



Calmshell

Your Pocket Guide to Emotional Well-Being

Calmshell Clinician Verification Process

Standard Operating Procedure (SOP)

This SOP outlines the secure and compliant verification process for clinicians joining the Calmshell Wellness App. Our goal is to ensure that all providers are licensed, insured, and background-checked to protect client safety and maintain trust across all jurisdictions in Canada.

1. Clinician Registration

Clinicians create a Provider Account and upload a government-issued ID, professional license, proof of liability insurance, CV/resume, and supervisor's consent (if applicable).

2. License & Jurisdiction Verification

Licenses are checked against provincial regulatory bodies' registries (e.g., CRPO, CPO). Jurisdiction tags restrict services to legal regions.

3. Insurance Verification

Clinicians upload a valid malpractice/liability insurance certificate (\geq \$2M coverage or as required by law). Auto-reminders are sent before expiry.

4. Background Checks

Criminal Record (CPIC) and Vulnerable Sector Checks are performed via a trusted partner before approval. Accounts remain pending until clearance.

5. Supervised Clinician Workflow

Interns or newly licensed clinicians provide supervisor details and consent letters. Profiles are labeled 'Under Supervision' and may require supervisor e-signoff.

6. Continuous Monitoring

Quarterly license re-checks and insurance reminders ensure ongoing compliance. Accounts are suspended if credentials lapse.

7. Client-Facing Transparency

Public profiles display a Verified badge, license type, jurisdiction, and supervised status. Clients can trust their providers are qualified and compliant.

Verification Process Flowchart



All records are securely stored in encrypted databases compliant with PIPEDA and PHIPA regulations. Only authorized Calmshell compliance staff can access sensitive documents.