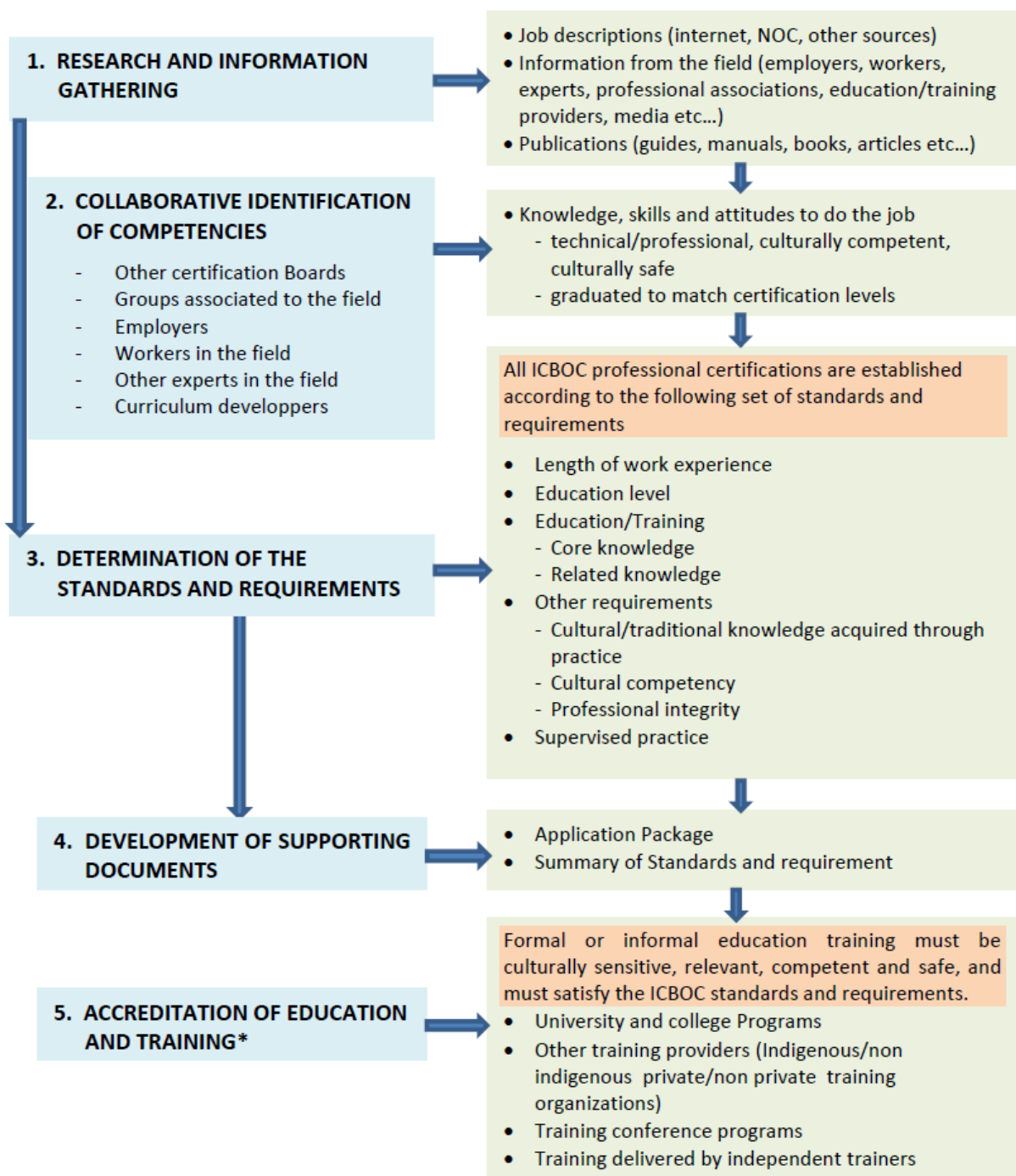
The focus of the framework is on addressing substance use issues; however, it also considers the important roles mental health and well-being play in all aspects of care, including prevention, early identification, intervention, and follow-up. In addition, it recognizes that community development and capacity building are central to more self-determined substance use and mental health services and supports"

It is widely recognized that the addictions crisis in Aboriginal families and communities is rooted in the historical and intergenerational trauma generated by centuries of colonization and by the current gaps in social determinants of health.

ICBOC's extended mandate includes the development of new certifications for other unregulated workers who provide services and programs addressing the gaps in the social determinants of health that affect members of indigenous communities individually and collectively - children, youth, women, men, elders, the incarcerated and the two spirited – and their families. Through the development of certification standards and requirements for new professional certifications aimed at the unregulated workforce in occupations servicing both the NNADAP envisioned continuum of care, and at the workforce contributing to closing the gaps in the social determinants of health, ICBOC is committed to the vision of *"an abundance of valued, professionally certified, and culturally competent workers leading to healthy families and communities"*.

- b) **ICBOC's certification development process:** ICBOC uses a customized process of occupational analysis (DACUM) to identify the major duties and related tasks required to perform in a given occupation, as well as the knowledge, skills, and attitude necessary to carry out these responsibilities.
- c) **New Certification documents:** for each new certification, ICBOC develops an application package and a summary of standards and requirements. Those documents are available on our website or by email on request.

PROCESS FOR THE DEVELOPMENT OF A PROFESSIONAL CERTIFICATION



* In the case of a new unregulated occupation being specifically created or adapted for an indigenous workforce, it is possible to use a training program already developed to establish the training requirements for a culturally and technically responsive professional certification.

Once any training/education program is accredited, workers automatically obtain their professional certification, provided they have worked for a set period of time.

2. TRAINING ACCREDITATION

- a) **Education/training curriculum providers:** Our certification work provides some insights on gaps in certain training themes/topics or on emerging issues for which culturally relevant training is not offered or is not readily available. We collaborate with a number of indigenous and mainstream curriculum developers and training providers to ensure that topics and hours required by ICBOC for certification and/or related to emergent topics are available. We give priority to training developed with an indigenous lens.
- b) **ICBOC's education/training evaluation process:** ICBOC accredits a range of certification-relevant and culturally appropriate education/training, offered by a variety of providers, such as universities and colleges, conference organizers, and training offered by independent trainers. In accrediting formal and informal education and training programs, ICBOC's ultimate goal is to ensure the success of indigenous students, both in term of their personal growth and of their acquisition of the professional competence required by employers. The objectives of our accreditation process are, therefore, to insure the cultural competency and cultural safety of the training, as well as its relevance to the ICBOC training/education requirements.

Our accreditation application process is based on the type of training offered and ranges from a simple set of forms to a more extensive two-step process (documentation phase and onsite visits) for university and college programs. Graduates of accredited university and college programs - provided they fulfil the work experience requirement - are automatically granted certification, although they still have to submit an application. The level of certification granted will be determined by the Registrar, according to the number of years of work experience, their specific portfolio of training and the results from the other external evaluations (supervisor's evaluation and references) that are submitted with the application.

ICBOC also accredits informal training offered by other training providers in several formats such as workshops, webinar, online training courses, training conference sessions, in house training etc.

- c) **Approved trainers:** In addition to training accreditation, ICBOC provides a registration and approval process for trainers who deliver training in the context of conference programs or in-house training. Those who apply for registration are usually independent trainers who wish to have their training accredited so that participants can apply the accredited hours towards their certification with ICBOC. ICBOC-Registered, approved trainers in good standing who develop and deliver their own training are then listed in the ICBOC Directory of Approved Trainers, also available on our website. To remain in good standing renewal of registration is due every two years.

3. INTERNATIONAL RECIPROCITY

Our long term plan is to encourage the creation of other Indigenous certification Boards in other parts of the world. We wish, through this initiative, to affirm the legitimacy and effectiveness of indigenous approaches and practices in regard to healing, health, education and community development and to establish a system of reciprocal recognition of our credentials and thus allow indigenous workers to travel and work across indigenous cultures.

ICBOC ETHICAL STANDARDS

ICBOC certified members must comply with the ICBOC Ethical Standards documented in this manual³.

The Code of conduct, Standards of ethical conduct and the Code of Ethics defines the responsibilities ICBO-Certified members practitioners must assume toward themselves, their families, colleagues, clients, Nations and the public. They serve as a guide in the performance of their professional duties and in the exercise of their responsibilities at legal, ethical and professional levels.

The responsibility of an CBOC-certified practitioner to conduct oneself ethically includes respecting the internal policies, codes of ethics, rules of conducts etc..., in force in his/her place of work and that, as an employee, he/she is expected to apply in his personal and/or personal life.

Code of conduct

The professional and ethical conduct of ICBOC-Certified practitioners should be governed by two basic concepts:

1. They must be competent. This means:
 - they must know the competencies for their area of practice, and
 - they must be able to successfully apply the competencies.
2. They must have integrity. This means:
 - they must have a keen sense of responsibility to their profession and employers and the public, and
 - they must retain a sense of independence that will enable them to exercise their professional judgment independently and without bias.

Standards of ethical conduct

In order to comply with these two basic concepts, the following Standards of Ethical Conduct apply to every ICBOC-Certified practitioner. These standards serve to enhance confidence in the integrity and service of the ICBOC, and must be used to reflect the specifics of each situation.

1. RESPONSIBILITIES TO INDIVIDUALS

1. Be exemplary, courteous and tactful in all interactions.
2. Respect the customs and beliefs of others, consistent with the mission of the ICBOC.
3. Communicate truthfully and avoid misleading or raising unreasonable expectations in others.
4. Promote competence and integrity with individuals associated with the ICBOC.

2. RESPONSIBILITIES TO CLIENTS AND COLLEAGUES

1. Strive to provide quality services.
2. Ensure the communication of rights, responsibilities and information to foster informed decision-making.

³ The ICBOC thanks the FNHMA for authorizing the use of its Code of conduct, of its Standards of Ethical Standards and of the administration process associated with its code and standards.

3. Respect the confidentiality of information, unless it is in the public interest or required by law to divulge information.
4. Use sound health management practices and
5. Practice the ethical use of resources.

3. RESPONSIBILITIES TO COMMUNITY AND SOCIETY

1. Serve the public interest in an ethical fashion and consider the effects of decisions on the community and society.
2. Abide by the laws of government and foster an environment where fairness applies and discrimination, harassment or abuse of any sort is opposed.
3. Contribute to improving access to addictions and mental health services
4. Contribute to the development of caring communities and a caring society.

4. RESPONSIBILITIES TO THE PROFESSION

1. Develop and maintain competence in team leadership in the context of addiction services or programs.
2. Support the ICBOC in its efforts to enhance the profession of Indigenous Team Leader in the context of addiction services or programs.
3. Practice with honesty, integrity, respect, good faith and a caring attitude.
4. Assist others to develop competence in the treatment and prevention of addiction and in ethical practice .
5. Understand these Standards and report to the ICBOC when there are reasonable grounds to believe a member has violated these Standards.

5. CONFLICT OF INTEREST

1. Conflict of interest exists when a certified member uses position, authority or privileged information to:
 - obtain an improper benefit, directly or indirectly, or
 - obtain an improper benefit for a friend, relative or associate, or
 - make decisions that will negatively affect the ICBOC.
2. An ICBOC-Certified member must:
 - conduct all relationships in a way that assures those affected that decisions are not compromised by a conflict of interest;
 - disclose to the appropriate authority any direct or indirect personal or financial interest, or appointment or election which might create a conflict of interest;
 - neither accept nor offer personal gifts or benefits with the expectation or appearance of influencing a decision; and
 - refrain from using membership as an ICBOC Certified professional and ICBOC credentials to promote or endorse commercial products or services where it would be perceived as an endorsement by ICBOC.

ICBOC CODE OF ETHICS

The ICBOC “Code of Ethics” is built on the cultural integrity of traditional First Nations’ healing philosophy. Respect of the principles and values expressed in the Standards of Ethical Conduct are evaluated by means of the information provided in a candidate’s application documents. Every candidate must submit a signed and dated copy of the code of ethics included in each ICBOC’s application package.

- Be dedicated to the concept that addictions are treatable and the primary goal is to maintain recovery and wellness of the client.
- Abstain from substance mis-use and process addictions during our tenure as wellness and addictions practitioners.
- Strive to incorporate the spiritual teachings of our ancestors into our daily lives. Take personal responsibility for continued growth through education, training and a developmental wellness plan.
- Show a genuine interest in helping and serving persons with addictions issues and be dedicated to the concept of wellness, recovery and holistic healing.
- Honour cultural and traditional teachings that empower clients to choose a healthy lifestyle.
- Recognize the therapeutic value of humour.
- Accept and show respect for the diversity of all peoples and honour their race, colour, creed, age, sexual orientation, cultural/spiritual practices and views.
- Respect the client by maintaining an objective professional relationship at all times. Avoid dual relationships at all times.
- Protect the confidentiality of all professionally acquired information. Disclosure of such information is done only when required or allowed by law to do so, or when clients have consented to disclosure. This includes all records, materials, and communications.
- Make a commitment to provide the highest quality of service possible. This is evidenced by continued professional interaction with the client and, where necessary, the utilization of other health professionals and/or services to assist and guide the client in her/his recovery and wellness.
- Assess personal and vocational strengths, limitations, biases, and effectiveness and be willing to recognize when it is in the client’s best interest to refer or release them to other individuals and/or support programs.
- Be respectful of, work within, and strive to improve institutional policies and management functions.
- Respect all policies, codes of ethics, code of conduct, and any other clause, regulation, stipulation in effect in your place of work and that you are responsible to apply in your personal and/or professional life
- Insure the safety and welfare of clients by respecting all applicable federal and/or provincial laws of Canada regarding criminal records checks.

ADMINISTRATION OF THE STANDARDS OF ETHICAL CONDUCT

All certified members of the CAAPC must conform to its Standards of Ethical conduct and are subject to the procedures that govern their administration.

PRÉAMBLE

The ICBOC has adopted a Code of Ethics and Standards of Ethical Conduct⁴ for its certified members. The intent of this policy is to provide a reasonable and fair process for the administration of the standards.

Administration of complaints

1. LODGING A COMPLAINT

1. A third party may lodge a complaint by notifying the President/Executive Director of the ICBOC that a ICBOC-certified member conduct appears to be contrary to the Standards. Complaints must be in writing and signed.
2. The ICBOC itself may formulate a complaint where information from a third party or where the public record suggests conduct appears to be contrary to the Standards.
3. Only complaints initiated within one year of the incident or activities complained of will be reviewed.
4. The ICBOC shall provide the ICBOC-certified member named in the complaint (the respondent) with a copy of the complaint within 30 days of its formulation.

2. REVIEWING THE COMPLAINT

1. The President of the ICBOC shall constitute a Special Ethics Committee (SEC), composed of some ICBOC Board members and of the Executive Director
2. The SEC's investigation shall be a fact-finding mission regarding the conduct of the member accused. The SEC shall secure evidence through documentation and interviews. The Special Ethics Committee must invite the respondent to present documentation and all appropriate facts.
3. The SEC shall submit a full written report to the parties concerned within 90 days of the receipt of the complaint. The report should indicate whether or not a hearing is merited.

3. SPECIAL ETHICS COMMITTEE

1. The SEC's report will also be provided to the full Board of the ICBOC. No further action will be taken about the complaint if the Board indicates that a breach of the Standards has not occurred. Both the respondent and the complainant will be so informed.
2. Where the committee determines that the findings of the preliminary investigation warrant that a hearing occur, the respondent and the complainant will be notified that a hearing will be held.

⁴ The ICBOC thanks the FNHMA for authorizing the use of its Code of conduct, of its Standards of Ethical Standards and of the administration process associated with its code and standards

3. The notification shall specify that the respondent and complainant may be present, may be represented and may examine documentation and evidence received by the Special Ethics Committee. The notice shall also indicate the date and place of the hearing.
4. If the ICBOC-certified member whose conduct is the subject of the hearing does not attend, the hearing may proceed in his/her absence.
5. The hearing is not a judicial process. The principal of fairness and confidentiality shall characterize the hearings.
6. Following the interview, the SEC must communicate its recommendations to the full Board of the ICBOC.
7. The ICBOC should issue a decision to the respondent and the complainant within 30 days of the completion of the hearing.

4. SANCTIONS

1. Should the ICBOC determine that a breach of the Standards has occurred, the Special Ethics Committee may decide upon the following sanctions:
 - **Letter of Admonition** Where a minor impropriety has occurred but no breach of the Standards has occurred, the ICBOC can issue a letter of admonishment to the member.
 - **Censure** Where a clear breach of the Standards has been found, but the breach is not of sufficient gravity to warrant a change in the member's status with the ICBOC, the ICBOC can issue a letter of censure.
 - **Suspension and Probation** Where a clear breach of the Standards has been found, of a more severe nature, but still not warranting expulsion, the ICBOC can suspend and place the member on probation for a fixed period of time and with certain conditions.
 - **Revocation of the professional certification** For gross breaches of the Standards, the ICBOC can revoke the professional certification of the respondent.
2. The sanction shall be in writing and placed in the member's file. Except in the case of a revocation of professional certification, the ICBOC shall not publicize the respondent sanction or his/her identity, either to his/her employer or to other ICBOC-certified members. Respondents whose professional certification has been revoked will be struck from the ICBOC Directory of certified members and will have their names recorded in a notice to that effect; such notice shall be placed in the ICBOC newsletter or website.
3. Where the Committee believes ICBOC-Certified members as a whole might benefit from hearing about compliance or interpretation on matters pertaining to the Standards, the ICBOC may publish information in the newsletter without revealing the individual or location that prompted the interpretation.

5. APPEAL

A respondent or complainant may be allowed to appeal the ICBOC decision. The appeal shall be made to the Board of the ICBOC and must be submitted within 30 days of notification of the hearing's final decision. After due notice to all parties concerned, the ICBOC Board shall hear the appeal and make a decision. The decision of the Board is final.

ICBOC PROCEDURES FOR PROFESSIONAL CERTIFICATION

The procedures for professional certification describe the roles and responsibilities of the ICBOC and of applicants, and are meant to ensure the efficient administration of certification applications.

Responsibilities of the certification board

- a. When a candidate's application is received and is incomplete, the registrar's office will inform the applicant about what documents are missing.
- b. The Registrar will review an application only when it is complete, **including the payment of the certification processing fee.**
- c. When the application is complete, the Registrar will finalize the review within twenty (20) working days and will either grant or decline the certification. Applicants who are granted certification will be sent a letter accompanied by their certificate.
- d. Candidates whose application have been declined will be sent a letter with information about the steps they can take to obtain their certification or make an appeal (See DECLINED CERTIFICATIONS, page 25)
- e. Certified members are responsible for the renewal of their certification. If an applicant has not renewed his/her certificate by the expiry date, he/she will be sent a reminder.

Responsibilities of the applicant

In addition to the specific procedures outlined to submit application, the following guidelines are provided to help the applicant.

- a. It is the responsibility of the applicant to meet all deadlines.
- b. The applicant is responsible for ensuring that those individuals who are providing letters of references do complete the reference forms provided in the application package and return these letters to the applicant as promptly as possible.
- c. If a member of the ICBOC Board knows an applicant personally, the applicant may use the Board member as one of their references, provided the Board member grants permission.
- d. Applicants are advised that the Board member will abstain from voting on their application if the full board must convene on his/her case.
- e. Applicants are responsible for ensuring that the Registrar's office has the correct contact information such as the addresses of their references, with full postal code, phone, email.
- f. The applicant's HOME ADDRESS will be used for all communications between the applicant and the ICBOC, unless otherwise noted by the applicant
- g. Once the completed application package has been submitted to ICBOC, any questions the applicant may have should be directed to the Registrar's office at the phone number or address on page 27 of this manual.

YOUR APPLICATION FOR PROFESSIONAL CERTIFICATION

ICBOC offer a number of professional certifications. Whether you are applying for a first certification, a certification upgrade or a certification switch, we recommend that you first examine the professional certification that applies to you by clicking it from the list at <http://icboc.ca/certification/list-of-certifications/>, and consulting the **ICBOC Summary of Standards and Requirements and application package**. These documents will help you identify the work experience, academic qualifications, education/training and skills you already possess and that might enable you obtain your certification or recertification.

When you have confirmed your eligibility, you can download and complete the application package corresponding to your certification of choice. You will then be responsible for:

1. completing your sections and gathering all the required supporting documents,
2. ensuring that your references, supervisor, employers complete their parts, and
3. sending everything, including the \$200 application fee to the ICBOC office. There is a checklist in each application package to help you. All material must arrive in our office in one envelope.

If your supervisor, referees or employer wish to keep their references confidential (*including the supervisor's evaluation*), please **provide each of them with an envelope (none are included in the application package)**.

Reminders: please do not send the originals of your certificates and keep a photocopy of the completed application package for your own files. If you change your address, telephone or email, please do not forget to inform us.

Your application materials will first be received, logged, dated and filed by our Administrative Coordinator. Your application file will be passed on to our Registrar for review **only when the complete package** with the cheque or money order (payable to the Indigenous Certification Board of Canada or ICBOC) has been received.

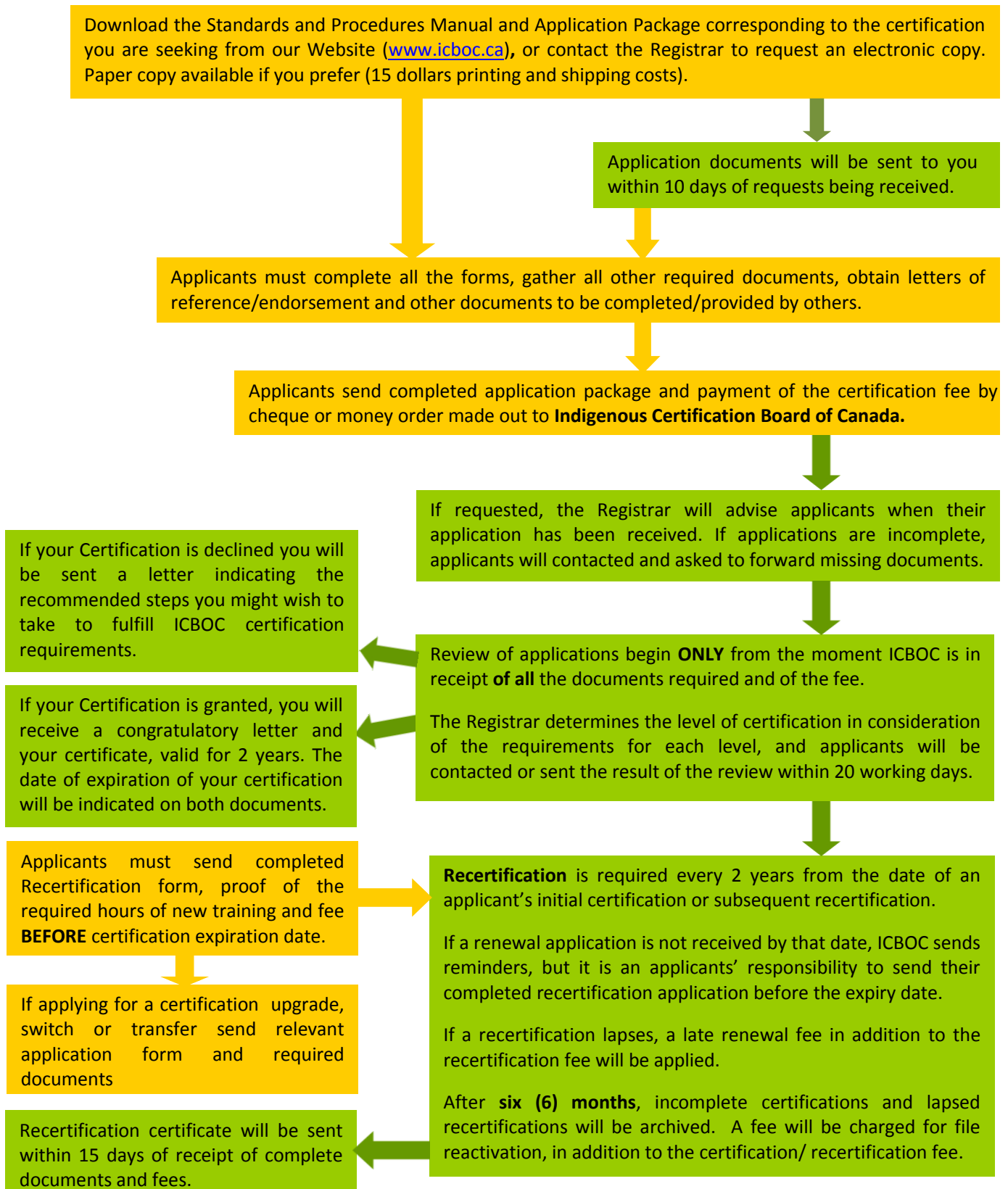
DETERMINATION OF CERTIFICATION

The decision to award or decline certification rests with the Registrar/Director of Standards and is based on a thorough assessment of the information provided in an applicant's application and of the supporting documents provided as part of the application.

The Registrar/Director of Standards Certification Board may require additional information or evidence, in some cases, to clarify the applicant's qualifications. In the process of certification, applicants have the right to access the information from employers, co-workers, references or educational institutions. The Certification Board and its staff are required to respect the confidentiality of all submitted oral or written information provided with respect to an application.

1. If you qualify for certification, you will be notified by the Registrar and/or a letter and certificate will be sent to you by regular mail. If you need your certificate urgently, please contact us, as we may be able to send you a copy of your certificate by fax or email.
2. If you do not qualify for certification, the Registrar will send you a letter explaining the reason why you are not being awarded certification at this time. The letter will identify what additional education/training or work experience you still need to meet the certification standards and requirements.

ICBOC CERTIFICATION AND RECERTIFICATION PROCESS



VERIFICATION OF TRAINING

The training hours required for certification or recertification may be acquired through formal education programs at university or college level or through more informal training offered by training organisations/institutions or independent trainers (continuing education programs, workshops, seminars, single courses delivered through conferences, in-house or online).

ICBOC requires proof that a certification applicant has completed the education/training he/she has declared in support of his/her application for certification. The hours of training unverified by a certificate will not be taken into account.

- For formal programs completed in a college or a university, please submit both your certificate and transcripts, preferably accompanied by official course descriptions.
- For informal education/training, please submit certificates of attendance or completion.
- ICBOC recognizes that there are circumstances where you cannot provide a certificate. In such cases you can submit the form entitled **Declaration Verifying an Applicant's Training**. This form is available on request, and must be completed as required by the person qualified to sign it (employer, Elder, executive director, supervisor, training coordinator, human resources manager, or any other person responsible for staff training and who can be contacted).

Other forms of training accepted

As an indigenous, culture-based certifying body, ICBOC recognizes that, for various reasons, it is sometimes difficult to attend training outside the community. We believe that knowledge and skills can also be acquired through other means.

To apply for a first certification or to renew your certification, you can submit hours of training acquired in the following ways, via the "Declaration Verifying an Applicant's Training" mentioned above:

1. Participation in cultural, traditional activities, ceremonies in the context of your healing work with clients.

A maximum of 26 hours spent in such activities will be accepted. In the case of your certification renewal, this could represent over half of the 40 hours required.

2. In-house training provided by your employer.

3. Cultural teachings or advice you received from an Elder at your place of employment, during the course of your work schedule.

4. Training you have yourself delivered to your colleagues, your clients or the public.

In this case, in addition to the Declaration Verifying an Applicant's Training, please submit the title, the learning objectives, the description of the content of the training, and the training agenda and/or presentation.

RENEWAL OF CERTIFICATION

If an applicant opts to remain in good standing with the ICBOC, his/her certification must be renewed every two (2) years. The date when the initial certificate was issued (anniversary date) will be used to set the expiry date of subsequent certificates. To avoid late renewal or reactivation fees To renew a professional certification, a certificate must still be valid at the time it is submitted for renewal.

Professional certification can be renewed at the same level or at a higher level (Certification upgrade). To obtain a certification upgrade, a candidate must satisfy the standards and requirements of this higher level.

For more information on certification upgrades, please go to page 21)

To renew your certification

To obtain the renewal of their certification, applicants will need to:

- Complete the renewal form downloadable from the ICBOC website (www.ICBOC.ca → Certification → Recertification → Recertification Form)
- Provide evidence of 40 hours of **new** training/education, obtained since the issue date of your initial certification or latest recertification (please provide copies of certificates and/or transcripts, or the "Declaration Verifying an Applicant's Training", duly completed by the person qualified to sign it.
- Insure that these new training/education hours are on wellness/addiction topics.
- Training hours related to clients safety, such as First Aid, CPR, WHMIS etc. will only be counted once.
- Invoices, training session agendas, descriptions of training programs and certificates for training showing training unrelated to the tasks and duties of the occupation being certified are not accepted.

Late renewals

- Certificates that are not renewed on their expiry date will be considered late renewals.
- Lapsed certification files (files that have not been renewed on or by their expiry date) will be kept open for a period of six (6) months.
- Six (6) months after the expiry date of the latest certificate, the file of a candidate who has not renewed his/her certificate will be archived.
- Late renewal fees will be applied for late renewal applications, in addition to the normal renewal fees (see List of Fees)

Applicants who renew their certification less than six (6) months after their certificate expiry date have two options:

1. Renewing their certification **without payment of the late fee** required in addition to the normal certification renewal fee. In that case the **expiry date** of their renewed certificate **will remain the same as the previous ones**.

Example:

*If a certificate expiry date was January 11, 2011 and the applicant sends his/her renewal application on April 11, 2013 (late, but less than six (6) months after the expiry date), ICBOC will accept the application for renewal, will not charge the late fee, **but** the new certificate expiry date will be maintained to January 11, 2015. This means the applicant will have to renew in less than two (2) years.*

2. Renewing their certification **with payment of the late fee** required in addition to the normal certification renewal fee. In that case the renewed certificate will bear a **new expiry date**, calculated from the date the late application for renewal was processed. This date will be confirmed in the letter of congratulations that accompanies each certificate.

Example:

If a certificate expiry date was January 11, 2011 and the applicant renews his/her application on April 11, 2013 (late, but less than six (6) months after the expiry date), ICBOC will accept the application for renewal, charge the late fee in addition to the normal recertification fee, but the new certificate expiry date will be set two years exactly from the date when the application is processed. This is most likely to be - if all the documents arrive with the application – around the last week of April 2015.

Reminders and late renewal fees

The ICBOC sends a reminder card one month before a certification expiry date and follows up regularly with certified members whose certification has expired.

A six (6) month reprieve is granted, during which files are given pending status. After the six (6) months have elapsed, files are archived.

Late renewal fees are applied in addition to the normal renewal fees.

Exemptions

In certain cases, certified members may be exempted from a late renewal fee, for example if/when they take a break from their employment (maternity leave, illness, loss of employment, change of career etc...).

If you cannot renew and wish to keep your file open, you must inform the Registrar in writing, either by letter or email, explaining the circumstances. The information will be inserted in your file, which will be temporarily archived until you reactivate it. If these conditions are observed, no late or reactivation fee will be charged.

CERTIFICATION UPGRADE

The term **certification upgrade** refers to the renewal of a certification at a higher level. All applicants for a certification upgrade must submit - in addition to the certificates showing the training they have completed and the payment of the upgrade fee – **a new supervisor's evaluation**, showing a score higher than the previous one.

Eligibility for certification upgrade

The determination of a certification agreement rests with the Registrar, but an applicant can be eligible for a certification upgrade in the following circumstances:

1. He/she has accumulated more than the 40 required hours at each renewal date, and has renewed his/her certification at least twice since the initial certification was issued, which means the addition of 4 years of work experience
2. He/she has accumulated the required hours and third renewal since the initial certification was issued, which means the addition of 6 years of work experience
3. He/she has completed a college or university program, with education/training topics and hours that correspond to the standards and requirements of the higher certification
4. All the standards and requirements of the higher certification are satisfied

Application process for a certification upgrade

Certified members who have not submitted a request for an upgrade but who qualify under cases 1, 2 and 3 will be informed that their application for the renewal of certification can be treated as an upgrade application.

A candidate who believes he/she satisfies all the standards and requirements for an upgrade (case 3) can personally submit a request, using the **Certification Upgrade Application form**. The file of an certification upgrade applicant will be reviewed in its entirety. The registrar will determine the candidate's eligibility and, when appropriate, will indicate the training the candidate will need to complete to obtain the upgrade.

Training Plan

If you are a newly certified member or have been a member for several years, and wish to progress towards higher certification levels, you may wish to communicate this intention to the ICBOC registrar.

You will then be able to obtain some information to establish a personal training plan, which will enable you to reach for the certification upgrade you are seeking.

Certification upgrade fees

Until January 1st, 2017, the certification upgrade fee will remain the same as a certification renewal fee (\$200.00). **After January 1st, 2017, the certification upgrade fee will be \$250.00.**

If a certified member wishes to request a certification upgrade **before** his/her certification renewal date, the fee must be included with the application. When a certified member submits an application for a certification upgrade when his/her existing certification has expired, the late fee will be applied to the normal certification upgrade fee.

CERTIFICATION SWITCH

Some ICBOC certified members may change their job or be promoted to another position, and may wish to acquire a certification that better fits their situation. The ICBOC professional certification system facilitates switches to other certifications by transferring existing knowledge and skills, when they are applicable to the standards and requirements of the new certification.

Candidates who wish to obtain a certification switch will need to submit the application documents pertaining to the new certification. However it is not necessary to resend the training/education certificates that are transferrable and that already are in the applicant's file. Only the relevant education/training certificates acquired since the issue of the initial certification are required.

Once the certification switch has been granted, the same process applies for renewal and upgrade.

RECOGNITION OF A CERTIFICATION GRANTED BY ANOTHER AGENCY

The Indigenous Certification Board of Canada certifies workers who are employed in Indigenous settings, but supports employment choices for all ICBOC certification applicants and certified members. Applicants who certified with other boards, but who are also interested in obtaining professional certification from ICBOC, can apply through an equivalence process. To apply for this option, candidates will need to complete and submit ICBOC's **Certification Equivalence Application form**, available on the ICBOC's website or on request. The ICBOC reserves the right to require some additional documents.

The certification obtained through this process is based on ICBOC's standards and requirements, not on the title and level of the certification granted by other boards. Before you apply for the recognition of the certification granted by another certification board, and to learn about the ICBOC equivalencies, please contact the Registrar's office.

Applicants for an ICBOC equivalent certification must be in possession of a certification in good standing with the Certification Board with whom they are certified, at the date of their certification application with ICBOC. An expired certificate will not be accepted. A candidate whose certificate from another board has expired and who wishes to be certified by our organization must submit a complete ICBOC certification application.

Renewal of a certification obtained through ICBOC's certification equivalence process

A certified member who has obtained his/her ICBOC certification through the ICBOC certification equivalence process must renew this certification every two (2) years, by completing the **Application for the Recertification of Applicants who obtained their Certification through ICBOC's Certification Equivalence Process**. This package is available on the ICBOC's website or on request. Applicants must insure that ALL the requested documents and the fees are included in their application.

Upgrade process for a certification obtained through ICBOC's certification equivalence process

A certified member who has obtained his/her ICBOC certification through ICBOC's certification equivalence process and who wishes to obtain a certification upgrade must submit a complete application for the level of certification requested.

International reciprocity

Our long term plan is to encourage the creation of other Indigenous certification Boards in other parts of the world. We wish, through this initiative, to affirm the legitimacy and effectiveness of indigenous approaches and practices in regard to healing, health, education and community development and to establish a system of reciprocal recognition of our credentials and thus allow indigenous workers to travel and work across indigenous cultures.

ARCHIVED FILES

When a certification has not been renewed six (6) months after its expiry date or when a new application remains incomplete six (6) months past the date of its initial receipt in our office, the file will be considered inactive and will be archived. Files are kept in archives for 5 years, after which they will be shredded. ICBOC will inform applicants when their file has been archived.

File reactivation process

When a new or incomplete file has been archived, an applicant will be able to reactivate their application by submitting the documents required to complete their application and by paying the reactivation fee.

An applicant wishing to reactivate his/her file first needs to advise the registrar in writing (letter, fax or email) so that the file can be searched for and extracted from the archives. The name of the applicant, his/her mailing and email, telephone number as well as the certificate number and date of expiration must be provided in the reactivation notice.

Applicants whose file has been archived also have the option to submit a completely new application and to pay the normal certification fee.

Documents required for reactivating a file

Reminder:

- Candidates who obtained a first ICBOC certification through a certification equivalence process and whose file has been archived must automatically submit a new certification application.
- Applicants who changed position or employer while their files were archived must submit a new application.

1. Applicants who are reactivating a file that has been **archived for more than 2 years** must submit a **new application**
2. Applicants who are reactivating a file that has been **archived for more than 1 year but less than 2 years** must submit the following, depending on their situation:
 - a) The application was archived because it was **not renewed**
 - Certification reactivation form
 - New supervisor's evaluation
 - 5 hours of training for each block of three (3) months the file has spent in archives, in addition to the 40 hours required for a normal certification renewal
 - Payment of the reactivation fee, in addition to normal renewal fee (list of fees page 27)
 - b) The application was archived because it was **not completed**
 - Submit a new application
 - Payment of reactivation fee in addition to the normal certification fee (list of fees page 27)

3. Applicants who are reactivating a file that has been **archived for more than 6 months but less than a year** must submit the following documents, depending on their situation:

- a) The application was archived because it was **not renewed**:
 - Certification reactivation form
 - 5 hours of training for each block of three (3) months the file has spent in archives, in addition to the 40 hours required for recertification
 - Payment of reactivation fee in addition to normal recertification fee (list of fees page 27)
- b) The application was archived because it was **incomplete**:
 - Certification reactivation form
 - All missing documents
 - Payment of reactivation fee in addition to normal recertification fee (list of fees page 27)

4. Applicants who are **reactivating a file that has been archived for less than 6 months** must submit the following documents, depending on their situation:

- a) The application was archived because it was **not renewed**:
 - Certification reactivation form
 - 10 hours of training, in addition to the 40 hours required for recertification
 - Payment of reactivation fee in addition to normal recertification fee (list of fees page 27)
- b) When a file has been archived **because it was incomplete**:
 - A completely new application
 - Normal certification fee (list of fees page 27)

Training requirements for reactivated status

Category	Length of time in archives	Hours of training
Any	More than two years	New application
Nor renewed	More than a year	5 hours for every 3 months + 40 hours
	More than six months but less than a year	10 hours + 40 hours
Incomplete	On reactivation application	All training hours required for certification

Applicants wishing to reactivate their certification can contact the Registrar to find out how many hours of training are required in his/her case.

Reactivation fees

Reactivation fees of \$50.00 must be paid in addition to the normal certification or recertification fee. For files archived over two years, the reactivation fee is \$75.00.

Upgrade and switch of reactivated certifications

Applicants with a fully reactivated certification can apply for a certification upgrade or a certification switch, provided they fulfill the eligibility criteria and process related to these two options (certification upgrade page 21 and certification switch page 22).

DECLINED CERTIFICATIONS

The principles at the core of ICBOC professional certification system are anchored in our belief in the professional capacity of Indigenous workers and in their commitment to fill any gap in their knowledge and skills in order to provide highest quality of services to their clients, their family and their community. In keeping with that belief, and in support of the efforts that our certified members devote to acquire and deepen their knowledge and the practice of their personal and professional competencies, ICBOC has in place certain protocols.

Generally, applications are declined because standards and requirements for a given level of certification are not yet being fulfilled. This may be due to insufficient work experience, training that falls short of the topics and/or hours required, poor scores from the supervisor's evaluation, although ICBOC takes great care to balance ALL the elements of an application.

A declined application is not a rejected application

Learning is not a static activity. Gaps in knowledge or skills are only temporary and can be filled. Those who submit a certification application to ICBOC are already working, responding to the needs of their clients. It is to be expected that they still have gaps that do not yet enable them to satisfy all the standards and requirements for a certain certification.

When an application is declined, applicants are sent a letter explaining the reasons and the measures that can be taken to obtain the certification. ICBOC also offers an appeal process for those who feel that the determination of certification did not reflect the level of professional competency demonstrated in their application. The appeal process is described on page 26.

In certain cases, when the gaps in terms of training are minimal, a conditional certification will be granted. The letter of conditional certification will specify the topics and number of hours required and that ICBOC will expect to be completed in the two-year interval leading to the renewal of the certification, if the applicant wishes to maintain his/her certification.. If these conditions are not met at the date the recertification application is due, the renewal will be declined until the conditions are met.

ICBOC keeps files opened for a time so that applicants are encouraged to acquire what they are missing for full certification. Full support in the form of phone or email advice and encouragement is also offered to all applicants wishing to attain their certification.

Appeal process for declined certifications

An applicant can appeal a declined application or if he/she wishes to appeal the level that has been granted. In those cases, the applicant can send an appeal in writing to the Registrar, indicating the reasons why the application or level should be granted. Any new information that may strengthen an application should accompany the letter of appeal.

A new review of the application, taking in consideration the reasons contained in the letter and the new information provided, will be conducted by the Registrar. A letter, documenting the outcome of this review, will be sent to the applicant within twenty (20) days from the receipt of the letter of appeal.

If an applicant is still not in agreement with the decision, he/she may send a final appeal in writing to the Executive Director of ICBOC. The Registrar will then pass on your application file and appeal documents to the Executive Director.

The executive Director will convene the Appeal Committee of the Board, to examine and make a decision. The applicant will be informed by letter of the date the committee will convene.

The decision of the Appeal Committee is final and binding, and will be communicated to the applicant within thirty (20) days of the date of the committee meeting.

POLICY ON CRIMINAL RECORD CHECKS

The ICBOC **does not require** professional certification applicants to submit a copy of a criminal record check.

The ICBOC requires from an applicant's employer a confirmation that the law requirements concerning criminal record checks have been met. A **Letter of Declaration Regarding Applicants Criminal Record Checks** is included in all certification application packages for this purpose.

The ICBOC has in place a process to administer complaints related to the infringement or violation of its Standards of Ethical Conduct and can apply sanctions if the complaint is deemed valid (see sanctions page 14).

2017 LIST OF FEES

Cheques or money orders to be made to Indigenous Certification Board of Canada

Item	Fees
Printed Application Package or Standards and Procedures Manual	\$15.00
Duplicate certificate	\$15.00
Photocopy of an applicant's application documents	\$1.00 per page
Certification fees	
All Workers Level Certification, including Attendant Certification	\$200.00
Specialists levels I, II and III	\$200.00
Specialists level IV	\$225.00
Clinical Supervisors	\$225.00
Team Leaders	\$250.00
Certification Renewal	\$200.00
Certification Upgrade	\$250.00
Certification Switch	\$225.00
Certification Equivalence	\$200.00
Recertification Equivalence	\$200.00
Late Renewals	\$225.00
File Reactivation (files archived up to 2 years)	\$250.00
File Reactivation (files archived over 2 years)	\$275.00
Check NSF	\$55.00

WHERE TO SUBMIT YOUR APPLICATION

The Registrar
ICBOC
#207 – 2735 East Hastings Street
Vancouver, BC.
V5K 1Z8
Phone: 604-874-7425
Fax: 604 874 7426
Toll free 1-877-974-7425
Email: registrar@icboc.ca or admin@icboc.ca