

## Emergency Medical Assistants Licensing Board

<b>Authorization for Representative during the EMA Complaints Process – EMALB 2016-17</b>  <b>Responsible Branch: Emergency Medical Assistants (EMA) Licensing Branch</b>  <b>Board Officer</b> <b>Contact: <a href="mailto:makeacomplaint@gov.bc.ca">makeacomplaint@gov.bc.ca</a></b>	<b>Reference Information (Manual, page number, chapter):</b>
	<b>Replaces former policy: May 9, 2011</b>
	<b>Date Effective: May 9, 2011</b>
	<b>Last Update: January 18, 2018</b>
	<b>Next Review Date: January 19, 2020</b>
<b>Keywords</b>	<b>Complaints, representation</b>

### 1. Policy Rationale & Purpose:

The purpose of this policy is to outline how and when an Emergency Medical Assistant (EMA) may authorize an individual as their representative in the EMA complaints process.

### 2. Policy Scope

This policy applies to all EMAs against whom the Board has received a complaint about their conduct or competence and who would like to authorize a representative to speak and/or correspond on their behalf with the EMA Licensing Board. The Board will only discuss cases with a third party for whom this authorization has been received.

### 3. Policy Statement:

In the event the Board receives a complaint about the conduct or competence of an EMA, an EMA may authorize an individual to represent them to the Board in the matter. The EMA must complete and submit the [EMA Licensing Board Authorization of Representative form](#) which can be found on the Board's website.

The EMA may appoint one representative who:

- a) Is of the age of majority, and
- b) Is not a witness to or otherwise directly involved in the alleged events.

Upon receipt of the form, the Board will correspond directly with the representative. All correspondence will be addressed to the representative and copied to the EMA until such time as the matter is referred to the Investigation Committee. If a complaint is referred to the Investigation Committee, correspondence will be directly with the EMA.

The EMA may have the representative present during proceedings as part of the complaint investigation by the Investigation Committee however; the representative cannot speak on behalf of the EMA.

The EMA has the right to terminate their representative authorization at any time.

The Board has the right to deal directly with the EMA if they are of the opinion that the representative is not working in the EMA's best interest or is obstructing the Board's complaint process.

If the EMA retains counsel, the authorization of representation is revoked.

**4. Legal Authority:**

[Emergency Health Services Act Section 7](#)

**5. Key Stakeholders:**

EMAs against whom the Board has received a complaint about their conduct or competence.

**Originally reviewed and approved by the EMA Licensing Board: May 9, 2011**

**Reviewed by the EMA Licensing Branch Director on: August 10, 2016**

**Date approved: May 9, 2011**

**Update Drafted by: Jane Holt**