

# Glossary of Terms

**Adult interdependent partner** – A person is the adult interdependent partner of another person if the person has lived with the other person in a relationship of interdependence for a continuous period of not less than 3 years; or of some permanence, if there is a child of the relationship by birth or adoption; or if the person has entered into an adult interdependent partner agreement with another person but does not include a former adult interdependent partner.

**Adult interdependent partner relationship** – A relationship outside of marriage in which two people: share one another's lives; are emotionally committed to one another; and, function as an economic and domestic unit. A person who is a spouse cannot be part of an adult interdependent relationship.

**Boundary crossings** – These occur when the behaviour of the Hearing Aid Practitioner deviates from the accepted boundaries of a therapeutic relationship. Normally, behaviours such as giving or receiving gifts, and self-disclosure are not part of hearing aid practice and are generally inappropriate behaviours in a therapeutic relationship.

**Boundary violations** – These are deliberate inappropriate behaviours on the part of the Hearing Aid Practitioner that violate the therapeutic relationship. These behaviours do not contribute to fulfilling the established treatment goals for the client and are never acceptable!

**Child sexual abuse** – This is the improper exposure of a child to sexual contact, activity or behaviour. This includes all forms of sexual contact, forced oral contact (kissing), groping, grabbing, vaginal or anal penetration, and oral genital contact (oral sex) as well as exposure to pornography and exhibitionism. Child sexual abuse also includes asking the child to sexually touch another person, even if contact does not occur.

**Client** – “Client” is synonymous with “patient” and means an individual who receives a hearing aid service from a regulated member. A client remains a client until one year has passed from the last date a hearing aid service was provided to the former client by a regulated member.

**Code of ethics** – The CHAPA Code of Ethics as adopted by Council.

**Coercion** – Coercion is when someone uses manipulation, pressure, force or threats of force to make someone do something they don't want to do. Using coercive tactics to force someone else into sexual contact is sexual assault because it is not voluntary consent.

**Complaints director** – The person appointed by Council to receive and act upon any complaints received from patients, employers or the public related to sexual abuse, sexual misconduct or other unprofessional conduct.

**Conduct** – Includes an act or omission. For example, failure to report sexual abuse or sexual misconduct is unprofessional conduct.

**Consent** – Consent is a voluntary agreement to engage in sexual contact. However, it is NOT consent if: a) it is given by someone else; b) there is an abuse of power, trust or authority; c) a person has said “no”, or implied no, through words or actions; d) a person is incapacitated due to alcohol or drugs; or e) a person withdraws consent or changes their mind.

**Document** – Includes recorded information in written, photographic, magnetic, electronic or other form.

**Incapacitated** – Suffering from a physical, mental or emotional condition or disorder or an addiction to alcohol or drugs or other chemicals that impairs the ability of to provide professional services in a safe and competent manner.

**Informed consent** – A client’s voluntary decision about hearing aid service that is made with the knowledge and understanding of the benefits, risks and options.

**Power imbalance** – In the practitioner-client relationship, the Hearing Aid Practitioner holds the balance of power due to his/her position as a health care provider, specific auditory knowledge and the client’s dependence on the member to provide the care needed. Regulated members have access to personal information about the client and have influence over the treatment provided adding to the imbalance.

**Professional boundaries** – These are rules that set limits and clearly define the safe, therapeutic connection between the Hearing Aid Practitioner and the client. Boundaries are laid out in legislation, regulation, practice standards and code of ethics.

**Professional interaction** – The Hearing Aid Practitioner participates in the delivery of hearing care and/or treatment for a client for the majority of the appointment. The service(s) provided would reasonably be expected to result in an entry to the client record and/or billing for services to the client or third party on behalf of the client.

**Self-care** – An array of actions that a person can take to promote general health and/or as a component in the management of health problems. These activities range from eating well and exercising to adhering to medication and treatment plans.

**Sensitive practice** – Providing treatment for clients who may be survivors of sexual, physical, psychological, and/or emotional abuse in a manner that is sensitive to their needs without inadvertently re-traumatizing them.

**Sexual abuse** – Any threatened, attempted or actual conduct of a regulated member towards a client that is of a sexual nature and includes any of the following conduct:

- Sexual intercourse between regulated member and a client of that regulated member;
- Genital to genital, genital to anal, oral to genital, or oral to anal contact between a regulated member and a client of that regulated member;
- Masturbation of a regulated member’s client by that regulated member;

- Encouraging a regulated member's client to masturbate in the presence of that regulated member;
- Touching of a sexual nature of a client's genitals, anus, breasts or buttocks by a regulated member.

**Sexual assault** – Any type of sexual contact without voluntary consent. This includes forced oral contact (kissing), groping, grabbing, oral-genital contact (oral sex), vaginal and anal penetration. Consent is defined as a voluntary agreement of the complainant to engage in the sexual activity in question. (*Section 273.1, Criminal Code of Canada*).

**Sexual misconduct** – Any incident or repeated incidents of objectionable or unwelcome conduct, behaviour or remarks of a sexual nature by a regulated member towards a client that the regulated member knows or ought reasonably to know will or would cause offense or humiliation to the client or adversely affect the client's health and well-being but does not include sexual abuse.

**Sexual nature** – Behaviour or language related to sex, but does not include any conduct, behaviour or remarks that are appropriate to the service provided.

**Sexual relationship** – The totality of the relationship between two people, when the relationship has some sexual element, including any sexual activity between a regulated member and a client.

**Spouse** – A person who is legally married to another.

**Standards of practice** – The CHAPA Standards of Practice as adopted by the College Council laying out the required standards for professional practice of regulated Hearing Aid Practitioners.

**Survivor** – A term frequently used when referring to persons who have experienced sexual abuse. Survivor acknowledges the strength and resourcefulness of individuals who have lived through the experience.

**Unprofessional conduct** – Conduct of one or more of the following, whether or not it is disgraceful or dishonourable:

- Displaying a lack of knowledge, skill or judgment in the provision of professional services;
- Contravention of the *HPA*, college's code of ethics or standards of practice;
- Claiming to be a member in good standing while registration or practice permit is suspended, cancelled or subject to conditions;
- Failure or refusal to comply with a request of, or co-operate with, an investigator;
- Failure or refusal to comply with a notice to attend or a notice to produce;
- Conduct that harms the integrity of the regulated profession.

**Victim** – This term often refers to a person who has been sexually abused or harassed.