

# **ACLS PRACTICE REVIEW PROCEDURES**

## **Criteria for choosing each file**

The process begins with an up-to-date members list obtained from the ACLS office.

The members' names in the region under review are searched in the myclss plan browser to find their plans. Plans recorded in the previous 3 years are considered, regardless of the geographic location of the survey itself. If a field survey was performed, the date of field survey must be within three years of the date of recording. In order to have full access to the file and records, the member must be currently employed with the same organization that produced the plan.

## **Contacting the Member**

Once a file is chosen for review, the member is contacted by email. The emails are flagged "high importance" and a "read request" is included, as a means of confirming that the member has read and received the request. Included with the request email is the Intake Questionnaire (see attached) that must be completed as part of the review process.

Each request is in the form of a standard request letter (see attached). The letter details the type of information to be submitted, and encourages the member to contact the department if they have any questions or concerns. Members can submit their information digitally, or by courier, with the exception of the plan. Members are required to send a paper copy of the registered plan by courier or by regular mail.

The member is given 30 days to submit their information. The member is asked to contact the department if they are unable to meet the 30 day deadline. After 14 days, 21 days, and on the due date, an automatic reminder email is sent. These automatic reminders are a new procedure, as of 2020. The emails are flagged "high importance" and a "read request" is included, as a means of confirming that the member has read and received the reminder.

If we have not heard from the member after two weeks from the due date, I call their office. We have found that, when a member has not responded, it is usually for one of the following reasons:

- The member forgot the deadline.
- The member has been working away from the office and has been unable to access the file.

- The member has changed employers but has not alerted the ACLS office and their previous email address has not been closed.
- The member or their close family member is dealing with serious health issues.

If the member has changed employers and does not have any reviewable projects under the new employer, the review is discontinued.

If the member or their close family member is dealing with serious health issues, consideration is given and the deadline is extended or the review is discontinued, depending on the circumstances.

If the member forgot the deadline, or has not had access to the file, a discussion is had regarding an appropriate extension. If necessary, the member is reminded that failure to cooperate with the Practice Review Department can be considered to be professional misconduct.

If the member has not responded to the reminder emails or telephone calls, then another email is sent, reminding the member that failure to cooperate with the Practice Review Department can be considered to be professional misconduct. The Registrar is cc'd on this email. If the member continues to disregard the requests, the matter is referred to the Registrar.

## **Performing the Review**

When the information is received, the review is performed. The focus of the reviews is:

- Compliance with the National Standards, ACLS Code of Ethics, Canada Lands Surveys Act, and the ACLS Practice Manual.
- Protection of the Public
- Education for our members

The questionnaire is read, and commented on in the report. The member's myclss checklist is reviewed, and commented on in the report. All documentation is read, and commented on in the report; documentation includes client contact (explanation of scope of work and fees, reporting of findings), First Nation approvals, SBG communication, and title searching. The field records are reviewed, and commented on in the report. The plan is reviewed with respect to the survey instructions, myclss checklist, field records, and documentation, and commented on in the report.

Throughout the report, good practices are noted, and areas of concern are pointed out. Reference is made to the appropriate source when recommendations are made (eg. National Standards, ACLS Code of Ethics and Acts and Regulations, ACLS Practice Manual).

## Submitting the Report

The report is sent to the member and copied to the Registrar. The member is encouraged to contact the Practice Review department for a teleconference if they choose.

## Feedback Questionnaire

The member is sent a Survey Monkey feedback questionnaire (attached) with the report. The completed feedback questionnaire goes to the ACLS office (not the Practice Review Department) and is shared with the Practice Review Committee.

## Field Sorties

Field Sorties are performed in a different region of Canada each year, on the approval of Council. Approximately one week is spent in the field, visually inspecting the surveys of 6 – 10 surveyors.

During the planning stages, the approving authority for the survey is contacted (eg. Lands Manager of the First Nation community, or appropriate Government employee of a National Park). The purpose of the proposed site visit is explained (in writing and verbally), and their written permission is sought – we ask for a letter that can be shared with anyone we encounter while on site.

The choice of file is determined by:

- Date of field work (less than 3 years prior)
- Proximity to other potential sites to review

Field sorties are a visual audit, not a re-survey. The object is to determine if the plan accurately reflects the situation on site.

While on site, high-visibility vests and safety boots are worn. The vehicle has a magnetic sign identifying the department. Business cards, letters for the abutting homeowners, and copies of the letter of permission are distributed throughout the neighbourhood.

Using a metal detector, a shovel, a measuring tape, and occasionally a total station and prism, the site is inspected to determine:

- Are monuments in place?
- Are monuments well marked?
- Are boundaries blazed (if blazing was indicated on the plan)
- Look at FNE locations
- Are features close to boundaries shown?

If the client is available, they are asked about their experience with the surveyor. The First Nation contact or National Park representative is also asked about their experience with the surveyor.

The findings are detailed in a report to the member, and copied to the Registrar. Throughout the report, good practices are noted, and areas of concern are pointed out. Reference is made to the appropriate source when recommendations are made (eg. National Standards, ACLS Code of Ethics and Acts and Regulations, ACLS Practice Manual).

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