Top 5 Tips for Contacting the Practice Advisor

The Practice Advisor's role is to listen, share resources and information, guidance, and when necessary, give feedback on how to resolve a problem, in keeping with the Practice Directions and Code of Ethics of the College. The role is to help physiotherapists understand professional obligations and assist them to find their best way forward. When contacting the Practice Advisor, consider the following tips:

1. **Be the messenger.** The Practice Advisor can only respond to inquiries directly from registrants of the College. Too often physiotherapists ask an office assistant or a student to call, and the caller does not fully comprehend the issue or have access to all the relevant information.
2. **Focus your question on the main matter at hand and state it at the beginning of your message or call.** Follow the question with background details as necessary.
3. **If you've sent or left a message for the Practice Advisor, kindly await a response.** Please be patient, the Practice Advisor will try to respond when they are in the office (typically once every five to seven business days.) If your matter cannot wait for the Practice Advisor's office day, please contact the office directly.
4. **Ask your question of only one College staff member (i.e., Practice Advisor) at a time.** If you have already contacted another College staff member, please let the Practice Advisor know so that staff time is used efficiently to provide a response in a timely fashion. Contacting multiple people can result in delays in responses.
5. **In your email or voice message, please include:**

   – your full name, including <u>the spelling of your surname</u>,
   – your phone number and locale (saying it twice is helpful),
   – the name of your employer or clinic,
   – the subject matter and your question and
   – whether (or not) the matter is time-sensitive.