

# **INDIGENOUS CERTIFICATION BOARD OF CANADA**



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## **ICBOC CERTIFICATION STANDARDS AND PROCEDURES MANUAL**

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## ABOUT THE INDIGENOUS CERTIFICATION BOARD OF CANADA

Originally known as the First Nations<sup>1</sup> Wellness and Addictions Counsellor Certification Board<sup>2</sup>, our organization was created in 1982 at the direction of the Association of BC First Nations Treatment Programs. It was incorporated provincially in 2005 and federally in 2011. Since its inception, the intent driving the creation and development of our certification process has been to provide culturally resonant certifications for NNADAP workers and for other unregulated workers in occupations linked to health, wellness and to the gaps in the social determinants of health. ICBOC certifications match existing competitive certification standards in these fields, and meet the increasing accountability required by the federal government. ICBOC's unique culture-embedded capacity development model integrates a certification laddering system that reflects the realities, needs and aspirations of the indigenous workforce in Canada.

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 Indigenous workforce involved in a wide range of unregulated occupations. In 2015, under the direction 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 AND LEGITMACY

The authority of the Indigenous Certification Board of Canada is derived from knowledgeable, experienced, and skilled Board members and staff, all committed to honour and develop the existing capacity of the unregulated Indigenous workforce, and to accelerate the return of Indigenous families and communities to a maximal state of health and wellbeing. These commitments are embodied in the Corporate By-Laws that govern our Certification Board. Indigenous culture, wholistic healing and Indigenous educational philosophies are embedded in every one of ICBOC's activities. Health Canada's First Nations and Inuit Health Branch (DGSPNI) has designated ICBOC as the organization to operate as the National certification body for Indigenous workers in the wellness and addiction fields.

ICBOC is the only Indigenous certification body in Canada created to serve the professional needs of First Nations, Inuit and Metis unregulated worker. These unregulated workers provide a variety of services to Indigenous individuals, families and communities within the continuum of care advocated by the Assembly of First Nations, Health Canada, and the National Native Addictions Partnership Foundation (now the Thunderbird partnership Foundation)<sup>3</sup>. ICBOC's legitimacy is enshrined in several clauses in the **United Nations Declaration of the Rights of Indigenous peoples**, to which Canada is a signatory, in the recommendations contained in **Volume 5 of the 1996 Report of the Royal Commission on Aboriginal Peoples**<sup>4</sup>, and in the **Calls for Action**<sup>5</sup> of the **Report of the Truth and Reconciliation Commission of Canada**. ICBOC's credentials respond to the needs of employers, indigenous and non-indigenous, to ensure that their workers are well trained and qualified to provide professionally and culturally competent and safe services to their indigenous clients. ICBOC, through its rigorous certification process, attests to the competence of unregulated workers employed in Indigenous organizations, institutions, services and programs involved in various health, social and economic sectors throughout Canada. Our standards for certification are compliant with Canadian, US and other international Boards. The credibility of ICBOC credentials is also derived from the maintenance of professional standards, which certified practitioners reflect in their daily practice, and from the performance

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<sup>1</sup> The terms First Nations and Indigenous embrace Inuit, Metis and First Nations

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

<sup>3</sup> Honoring Our Strengths: A Renewed Framework to Address Substance Use Issues Among First Nations People in Canada (on ICBOC Website)

<sup>4</sup> Report of the Royal Commission on Aboriginal Peoples - Volume 5 - <http://data2.archives.ca/e/e448/e011188230-05.pdf>

<sup>5</sup> Report of the Truth and Reconciliation Commission – Calls for Action - [http://www.trc.ca/assets/pdf/Calls\\_to\\_Action\\_English2.pdf](http://www.trc.ca/assets/pdf/Calls_to_Action_English2.pdf)

of the Certification Board itself. Individuals seeking certification choose to do so of their own free will and understand that the granting of certification rests fully with the authority of the ICBOC.

## SCOPE OF WORK

ICBOC's mandates are anchored in its vision, mission and strategic goals, its strategic and operational plans, its bylaws as a charitable organization and in 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 certifications 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 MANDATES

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

### 1. Professional certifications

- 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 a continuum of program and services envisioned in the NNADAP renewed framework

In the context of our vision to ensure an abundance of valued, professionally certified, and culturally competent workers leading to healthy families and communities, ICBOC is developing and offering professional certifications to:

- Unregulated workers who provide services and programs addressing the social determinants of health in Indigenous communities
- Unregulated Indigenous workers who are disadvantaged by not having access to the recognition of their competencies through our certification.

ICBOC certification process incorporates and prioritizes indigenous wholistic 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 adheres and support the concepts and principles of indigegogy (Indigenous wholistic Education) and has developed rigorous, specific evaluation processes and procedures to assess training provided in different formats. This ensures the training matches certification standards and requirements, and that it reflects ICBOC's requirements in terms of cultural competency and cultural safety.

### 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

## ICBOC's CAPACITY DEVELOPMENT MODEL FOR THE INDIGENOUS UNREGULATED WORKFORCE

From its early beginnings as a provincial organization offering professional certification for NNADAP unregulated workers in addictions counselling, ICBOC has evolved and now integrate a portfolio of certifications for diverse occupations and positions within the NNADAP continuum of care defined in its renewed framework<sup>6</sup>, as well those occupations and positions that serve the implementation of the First Nations Mental Wellness Continuum Framework.<sup>7</sup>

These certifications are available to NNADAP and other unregulated workers who provide a range of prevention, treatment and support services to individuals and families confronting addictions, mental wellness and other issues related to the gaps in the social determinants of health.

The majority of NNADAP applicants and certified members work either in NNADAP residential treatment centres, or in community-based Indigenous health and social services. Other applicants and certified members from the indigenous unregulated workforce are employed in indigenous institutions or organizations.

Over the years, ICBOC has acquired unique insights and hands-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 hard 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 fields:

- are recognized for the practical experience, knowledge, skills, professional attitude and cultural competence, they already possess when they apply for certification.
- can access culturally and professionally relevant, culturally competent and safe education and 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 and our partners and allies: "...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.

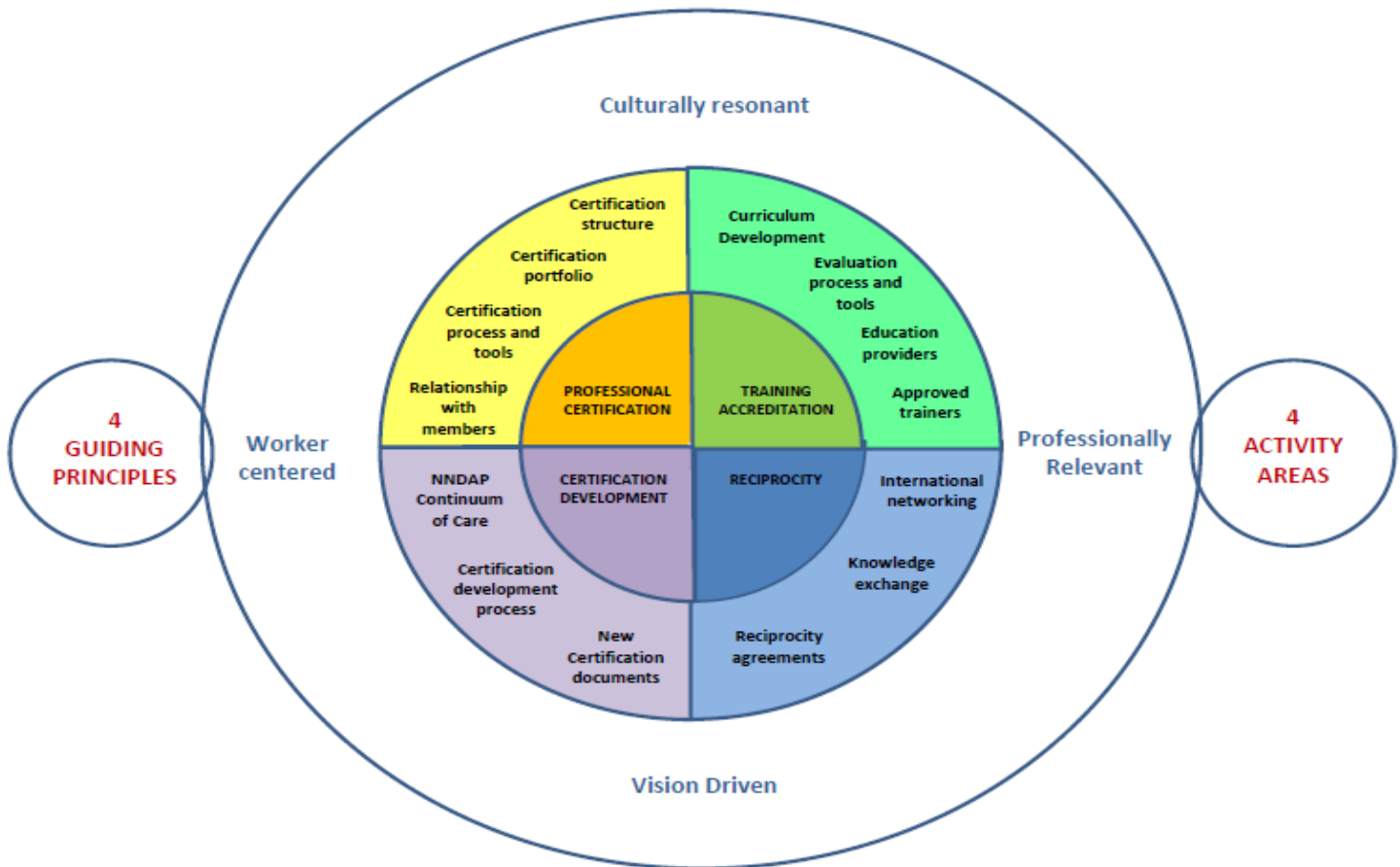
Every applicant and certified member is at the core of our efforts in accrediting culturally competent and safe training and education programs, thus insuring successful learning and effective, competent practice.

<sup>6</sup> Honouring Our Strengths: A Renewed Framework to Address Substance Use Issues Among First Nations People in Canada

<sup>7</sup> The First Nations Mental Wellness Continuum Framework [https://thunderbirdpf.org/wp-content/uploads/2015/01/24-14-1273-FN-Mental-Wellness-Framework-EN05\\_low.pdf](https://thunderbirdpf.org/wp-content/uploads/2015/01/24-14-1273-FN-Mental-Wellness-Framework-EN05_low.pdf)

**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



## ELEMENTS OF THE 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 wholistic healing, community development and education philosophy and approaches are increasingly valued and accepted as legitimate, and effective. They are also progressively recognized as not exclusively applicable to indigenous people. Trauma is at the core of many health and social issues that affect human beings everywhere, and the Indigenous wholistic approaches to healing are able to get at the roots of this trauma, rather than merely touch its surface.

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 the concept and principles of indigegogy (Indigenous wholistic educational philosophy and approaches) 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 Indigenous 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, demonstrates that they possess valid professional competencies equal or even superior to 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."***

*Indigenous Certification Board of Canada*

- a) **Certification structure:** 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 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. To this end, ICBOC's certification system 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 topics required for the different certification)

A candidate who obtains an entry worker level certification can move up to progressively higher specialist levels (1, 2 3 and 4). We also provide separate, higher professional certifications focused on addictions services, such as our clinical supervisor and team leader 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) **Range of certifications:** ICBOC offers a range of certifications adapted to several unregulated occupations in mental wellness, addictions and other allied fields, with 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, and cultural ways of being, doing, seeing and feeling. Our multilayered certification processes, activities and tools - including documenting, reviewing, recording and communicating, 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, to obtain a higher certification level or switch to a different certification.

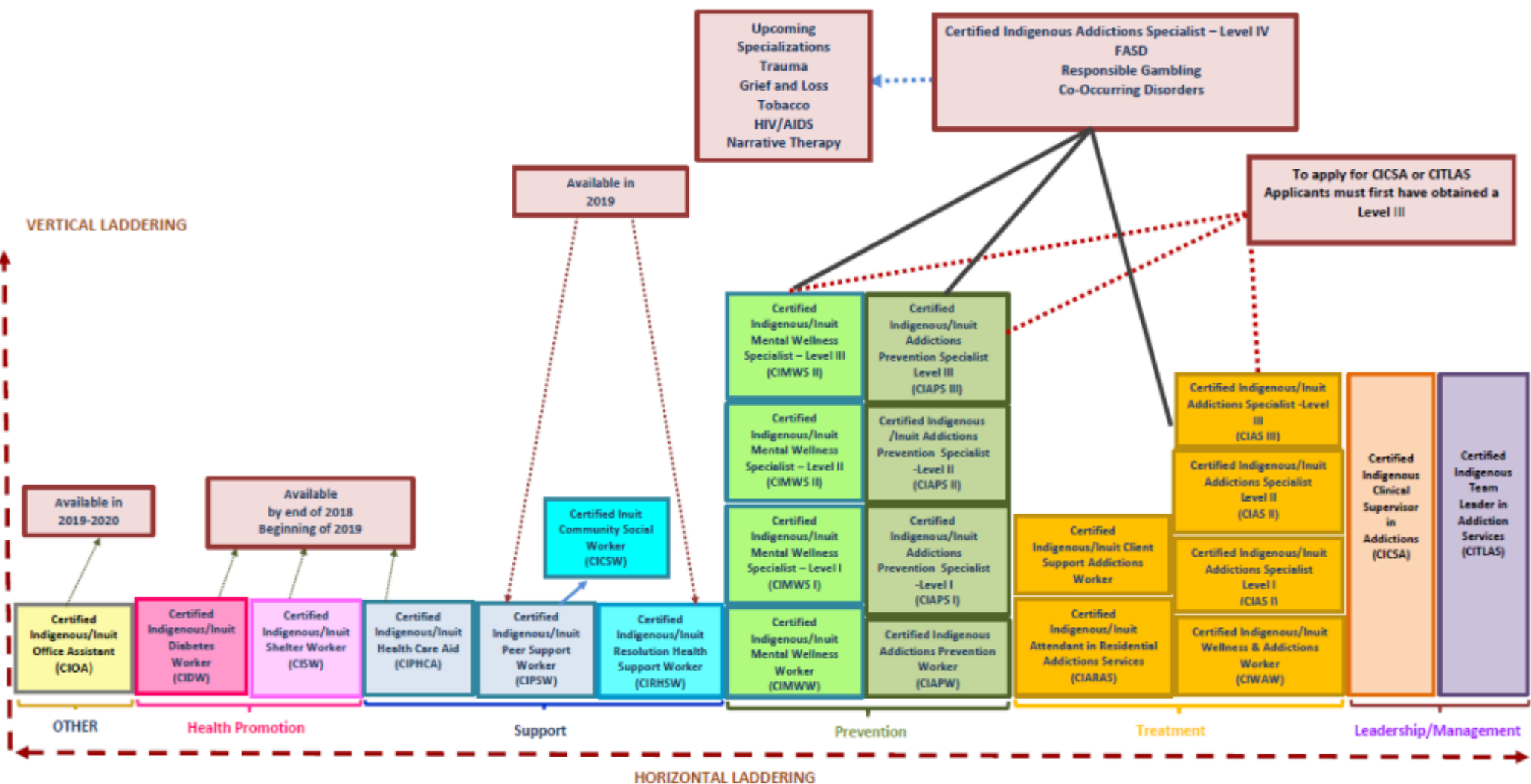
### **Interested in moving toward a career in Management?**

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



## 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.*

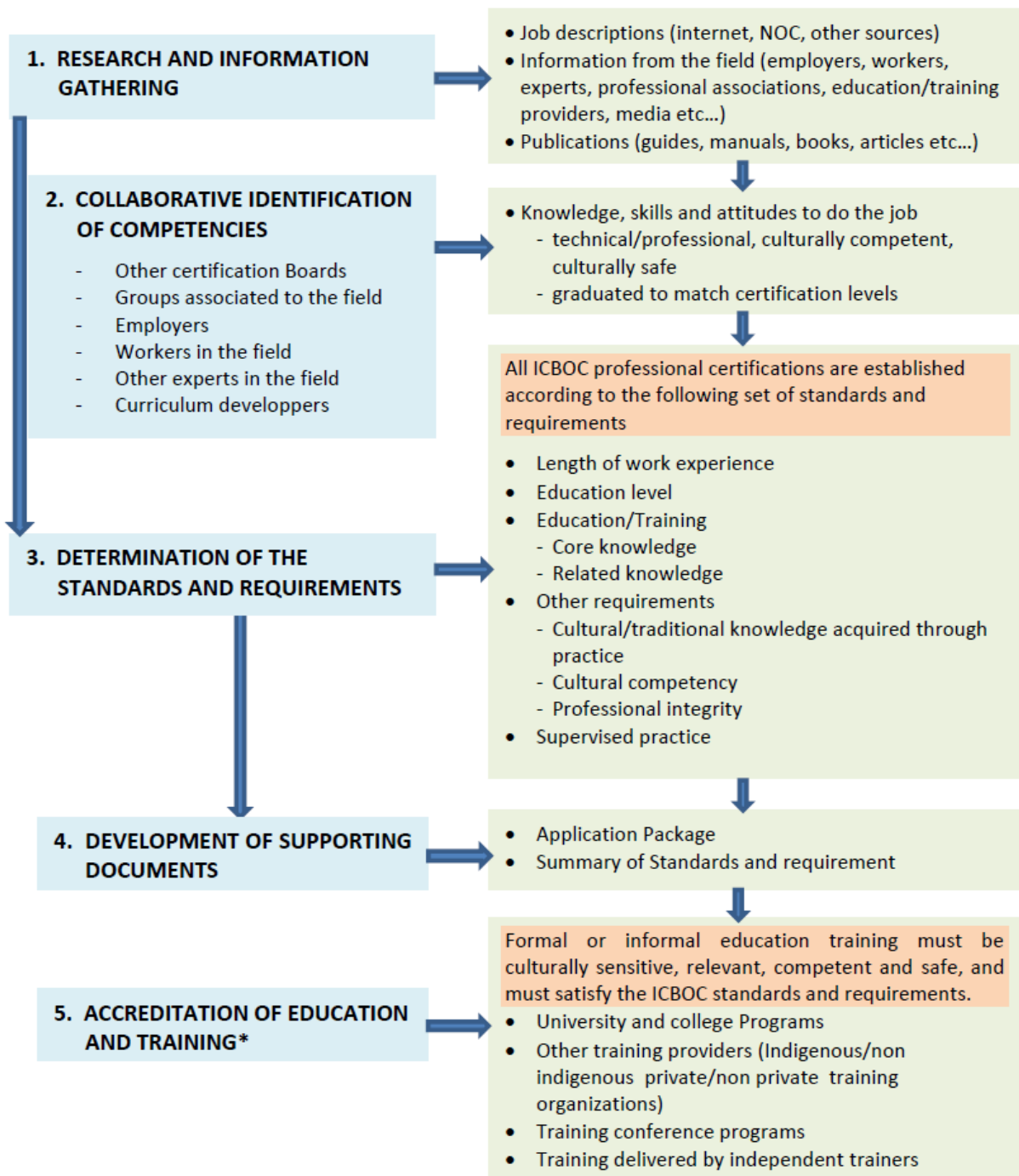
*The focus of the framework is on addressing substance use issues; however, it also considers the important roles mental health and well-being play in all aspects of care, including prevention, early identification, intervention, and follow-up. In addition, it recognizes that community development and 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 Indigenous 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.

## ACCREDITATION OF EDUCATION/TRAINING PROGRAMS

- 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) **Registered and approved trainers:** In addition to training accreditation, ICBOC provides a registration and approval process for culturally competent trainers who deliver training in the context of conference programs or in-house/in-community 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.

## INTERNATIONAL RECIPROCIY

Our long-term plan is to encourage the creation of other Indigenous certification boards in other parts of the world. With this initiative we wish, through collaboration with an Indigenous certification partnering board, to affirm the legitimacy and effectiveness of indigenous input in approaches and practices related to healing, health, education and community development and to 1) assist other Indigenous groups to create their own certification boards, 2) develop their own credentials and 3) their own certifications standards. Through this international reciprocity system, reciprocal recognition of credentials will be established, thus allowing Indigenous workers to travel, work and share solutions to common issues across Indigenous cultures.

## ICBOC ETHICAL STANDARDS

ICBOC certified members must comply with the ICBOC Ethical Standards documented in this manual. The Code of conduct, Standards of ethical conduct and the Code of Ethics defines the responsibilities ICBO-Certified 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 ICBOC-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. 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 misuse 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 Conduct<sup>8</sup> 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 an 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.

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<sup>8</sup> 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 27)
- 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 29 of this manual.

## YOUR APPLICATION FOR PROFESSIONAL CERTIFICATION

ICBOC offer several professional certifications. Whether you are applying for a first certification, a certification renewal, 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. If you are still not sure and have questions, please don't hesitate to call us for advice. 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 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. Do not forget to include a cheque or money order made to ICBOC, for the right application fee (please consult the list of fees or call us).

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.

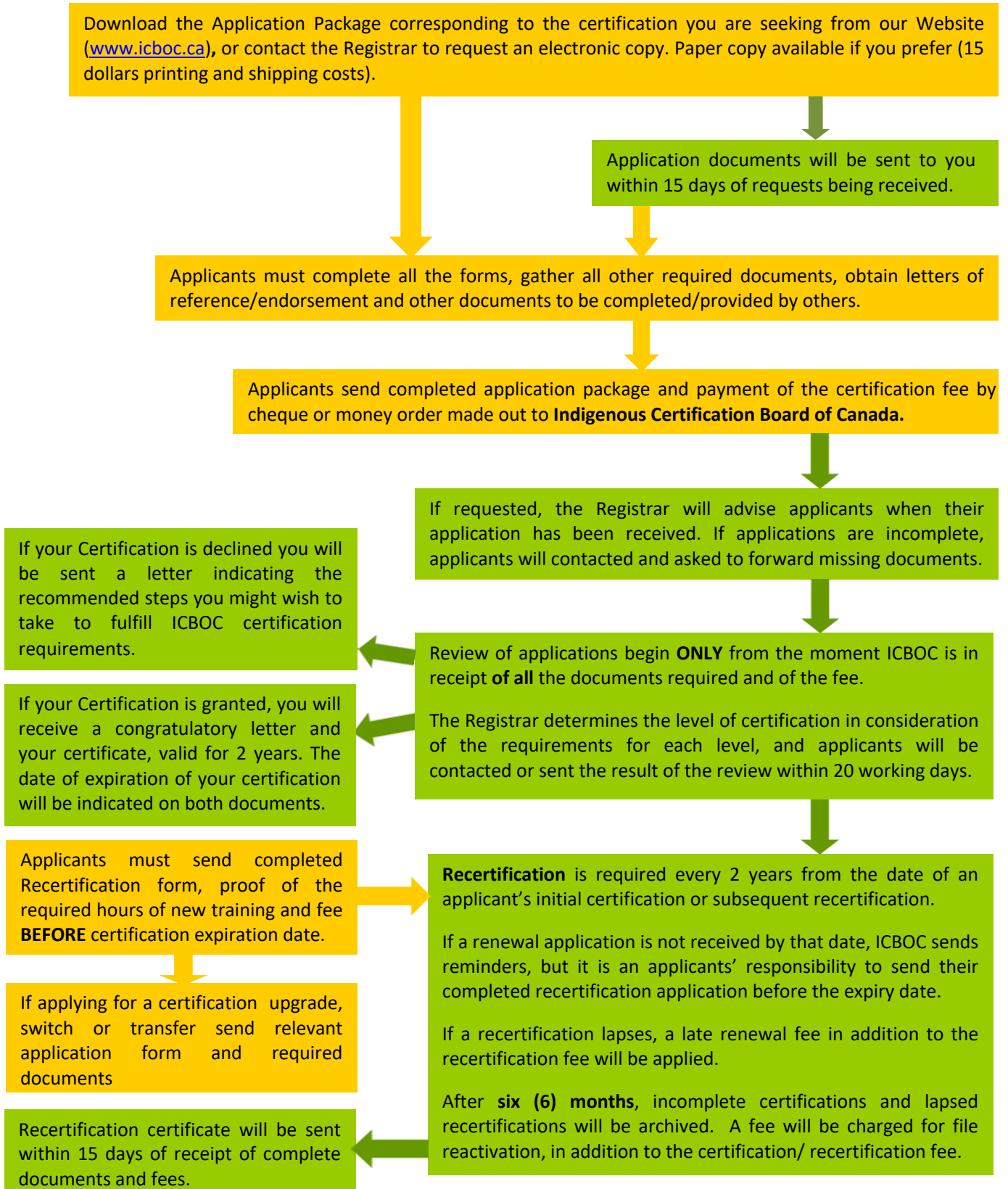
Your application materials will first be received, logged, dated and filed by our Administrative Coordinator. Your application file will be passed on to our Registrar for review **only when the complete package** with the cheque or money order (payable to the Indigenous Certification Board of Canada 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 one the acceptable proof below 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 adheres to the concept and principles of Indigegogy (Indigenous wholistic educational philosophy and approaches). We believe that knowledge and skills can also be acquired through other means than attending conventional class-based training, and recognizes that, for various reasons, it is sometimes difficult for Indigenous workers to attend training outside the community.

To apply for a first certification or to renew your certification, you can submit hours of training acquired in alternative ways, using the "Declaration Verifying an Applicant's Training" included in application packages and recertification forms. Please only use this form to document the hours of training acquired in the three (3) alternative ways listed below.

**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.

**Please ensure this form is completed by the designated person (s).** Failure to do so will invalidate the form, and the hours will not be taken in consideration.

These alternative ways include:

1. Participation in cultural, traditional activities, ceremonies in the context of your healing work with clients.
2. Cultural teachings or advice you received from an Elder at your place of employment, during the course of your work schedule.
3. Training you have yourself delivered in-house to your colleagues, your clients or the public. In this case, please also submit both a copy of the training session description, including the title, learning objectives, content description and agenda.

**IMPORTANT:** If you are submitting hours related to training you have provided in house to your colleagues, clients or the public, please ensure that, in addition mentioning it in the Declaration Verifying an Applicant's Training, you also submit information on the training, including the title, the learning objectives, the description of the content of the training, and the training agenda and/or presentation you have delivered

## 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.

**Note:** If you are renewing a first certification obtained via ICBOC's equivalence process, please use the recertification application.

To renew a professional certification without incurring late of reactivation fees, a certificate must still be valid at the time it is submitted for renewal. **Please read the section on late renewals at the end of this page and on page 23 to find out about late renewal and application archiving.**

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 24**

**To renew your certification** (for renewal of a certification obtained via ICBOC equivalence process, contact ICBOC)

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

- Complete the renewal form (3 pages) downloadable from the ICBOC website ([www.ICBOC.ca](http://www.ICBOC.ca) ➔ Certification ➔ Recertification ➔ Recertification Forms)
- Provide evidence of 40 hours (minimum) of **new** training/education, obtained since the issue date of your initial certification or latest recertification (please provide copies of certificates and/or transcripts).

**Note:** Accumulation of hours above the minimum required will accelerate access to certification upgrades.

- Ensure that these new training/education hours are on wellness/addiction or other topics related to your certification requirements.
- Training hours related to clients' safety, such as First Aid, CPR, WHMIS etc. will only be counted once in the entire certification process.
- 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).
- The expiry date on the certificate of applicants who submit late renewal applications or whose files are archived will remain the same as on their previous certificates.

## Reminders and late renewal fees

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

The ICBOC sends a reminder card one (1) month before a certification expiry date and follows up regularly with certified members whose certification has expired. Late fees are applied in addition to the normal renewal fees.

## Exemptions

There are circumstances when a member is not able to renew, for example if/when taking 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 renewed his/her certification at least twice since the initial certification was issued, which means the addition of 4 years of work experience **AND** has accumulated more than the 40 required hours at each renewal date, for a minimum total of 200 hours
2. He/she is renewing for a third time, since the initial certification was issued, which means the addition of 6 years of work experience **AND** has accumulated the required hours for each recertification
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

The application from a certified member who has not submitted a request for an upgrade but who qualifies under cases 1, 2, 3 and 4 will 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 a certification upgrade applicant will be reviewed in its entirety, from the year of his/her first application to the year of the current upgrade application.

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 so you can establish a personal training plan, which will enable you to reach for the certification upgrade or switch you are seeking.

## 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.

## Certification upgrade fees

Certification upgrade fees are listed on the list of fees form available on [www.ICBOC.ca](http://www.ICBOC.ca)

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 another certification that fit the new position that an applicant has obtained, by transferring existing certified knowledge and skills applicable to the standards and requirements of the new certification being applied for.

Candidates who wish to obtain a certification switch will need to submit the application documents pertaining to the new certification they are seeking and satisfy the work experience requirement.

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's 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 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 and ICBOC reserves the right to require some additional documents.

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

The renewal of an ICBOC certification obtained through the ICBOC certification equivalence process is due every two (2) years.

Certified members must renew their certification obtained in this manner 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 ensure that ALL the requested documents as well as 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 first apply for and obtain his/her recertification form and also submit a complete application for the level of certification requested. All certification and levels are determined by the registrar.

## 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 or erased. 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 reactivation 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 and erased must submit a completely new application and 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 (no matter what the length of the archival is) 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 5 years** must submit a completely **new application** and pay the **normal certification fee**
2. Applicants who are reactivating a file that has been **archived for more than 1 year, but less than 5 years** must pay the **reactivation fee** and **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 30)
  - 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 30)

**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 30)
- 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 30)

**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 30)
- b) When a file has been archived **because it was incomplete**:
  - A completely new application
  - Normal certification fee (list of fees page 30)

### Training requirements for reactivated status

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

The list of fees for the reactivation of archived files is provided in ICBOC’s Standards and Procedures Manual, available on [www.icboc.ca](http://www.icboc.ca)

### Upgrade and switch of reactivated certifications

After obtaining the reactivation of their certification, applicants can apply two years later for a certification upgrade or a certification switch, provided they fulfill the eligibility criteria and process related to these two options. (see information on certification upgrade page 24 and on certification switch page 25).

## 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.

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

### **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.

ICBOC believes that encouraging applicants who do not yet satisfy all the education/training standards of a given certification is of more value than demotivating that individual through rejection.

If many cases, the applicant can be offered a basic certification that fits his/her current experience and training. 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.

In rare cases 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 for declined certifications is described in the next section.

## Fees for declined upgrade upgrades to clinical supervisor or team leader certifications

To obtain a Clinical Supervisor certification, applicants first need to be first certified at level III. Once qualified for level III, applicants are then able to apply for the Clinical Supervisor's certification or for the Team Leader certification.

There is a certification fee attached to an upgrade to level III, then another certification fee for another upgrade as a Clinical Supervisor. There is a reduced combined fee if applicants opt to apply for both certifications simultaneously. Final determination of eligibility rests with the ICBOC Registrar.

The following reimbursements, are provided in these situations:

- When a single certification upgrade to level III is submitted and declined, a \$50.00 administration fee of is charged, the balance is reimbursed, a \$50.00 administration fee of is charged, the balance is reimbursed
- When the upgrade application to the Clinical Supervisor's certification or for the Team Leader certification is declined,

## 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, but 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.

See page 16 for ICBOC's process to administer complaints related to the infringement or violation of its Standards of Ethical Conduct.

## WHERE TO SUBMIT YOUR APPLICATION

The Registrar, ICBOC

P.O. Box 3999

Kanehsatake, Qc

J0N 1E0

**Phone:** 450-983-8444

**Email:** [registrar@icboc.ca](mailto:registrar@icboc.ca) or [admin@icboc.ca](mailto:admin@icboc.ca)