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GUIDEBOOK

The CLEAR 2013 Annual Educational Conference has gone mobile using Guidebook! We strongly encourage you to download our mobile guide to enhance your experience at the conference. You’ll be able to plan your day with an electronic schedule and browse exhibitors, maps and general show info.

Get the guide by choosing one of the methods below:

- Download Guidebook from the Apple App Store or the Android Marketplace.
- Visit http://guidebook.com/getit from your phone’s browser.
- Scan the QR code below with your mobile phone. (A QR-code reader, such as Red Laser or Barcode Scanner, is required.)

The guide will be listed under the Download Guides section of the application. The app is compatible with iPhones, iPads, iPod Touches and Android devices. Windows Phone 7 and Blackberry users can access the same information via the mobile site at m.guidebook.com.
2012–13 CLEAR Board of Directors

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Past Presidents

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2007–08  Kathleen (Kate) R. Nosbisch, Va.
2008–09  Rosemary McCool, Colo.
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Conference Patron

Prometric
Prometric, a wholly-owned subsidiary of ETS, is a trusted provider of technology-enabled testing and assessment. Its market-leading test development and delivery solutions allow clients to develop and launch global testing programs as well as accurately measure program results and data.

Conference Sponsors

Comira  |  Iron Data  |  Pearson VUE

Conference Contributors

CPS HR Consulting  |  Heuristic Solutions  |  in1touchRE  |  Loyalist Exam Services  
ProExam  |  Questionmark  |  System Automation Corporation

Regulatory Expo & Exhibitor Showcase

Accela Inc.  |  Advanced Solutions International  |  Applied Measurement Professionals Inc.  
BrightLink  |  CaMLA  |  CE Broker  |  Comira  |  Continental Testing Services Inc.  
Council on Licensure, Enforcement & Regulation  |  CPS HR Consulting  |  CSDC Systems Inc.  
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Loyalist Exam Services  |  Pearson VUE  |  ProExam  |  Professional Licensing Report  |  Prometric  |  PSI  
Questionmark  |  Schroeder Measurement Technologies  |  System Automation Corporation

Exhibits are located in the Grand Foyer. Hours: Thursday, Oct. 3, 9 a.m.–7 p.m. and Friday, Oct. 4, 8 a.m.–2:30 p.m. Please see the insert in your conference bag for the Exhibit Hall floor plan and booth numbers.
### CLEAR’s 2013 Annual Educational Conference Agenda

#### Thursday, Oct. 3

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 AM</td>
<td>REGULATORS UNDER FIRE: COULD THE PRIVILEGE BE LOST?</td>
</tr>
<tr>
<td>7:30 AM</td>
<td>INVESTIGATOR ISSUES DISCUSSION GROUP</td>
</tr>
<tr>
<td>8 AM</td>
<td>GETTING THE MOST OUT OF CLEAR</td>
</tr>
<tr>
<td>8:30 AM</td>
<td>OPENING SESSION KEYNOTE</td>
</tr>
</tbody>
</table>

#### Friday, Oct. 4

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 AM</td>
<td>EXECUTIVE LEADERSHIP EARLY BIRD</td>
</tr>
<tr>
<td>7:30 AM</td>
<td>REGULATORY AGENCY ADMINISTRATORS EARLY BIRD</td>
</tr>
<tr>
<td>8 AM</td>
<td>ARE WE REALLY THAT DIFFERENT? CREATING A NATIONAL COMPETENCY PROFILE</td>
</tr>
<tr>
<td>8:30 AM</td>
<td>CONTINUING COMPETENCE: AN OVERVIEW (RESEARCH)</td>
</tr>
<tr>
<td>9 AM</td>
<td>HOW CLOSE IS TOO CLOSE? RELATIONSHIPS BETWEEN REGULATORS &amp; PROFESSIONAL ASSOCIATIONS</td>
</tr>
<tr>
<td>9:30 AM</td>
<td>MAKING REASONS REASONABLE</td>
</tr>
</tbody>
</table>

#### Saturday, Oct. 5

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 AM</td>
<td>NETWORKING BREAKFAST</td>
</tr>
<tr>
<td>7:30 AM</td>
<td>BREAK</td>
</tr>
<tr>
<td>8 AM</td>
<td>ACHIEVING TRANSFORMATIONAL CHANGE: REGULATING THE SOCIAL SERVICES WORKFORCE IN SCOTLAND</td>
</tr>
<tr>
<td>8:30 AM</td>
<td>BIZARRE INCIDENTS IN TESTING: WHAT DO YOU DO?</td>
</tr>
<tr>
<td>9 AM</td>
<td>THE BALANCE BETWEEN PUBLIC PROTECTION AND THE RIGHT TO EARN A LIVING (RESEARCH)</td>
</tr>
<tr>
<td>9:30 AM</td>
<td>HUMAN RIGHTS ISSUES</td>
</tr>
</tbody>
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**Key:**
- Preconference Session
- General Session
- Discussion Group
- Entry to Practice Issues
- Testing & Examination Issues
- Administration, Legislation & Policy
- Compliance & Discipline
- Networking
NEW THIS YEAR

Research Sessions
Given the current interest in evidence-based policymaking, the conference program includes several sessions that share research and evaluation data to increase and support evidence-informed regulation. These sessions are designated by (research) after the title. The goal of highlighting these research sessions is to share outcomes and learnings within and across regulatory organizations on topics of key importance; support best practice evaluation processes that serve to increase regulatory efficiency and effectiveness; promote rigor in policymaking that inspires public confidence; and support and further evidence-informed policy decision-making.

Strategic Networking and Engagement
We know that attendees come to the CLEAR Annual Educational Conference with different needs, priorities and areas of interest within the regulatory community. To facilitate connections with colleagues who have the same interests, we’ve provided an opportunity for you to identify which of the following topics—topics identified by CLEAR’s wide range of stakeholders—is of most interest to you. Attendees who signed up in advance were provided a color-coded button to make it easy to spot and connect with your regulatory colleagues with similar interests throughout the conference.

Color-Coded Buttons
- Technology and its Impact on Regulatory Activities—Red
- Mobility of Professionals—Blue
- Continuing Competency—Violet
- Economic Impact of Regulation—Green
- Testing and Assessment—Orange

Several opportunities to facilitate engagement with your fellow attendees have been designed for the conference. First, stop by the CLEAR booth in the Exhibit Hall (Booth #6). Here we’ll have extra buttons and sign-up sheets for each topic area if you didn’t select yours in advance. Also at the booth you’ll be able to download an electronic list of your fellow attendees from the same interest area, helping you connect both on-site and when you return home. At the CLEAR Networking Luncheon on Friday, we’ll offer discussion questions from each of the topic areas to help you share ideas with your table. Finally, don’t miss the Networking Breakfast on Saturday from 7:15–8:15 a.m. where you’ll break out into your various topic groups and have the opportunity to address your most pressing questions and issues.

THURSDAY, OCT. 3  7:30 A.M.–4 P.M.
Registration Open

THURSDAY, OCT. 3  8–11 A.M.
Regulators Under Fire: Could the Privilege Be Lost?
Grand A
Speakers from the U.S., Canada and the U.K. will examine the state of professional regulation in their jurisdictions and professions, using examples of how and where professional or occupational regulation may have “gone off the rails.” Panelists will offer a prognosis for the future and detail some possible solutions to this global and growing concern.

Coordinator
- Jim Dunsdon, principal, Dundee Consulting Group Ltd.

Moderator
- Leanne Matthes, policy consultant, College of Registered Nurses of Manitoba

Speakers
- Richard Steinecke, solicitor, Steinecke, Macuira and LeBlanc
- Jonathan Bracken, chief legal counsel, United Kingdom Health and Care Professions Council
- Carmen Catizone, executive director, National Association of Boards of Pharmacy
- Deanna Williams, supervisor, College of Denturists of Ontario
- Morris Kleiner, professor, University of Minnesota and Upjohn Institute for Employment Research

Learning Objectives
- Understand that the ability to regulate ourselves is a privilege that can be lost.
- Recognize why reputation matters and the risk of losing it.
- Describe why regulators were once “under the radar” but are now “under the microscope.”
- Explain why what happens in one jurisdiction matters to all.
- Discuss the importance of global trends.
- Identify what solutions are possible to retain our privilege.

THURSDAY, OCT. 3  9 A.M.–7 P.M.
Exhibit Hall Open
THURSDAY, OCT. 3 11 A.M.–NOON

Exhibit Hall Hour
Grand Foyer
Visit and build relationships with exhibitors from across North America during this dedicated hour. Explore how their products and services can assist you and your organization in promoting regulatory excellence. The Exhibit Hall will be open Thursday and Friday.

Investigator Issues Discussion Group
Grand H
This informative roundtable discussion group will cover topics such as social media, nonvictim complainants, managing complainants’ expectations, how cost cutting impacts investigations and electronic medical charts. Bring your questions and ask the experts from the CLEAR National Certified Investigator and Inspector Training (NCIT) Committee.

Table Facilitators
- John Bull, compliance manager, Maryland Board of Physical Therapy Examiners
- Nancy Godby, executive director, West Virginia Medical Imaging and Radiation Therapy Technology Board of Examiners
- Donna Kline, senior director, regulatory affairs, Institute of Chartered Accountants of Alberta
- Tracey Legary, manager, complaints resolution, College of Registered Nurses of Manitoba
- Nancy McLennan, director of standards enforcement, Institute of Chartered Accountants of Alberta

THURSDAY, OCT. 3 NOON–1 P.M.

Getting the Most Out of CLEAR
Grand F & G
This session offers each annual conference attendee information about CLEAR’s structure, function, mission and products. Bring your questions and get the answers. Current CLEAR members will be available to share with you and help you get the most out of your CLEAR membership.

Speaker
- Deanna Williams, president and principal partner, Dundee Consulting Group Ltd.
- Followed by table discussion led by current CLEAR members

THURSDAY, OCT. 3 1–2:15 P.M.

Opening Session Keynote
Grand D
When rules are too lax, the public is at risk. When they are too stringent, costs rise and people are denied opportunities and access to needed services. This talk will explore these issues and suggest ideas for reshaping the regulatory landscape to achieve the right balance.

Welcome
- Michelle Pedersen, CLEAR president, deputy director, Colorado Department of Regulatory Agencies

Opening Address
- Steven Lewis, president, Access Consulting Ltd.

THURSDAY, OCT. 3 2:15–2:45 P.M.

Refreshment Break and Networking
Grand Foyer Exhibit Hall
Meet the vendors and learn about their products and services at the Regulatory Expo and Exhibitor Showcase.

THURSDAY, OCT. 3 2:45–3:45 P.M.

The Responsive Regulator: Adapting Scopes to Public Need
Grand A
The role of the Registered Nurse Certified Prescriber was proposed by the College of Registered Nurses of Manitoba to address gaps in access to health services and increase capacity in the health care system. This enhanced scope of RN practice will have a significant impact on services related to vaccinations, cervical screening, sexually transmitted and bloodborne infections (STBBI) and access to contraception. In 2013, new legislation will provide authority to order and receive diagnostics, diagnose and prescribe medications in these areas.

Coordinator
- Pamela Gunn Matson, consultant, nursing practice, College of Registered Nurses of Manitoba

Moderator
- Cheryl Hamilton, deputy registrar, Saskatchewan Registered Nurses Association

Speakers
- Pamela Gunn Matson, consultant, nursing practice, College of Registered Nurses of Manitoba
- Deb Elias, director, practice and standards, College of Registered Nurses of Manitoba

Learning Objectives
- Explain the need for RN certified prescribers.
- Review the history and evaluation of RN prescribing.
- Describe the differences between RN(CP) and nurse practitioner (scope of practice).
- Summarize the development of a regulatory framework.
- Review standards of practice.
- Discuss competencies, education, policy and registration.
- Evaluate the effectiveness of the new nursing role.
- Explore the development and implementation of a new scope of practice.

**Test Security Analytics: Practical Considerations and Approaches**
**Grand C**
This session will review psychometric, legal and practical considerations in the use of security analytics to monitor and maintain the integrity of various types of credentialing examinations. The presenters in this session will draw from their expertise in psychometrics and law to describe operational research and legal practice with large, high-stakes assessment programs to highlight key issues, lessons and suggestions for practice.

**Coordinator**
- John Weiner, executive vice president and chief science officer, PSI Services LLC

**Moderator**
- John Weiner, executive vice president and chief science officer, PSI Services LLC

**Speakers**
- John Weiner, executive vice president and chief science officer, PSI Services LLC
- Jennifer Ancona Semko, partner, Baker McKenzie
- Amin Saia, psychometrician, PSI Services LLC

**Learning Objectives**
- Understand basic methods for monitoring test security and key considerations when applying them.
- Understand legal considerations in the use of forensic security results.
- Identify test security analytics that are practical and effective to implement, as well as limitations of applying test security analytics in detecting security problems.

**The Challenges of Raising Public Awareness and Visibility (research)**
**Grand B**
There are 26 regulated health professions in Ontario, all with mandates to regulate in the public interest. Twelve years ago, a multi-disciplinary communications committee was established to raise public awareness about the role of these regulatory bodies. This session will explore the rationale for the strategy, how the strategy evolved and the impact of various public education initiatives.

**Coordinator**
- Jill Hefley, associate director, communications, College of Physicians and Surgeons of Ontario

**Moderator**
- Mary Lou Gignac, registrar, College of Dietitians of Ontario

**Speaker**
- Jill Hefley, associate director, communications, College of Physicians and Surgeons of Ontario

**Learning Objectives**
- Recognize the application of Just Culture principles in sanction decisions.
- Identify four benefits of utilizing sanctioning guidelines.
- Gain experience with the use of sanctioning tools.
Streamlining Background Checks: Automation of the Fingerprint Process

Grand A
The Washington Office of the Insurance Commissioner (OIC) uses a combination of technology and outsourcing services to effectively streamline the mandatory fingerprint and background check process. Fingerprint services are now provided in seven testing sites and 20 vendor-operated sites located throughout the state. The OIC currently sends the Washington State Patrol and the FBI approximately 5,000 sets of prints annually. Results from electronically submitted fingerprints are typically received within eight business hours, relieving what was once a four-week backlog for issuing impending insurance licenses—saving time and money while ensuring consumer protection.

Coordinator
▪ Steve Hart, inspections and investigations coordinator, Kentucky Board of Pharmacy

Moderator
▪ Steve Hart, inspections and investigations coordinator, Kentucky Board of Pharmacy

Speakers
▪ Jeff Baughman, licensing and education program manager, Washington Office of the Insurance Commissioner
▪ Ken Zgraggen, national director, new business development, Pearson Vue

Practical Applications of Multiple Response Items

Grand C
As organizations strive to advance their examination programs, there is a constant need to identify new and improved methods to assess examinees beyond traditional multiple choice items. Historically, this has been done through the use of K-type items; however, one organization has found an alternative by converting K-type items into multiple response items. During this session, we will present the statistical differences between the items used in both formats and our experiences in working with SMEs to develop multiple response items.

Coordinator
▪ Cynthia D. Woodley, chief operations officer and psychometrician, Professional Testing Inc.

Moderator
▪ Cynthia D. Woodley, chief operations officer and psychometrician, Professional Testing Inc.

Speakers
▪ Adrienne W. Cadle, psychometrician, Professional Testing Inc.
▪ James T. Penrod, deputy executive director, Council of Landscape Architectural Registration Boards
▪ Corina M. Owens, psychometrician, Professional Testing Inc.

Learning Objectives
▪ Define K-type and multiple response items.
▪ Compare the difficulty and discrimination of K-type and multiple response items.
▪ Discuss the implications for future item writing practices.
▪ Provide recommendations on the implementation of multiple response items.

Striving for Excellence in Continuing Competence: Lessons Learned

Grand B
In 2009, the Ontario College of Social Workers and Social Service Workers introduced the Continuing Competence Program. This program focused the college’s resources on enhancing members’ capacity for self-reflection and countering some of the limitations of self-assessment through workshops for noncompliant members. We will discuss the results of our evaluation of these workshops, as well as the advantages, challenges, unanticipated consequences and lessons learned. We will also provide opportunities for participants to consider how these approaches could be integrated into other continuing competence models.

Coordinator
▪ Lise Betteridge, director of professional practice, Ontario College of Social Workers and Social Service Workers

Moderator
▪ Alison MacDonald, registrar, Saskatchewan Association of Social Workers

Speakers
▪ Lise Betteridge, director of professional practice, Ontario College of Social Workers and Social Service Workers
▪ Ellen Kampf, professional practice associate, Ontario College of Social Workers and Social Service Workers

Learning Objectives
▪ Understand the ways members’ commitment to continuing competence can be enhanced.
▪ Understand the value of self-reflection, as well as approaches to overcome limitations to self-assessment.
▪ Explore ideas for enhancing support for members fulfilling continuing competence requirements in their own regulatory context.

Cross-board Collaboration in Disciplinary Matters

Grand H
Healthcare policy frequently seeks to promote more effective integrated care for patients, as healthcare professionals are ex-
pected to work as part of multidisciplinary teams. Yet the regu-
lators of healthcare professionals exercise their compliance
and discipline functions independently of one another. This
can lead to inefficiencies as each regulator maintains an inde-
pendent infrastructure to address compliance and discipline is-
sues. This session will examine how regulators can collaborate
through the development of shared services in compliance
and discipline matters and suggest ways in which the public
interest can best be served by following this approach.

Coordinator
§ Ginny Hanrahan, CEO/registrar for CORU—Regulating
Health and Social Care Professionals in Ireland

Moderator
§ Ginny Hanrahan, CEO/registrar for CORU—Regulating
Health and Social Care Professionals in Ireland

Speaker
§ Ciara McGoldrick, acting registrar and head of fitness to
practise and legal affairs, The Pharmaceutical Society of
Ireland

Learning Objectives
§ Describe the potential benefits of greater collaboration.
§ Identify ways to promote consistency and excellence in
decision-making.
§ Discuss the potential for cost efficiencies in disciplinary
matters.
§ Understand what regulators are doing internationally in
relation to shared services in disciplinary matters.
§ Define the challenges in implementing new disciplinary
models.

FRIDAY, OCT. 4 7:15–8:15 A.M.
Executive Leadership Early Bird Session
Grand F & G
CLEAR’s Executive Leadership Program for Regulators is
unlike any other leadership training you’ll experience and is
not one to miss! Benefit from this preview session specially
designed to offer a sample of the training experience. This
session will provide a better understanding of the overall pro-
gram and will allow you to experience its relevance to your
work. Come join us, then consider enrolling yourself and your
management staff in one of our scheduled future program
offerings or bringing the training to your jurisdiction.

Speaker
§ David Montgomery, administrator, Nebraska Department
of Health and Human Services, Division of Public Health

Regulatory Agency Administrators
Early Bird Session
Grand H
This forum, facilitated by the Regulatory Agency Administra-
tion committee, provides the opportunity for executive staff
and administrators of regulatory bodies to discuss topics of
current interest. This year’s session will focus on two topics:

§ Risk assessment: What risks do regulators face in the areas
of governance, policy, decision-making and operations?
§ Getting information out to the public—proactive versus
reactive: How do regulators serving in the public interest
get the public interested? Share your best practices and
strategies for providing opportunities for public input and
informing the public about our work and policy decisions.

Attendees are invited to bring their own experiences and
questions, as we continue to strive for regulatory excellence.

Table Facilitators
§ Members of the CLEAR Regulatory Agency Administration
committee

THURSDAY, OCT. 3 6–7 P.M.
Opening Reception
Grand Foyer Exhibit Hall
Welcome to St. Louis! Join us in the Exhibit Hall to meet the
vendors and network with colleagues. Don’t miss the raffle
prize give-aways.

FRIDAY, OCT. 4 7–8:30 A.M.
Continental Breakfast
Grand Foyer Exhibit Hall
Sponsored by System Automation Corporation

FRIDAY, OCT. 4 7:30 A.M.–4 P.M.
Registration Open

FRIDAY, OCT. 4 8 A.M.–2:30 P.M.
Exhibit Hall Open

FRIDAY, OCT. 4 8:30–10 A.M.
Are We Really that Different?
Creating a National Competency Profile
Grand C
This interactive session will describe best practices related
to the conduct of national studies of professions that were
previously unregulated or regulated at the jurisdictional level only. Examples of the dynamic issues to be faced—including cultural, stakeholder and regional differences—will provide a context for creating a description of practice that harmonizes such differences and provides the basis for identifying entry-level competencies and the development of a national examination. Members of the audience will be asked to provide similar examples, including problems and solutions.

Coordinator
- Sandra Greenberg, vice president for research and advisory services, Professional Examination Service

Moderator
- Sandra Greenberg, vice president for research and advisory services, Professional Examination Service

Speakers
- Frederica Wilson, senior director, regulatory and public affairs, Federation of Law Societies of Canada
- Deanna Williams, supervisor, College of Denturists of Ontario
- Patricia M. Muenzen, director of research programs, Professional Examination Service

Learning Objectives
- Identify and deal with the political issues that arise when creating a national description of practice across jurisdictions.
- Reconcile the diverse perspectives of regulators, educators and practitioners.
- Validate the description of practice across jurisdictions and develop a competency profile.
- Translate a national competency profile into examination specifications.

Continuing Competence: An Overview (research)
Grand F & G
This session will review the trends surrounding continued competence, discuss the precise purpose of a continuing competence program and review types of activities considered to aid in the maintenance or enhancement of competence. The presenters will share the findings from a recently released ICE research study, as well as additional research studies, which will then be examined for practical applicability through the experience of one credentialing organization’s approach to continued competence.

Coordinator
- Tara Mohammed, operations associate, Institute for Credentialing Excellence

Moderator
- Denise Roosendaal, executive director, Institute for Credentialing Excellence

Speakers
- Denise Fandel, executive director, National Athletic Trainers’ Association Board of Certification Inc. (BOC)
- James P. Henderson, executive vice president and senior psychometrician, CASTLE Worldwide Inc.

Learning Objectives
- Understand the concepts and terminology of continuing competence as well as a framework for measurement.
- Describe the implementation steps for creating a continuing competence program.
- Summarize the application of these concepts through a case study.

How Close Is Too Close? Relationships Between Regulators and Professional Associations
Grand A
This session will explore a variety of perspectives on association and regulator relationships such as the apprehension of bias and conflict of interests at the board table and their potential impact on public trust. It will also show how leadership is important in resetting the focus on public interest.

Coordinator
- Mary Lou Gignac, registrar and executive director, College of Dietitians of Ontario

Moderator
- Tan Crombie, policy analyst, policy and research unit, Ontario College of Teachers

Speakers
- Regina Dinger, executive director, Alabama Board of Licensure for Professional Engineers and Professional Land Surveyors
- Joe Jamieson, deputy registrar, Ontario College of Teachers
- Mary Lou Gignac, registrar and executive director, College of Dietitians of Ontario
- Duncan Rudkin, chief executive and registrar, The General Pharmaceutical Council

Learning Objectives
- Describe the benefits of an appropriate relationship with the professional association(s) that represent the profession(s) being regulated.
- Recognize the risks associated with being or being perceived to be too closely aligned with the association(s) of the profession(s) being regulated.
- Gain insight into the impact of effective leadership and strategies that are being employed to build appropriate relationships that foster public trust.
Making Reasons Reasonable

**Grand B**

Members of regulatory bodies can benefit from guidance on how to formulate and articulate decisions that will stand up to judicial scrutiny and act as meaningful precedents. This session is aimed at arriving at sound decisions for discipline hearings, but the information provided is relevant to all decision-makers. This session will include a discussion of why reasons are important; addressing evidence; adequacy of reasons; credibility of witnesses; corroboration; articulating the decision-maker's logic; reasons for sanctions; and mistakes to avoid.

**Coordinator**
- Alison MacDonald, executive director and registrar, Saskatchewan Association of Social Workers

**Moderator**
- Chuck Friedman, consultant

**Speakers**
- Alison MacDonald, executive director and registrar, Saskatchewan Association of Social Workers
- Karen A. Smith, Parlee McLaws LLP

**Learning Objectives**
- Explain why reasons are required.
- Identify characteristics of your audience.
- Recognize the elements appellate bodies are looking for in decisions from a regulatory body.
- Identify methods to improve decision-making.
- Develop a template for written decisions.

FRIDAY, OCT. 4 10–10:30 A.M.

**Refreshment Break & Networking**

Grand Foyer Exhibit Hall

Regulating to the Lowest Common Denominator — Is it Appropriate?

**Grand B**

Using Cayton’s “Right Touch Regulation” model as a foundation, this session will examine the public risks which drive the need for entry-to-practice standards within a regulated profession and the risk mitigation outcomes which help define how high or low those standards are set. Regulators face pressure to avoid creating artificial barriers for access to professions. This means setting the bar as low as practical to achieve the desired level of public protection. How do regulators balance this against the primary duty to protect the public interest? Can a regulator promote excellence while enforcing only minimum standards?

**Coordinator**
- Bruce Matthews, deputy registrar, regulatory compliance, Real Estate Council of Ontario

**Moderator**
- Deanna Williams, supervisor, College of Denturists of Ontario

**Speaker**
- Bruce Matthews, deputy registrar, regulatory compliance, Real Estate Council of Ontario

**Learning Objectives**
- Draw attention to the relationship between regulation and risk mitigation as it pertains to setting standards of initial qualification and entry to practice.
- Gain a broader perspective on the concept of minimal acceptable standards and the impact on professionalism and public perception of professions and occupations.
- Generate discussion about regulators catering to the lowest common denominator within a profession and the pressures to avoid creating barriers or limiting access to practice.

Accommodations and Technology

**Grand A**

The session will focus on the use of assistive technologies that may be provided to candidates requesting testing accommodations. Discussion topics will include: determining whether a technological solution is appropriate; coordinating candidate expectations and available technology; integrating the technology solution with available human resources; considering visual, audio and interactive features; implementing assistive technologies in various delivery modalities; anticipating and managing test security; and providing a smooth testing experience for the candidate.

**Coordinator**
- Sara Cowling, client service manager, client services and sales, Prometric

**Moderator**
- Sara Cowling, client service manager, client services and sales, Prometric

**Speakers**
- Marlene Dunham, program director, Professional Examination Service
- Ruth C. Loew, assistant director, Office of Disability Policy, Educational Testing Service
- Joseph Maher, director, global testing accommodations, Prometric
Learning Objectives
- Describe the assistive technologies available for delivering exams in various modalities.
- Link the type of technology available to the respective test taker’s needs.
- Identify potential challenges in using assistive technologies.
- Describe research underway to create and implement new technology solutions for testing accommodations.

Risky Business: Effective Governance and Operations
Grand F & G
This seminar will offer a practical approach and tools for risk identification, evaluation and mitigation. The role of regulatory boards and councils and senior staff in risk evaluation and management will be discussed using a case study approach, which will include practical tools for identifying, assessing, mitigating and managing risk. This session will be useful for governors (board and council members) of regulatory organizations and senior staff administrators, all of whom play critical, yet unique, roles in addressing organizational risk.

Coordinator
- Karen Fryday-Field, senior partner, Meridian Edge Management & Governance Consulting

Moderator
- Nancy Godby, executive director, West Virginia Medical Imaging and Radiation Therapy Technology Board of Examiners

Speakers
- Karen Fryday-Field, senior partner, Meridian Edge Management & Governance Consulting
- Kathy Wilkie, registrar and executive director, College of Medical Laboratory Technologists of Ontario

Learning Objectives
- Understand why organization risk assessment should be considered as a critical component of effective governance and management for excellent regulatory practice.
- Identify the key components of a risk assessment relevant for the governing body and management team of regulatory organizations.
- Suggest strategies which can be employed by regulatory governing bodies to minimize and mitigate risk.
- Apply these concepts and strategies in a brief case study.

Conducting Top-Tier Investigations
Grand C
Investigators working in the field of regulation have experienced an increase in the level of scrutiny applied to their work. This session will address where weaknesses in investigations are commonly found, how defense attorneys introduce allegations of bias, what to expect during cross examination, and how appropriate case management will protect the integrity of your investigations and your reputation.

Coordinator
- Tracey Legary, manager, complaints resolution, College of Registered Nurses of Manitoba

Moderator
- Tracey Legary, manager, complaints resolution, College of Registered Nurses of Manitoba

Speakers
- Dean Benard, president, Benard + Associates Inc.
- Bonni Ellis, partner, Ellis Smith Mendicino LLP
- Marco Mendicino, partner, Ellis Smith Mendicino LLP

Learning Objectives
- Discuss ways to avoid common weaknesses in investigations.
- Describe how to prepare for giving testimony.
- Identify ways to maintain an unbiased approach at all times.
- Explore how to effectively manage cases.
- Review practical tips for investigation work: report writing, evidence collection and safeguarding, interviewing and case management.

FRIDAY, OCT. 4  NOON–1:30 P.M.
CLEAR Networking Luncheon and 2013 Awards Presentation
Grand D
CLEAR president, Michelle Pedersen, presents the 2013 CLEAR Awards. Please see pages 4–5 for information about the awards and this year’s recipients.

FRIDAY, OCT. 4  1:30–2:30 P.M.
Dessert Stations & Informal Networking
Grand Foyer Exhibit Hall
Don’t leave the conference without taking the opportunity to meet with the vendors and see the new technologies, products and services that they have to offer. The Regulatory Expo and Exhibitor Showcase closes at 2:30 p.m.

FRIDAY, OCT. 4  2:30–4 P.M.
Two Countries: Trends and Regulatory Implications for Credential Evaluation
Grand H
With the broadening diversity of internationally educated
professionals seeking to practice outside their country of education, regulatory bodies in destination countries are faced with challenges and responsibilities for determining the eligibility of these applicants for entry to practice. Increasingly, regulatory bodies have turned to credential evaluation to assist them. Some regulators do it themselves, while others have outsourced. This session will present the trends, implications and some lessons learned in credential evaluation of internationally educated professionals.

Coordinator
- André Gariépy, commissioner for complaints concerning the recognition of professional competence, Office of the Professions of Québec

Moderator
- André Gariépy, commissioner for complaints concerning the recognition of professional competence, Office of the Professions of Québec

Speakers
- Julia Yuen-Heung To Dutka, strategist, Commission on Graduates of Foreign Nursing Schools
- Christine Nielsen, chief executive officer, Canadian Society for Medical Laboratory Science; chair, Canadian National Network of Associations of Regulators

Learning Objectives
- Understand the difference between academic credential evaluation and a prior learning assessment.
- Assess systems of evaluation for fairness, openness, transparency and objectivity.
- Appreciate the complexity of assessments.
- Consider different approaches to entry to practice evaluation for clients trained out of the jurisdiction.
- Compare the conflicting expectations of government agencies, credentialing bodies, the profession and the immigrant.

Research in Exam Issues: What’s Happening Now? (research)

Grand A
Representatives from testing companies will present research that impacts assessment in licensure, including exam statistics for small groups of candidates, passing scores for non-traditional multiple choice (MC) tests, the stability of Objective Structured Clinical Examination (OSCE) examiners’ inherent standards of performance across populations of examinees, and transitioning from paper examinations to computer-based testing (CBT).

Coordinator
- Steven Nettles, program director, psychometrics, Applied Measurement Professionals Inc.

Moderator
- Chuck Friedman, consultant

Speakers
- Daniel H. Breidenbach, program director, psychometrics, Applied Measurement Professionals Inc.
- Steven Nettles, program director, psychometrics, Applied Measurement Professionals Inc.
- Jodi Herold, psychometric consultant, Toronto, Ontario
- Reed Castle, executive vice president and partner, Professional Testing Inc.

Politics and Economics: Who’s Driving Regulation?

Grand B
Increasingly the lens through which politicians observe professional regulatory behavior is shaping policy and accountability. So what do politicians and public policymakers really think about profession-based regulation in 2013? Panelists representing the economic and political perspective of their jurisdictions will share ideas and provide a regulatory reaction and perspective to the political commentary.

Coordinator
- Jan Robinson, registrar and CEO, College of Veterinarians of Ontario

Moderator
- Ginny Hanrahan, CEO and registrar for CORU—Regulating Health and Social Care Professionals in Ireland

Speakers
- Lesleyanne Hawthorne, professor, international health workforce, University of Melbourne, Australia
- Gordon Dixon, agency director, Virginia Department of Professional and Occupational Regulation
- Aidan Horan, executive director, Institute of Public Administration, Dublin, Ireland
• Irwin Fefergrad, registrar, Royal College of Dental Surgeons of Ontario

Learning Objectives
• Gain perspective on a global view of profession-based regulation.
• Appreciate the view of governments on how the regulation of professions enhances or impedes public policy.
• Consider how external perspectives should or might affect our regulatory policy agendas.
• Gain considerations for future strategic planning for regulatory organizations.

Professional Accountability: The Regulator’s Response to Incapacity

Grand C
This session highlights how relational regulation proactively protects the public. Models for treatment and management of incapacity will be provided. The session will demonstrate how monitoring a professional’s recovery benefits the public, the profession and the individual.

Coordinator
• Steve Hart, inspections and investigations coordinator, Kentucky Board of Pharmacy

Moderator
• Cynthia Johansen, registrar and chief executive officer, College of Registered Nurses of British Columbia

Speakers
• Brian Fingerson, consultant, Pharmacist Recovery Network, Kentucky Board of Pharmacy
• Jacinta MacKinnon, professional conduct review consultant, College of Registered Nurses of British Columbia
• Deborah Charrois, professional advocacy officer, British Columbia Nurses’ Union

Learning Objectives
• Explore options discipline boards may consider when addressing the licensee who is seeking the return of their license after having been identified as having an impairment.
• Identify various ways the licensee can demonstrate accountability to the board.
• Role play the part of a board member using case studies.
• Understand what prevents registrants from removing themselves from practice and reporting to their regulatory body when they are ill.
• Understand how relational regulation provides proactive public protection.
• Identify the best practices for ensuring that registrants are able to provide safe public care.
• Understand how the tension between the role of a regulator and an advocate can be used effectively to provide public protection.
• Identify how to establish gold standard monitoring of registrants to ensure ongoing health and the ability to meet professional standards.

FRIDAY, OCT. 4  4:15–5:15 P.M.

Roundtable Discussion: Resilient Registrants: Supporting Regulators’ Expectations

Grand H
A fit and proper registrant must consistently perform to a high standard of work, despite dealing with challenging issues in his or her personal or professional life. This calls on registrants to be resilient and able to perform to the best standards possible. “Doing your best in the worst of days” may be a summary of the expectations of service providers. Is there a role for regulators in prescribing what this looks like to registrants?

Coordinator & Moderator
• Ginny Hanrahan, CEO and registrar for CORU—Regulating Health and Social Care Professionals in Ireland

Learning Objectives
• Understand research on what makes a worker resilient.
• Describe how these skills and requirements should be considered when setting standards expected of registrants.
• Explore the potential impact of up-to-date research in this area on regulation.

Roundtable Discussion: Re-entry to Practice: Experience Issues

Grand F & G
Regulated professionals possess perishable skills. When a former practitioner seeks to be reinstated, how can the regulator satisfy itself that the individual’s skills are at an acceptable level? This session will provide a brief overview of the considerations in setting limits for recent experience, followed by a group discussion regarding the processes arising from these considerations and the associated benefits and risks.

Coordinator & Moderator
• Bruce Matthews, deputy registrar, regulatory compliance, Real Estate Council of Ontario

FRIDAY, OCT. 4  6–7 P.M.

Upcoming Host Reception

Gateway, 18th Floor
Come network with colleagues and get a flavor of next year’s conference destination: New Orleans. Don’t miss the raffle prize give-aways!
Networking Breakfast

Networking options throughout the conference, culminating in the Networking Breakfast, will be designed to connect you with fellow attendees who can have the greatest impact on your conference experience.

Registration Open

Achieving Transformational Change: Regulating the Social Services Workforce in Scotland

Scotland has taken a unique approach to the regulation of the social services workforce. The introduction of a qualifications-based model of regulation to a largely unqualified workforce has driven up standards of learning and practice, achieving transformational change, particularly in the early years workforce. This session will explore how the Scottish Social Services Council supported the development of a new profession through mandatory registration. Attendees will have the opportunity to discuss and explore how our experience could inform your regulatory activities and have the opportunity to try out our mobile technology applications.

Coordinator

- Victoria McDonald, PA to the director of sector development, Scottish Social Services Council

Moderator

- Frances Scott, workforce development and planning manager, Scottish Social Services Council

Speakers

- Anna Fowlie, chief executive, Scottish Social Services Council
- Mairi-Anne Macdonald, director of sector development, Scottish Social Services Council
- Frances Scott, workforce development and planning manager, Scottish Social Services Council

Learning Objectives

- Discuss the challenges and opportunities the Scottish Social Services Council experienced in introducing regulation for the emerging profession of social care in Scotland.
- Describe the rationale for the approach taken to introduce the regulation of the social care workforce in Scotland and the impact this has had on learning, development and standards of practice across the country.
- Recognize how our learning can be applied by other regulatory bodies, and how the Scottish Social Services Council, as a key partner in a European research project, shared learning approaches across multi-disciplinary fields.
- Understand how and why the Scottish Social Services Council is developing technology to creatively support regulation, learning and development.

Bizarre Incidents in Testing: What Do You Do?

The session will summarize the results of a CLEAR membership survey about bizarre incidents in testing. Candidates engage in all sorts of interesting behavior, whether from nervousness or just colorful personalities. The incidents will be presented as case studies, including detailed descriptions of and remedies for these bizarre incidents.

Coordinator

- Tadas Dabsys, executive vice president, PSI Services LLC

Moderator

- Tadas Dabsys, executive vice president, PSI Services LLC

Speakers

- Jennifer Reed, marketing manager, Applied Measurement Professionals Inc.
- Sarah J. Wennik, supervisor, content development, Pearson VUE

Learning Objectives

- Apply appropriate reactions and solutions to bizarre behavior of testing candidates to ensure valid and reliable test results.

The Balance Between Public Protection and the Right to Earn a Living (research)

An important part of ensuring excellence in the regulation of occupations is finding the right balance between protecting public health and safety and benefits of labor market competition to consumers and citizens. This session will present findings from recent policy and economics research, implications from a recent court decision on licensure, and model legislation on occupational regulation.

Coordinator

- Dick M. Carpenter, director of strategic research, Institute for Justice; professor, University of Colorado

Moderator

- Chris Gerlach, Dakota County commissioner; former senator, Minnesota Senate
Learning Objectives
- Recognize and implement an effective balance between protecting public welfare through regulation and allowing for occupational practice.
- Understand potential costs of regulation.
- Design regulations in light of recent court decisions.
- Align the need for licensure with regulatory options.

Human Rights Issues
Grand H
While we typically associate human rights issues with examination and registration or licensing processes, they are arising in discipline hearings with increasing frequency. This session covers U.S. and Canadian laws applicable to both the discipline hearing process (e.g., accommodating requests relating to disability or religion) and merits (e.g., selective prosecution based on race, country of origin, creed or gender).

Coordinator
- Lori Long, manager
  Royal College of Dental Surgeons of Ontario

Moderator
- Lori Long, manager
  Royal College of Dental Surgeons of Ontario

Speakers
- Richard Steinecke, partner, Steinecke Maciura LeBlanc Barristers & Solicitors
- Amigo R. Wade, senior attorney, principal, Virginia Division of Legislative Services

Learning Objectives
- Identify human rights issues as they arise so as to consult with their legal counsel.
- Differentiate procedural issues from substantive ones.
- Formulate accommodation mechanisms when necessary.
- Define a basis to assess the risk of substantive human rights challenges.

SATURDAY, OCT. 5
10–10:30 A.M.

Refreshment Break & Networking
Grand Foyer
Learning Objectives
- Ask timely and practical questions and receive responses from experienced testing experts.
- Address topics that may not be covered in other conference sessions.
- Share experiences with other examination programs.
- Discuss multiple approaches to address program challenges.

What Keeps Me Up at Night?
Grand H
Panelists will discuss several familiar and emerging issues in regulation. Topics to be discussed may include right-touch regulation, negative regulation, preventative regulation, deregulation, the emergence of occupational regulation, the role of the regulator in fostering professionalism, and the emergence of national regulation in some jurisdictions.

Coordinator
- Leanne Matthes, policy consultant, College of Registered Nurses of Manitoba

Moderator
- Leanne Matthes, policy consultant, College of Registered Nurses of Manitoba

Speakers
- Bruce Matthews, deputy registrar, regulatory compliance, Real Estate Council of Ontario
- Marc Seale, chief executive and registrar, United Kingdom Health and Care Professions Council
- Regina Dinger, executive director, Alabama Board of Licensure for Professional Engineers and Professional Land Surveyors

Learning Objectives
- Gain an understanding of emerging issues in regulation in the U.S., Canada and the U.K.
- Learn from panel members’ experiences with these topics.

The Top Ten Recent Cases You Need to Know About: 2013
Grand G
This session will analyze recent regulatory law cases in Canada and the U.S., pulling together themes and highlighting inconsistencies. The session will also provide tips for applying those decisions in the regulatory setting.

Coordinator
- Lori Long, manager, Royal College of Dental Surgeons of Ontario

Moderator
- Lori Long, manager, Royal College of Dental Surgeons of Ontario

Speakers
- Amigo R. Wade, senior attorney, principal, Virginia Division of Legislative Services
- Bernie LeBlanc, partner, Steinecke Maciura LeBlanc Barristers & Solicitors
- Richard Steinecke, partner, Steinecke Maciura LeBlanc Barristers & Solicitors

Learning Objectives
- Discuss the most recent cases of interest to regulators and learn how to apply the principles from those cases to your organization’s practices.

WHAT’S NEXT AT CLEAR?

2014 Mid-year Business Meeting
San Antonio | Jan. 9–11, 2014

CLEAR Learning at the Annual Educational Conference
New Orleans | Sept. 8–11, 2014
- NCIT Basic & Specialized Programs | Sept. 8–10
- Executive Leadership Program for Regulators | Sept. 8–10
- Board Member Training Program | Sept. 10
- Committee Meetings | Sept. 10–11

2014 Annual Educational Conference & Regulatory Expo
New Orleans | Sept. 11–13
Hyatt Regency St. Louis at The Arch

DIRECTIONS
By car from Lambert Field International Airport (15 miles): Take I-70 East to Memorial Drive exit. Go straight on Memorial Drive. Turn right onto Market Street. Turn right onto North 4th Street. Turn right onto Chestnut Street – hotel on left.
Iron Data offers integrated licensing and enforcement solutions specifically designed for regulatory agencies of all sizes. Our flexible solutions are tailored to meet the unique requirements of diverse agencies from single autonomous boards to multi-board agencies and large centralized departments.

Our comprehensive solutions include back office solutions, online portals, and mobile inspection solutions all supported by integrated reporting and analytics tools, document management and a comprehensive workflow engine.

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- Consolidate all of your agency’s licensing and enforcement activities in a centralized database
- Improve public protection by investigating citizen complaints in a timely manner
- Provide online self-service tools for applicants, licensees and the public
- Improve information-sharing and decision-making with advanced reporting and analytics
- Reduce printing, mailing and storage costs with integrated document management system
- Automate manual tasks to shift more resources to enforcement activities
- Reduce processing times for license applications and renewals
- Empower inspectors to conduct more timely and frequent inspections

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