

## ACDH Council Meeting

### Meeting Minutes

November 24, 2023 @ 9:00am

In-Person – ACDH Tenant Lounge

<b>Meeting Minutes</b>			
<b>Attendees - Council Members</b>			
<b>Name</b>	<b>Role</b>	<b>Name</b>	<b>Role</b>
Lindsay Ord	Chair, Regulated Member		
Kathy Sauze	Councillor, Regulated Member	Judy Hansen	Councillor, Public Member
Louise Mosier	Councillor, Public Member	Samantha Heron	Councillor, Regulated Member
Teanne MacCallum	Councillor, Regulated Member	John Jossa	Councillor, Public Member
Carol Gibbons Kroeker	Vice-Chair, Public Member		
Erhard Poggemiller	Councillor, Public Member		
<b>Attendees – Guests and Observers</b>			
<b>Name</b>	<b>Role</b>	<b>Name</b>	<b>Role</b>
Amie Dowell	Registrar & CEO	Salima Thawer	Deputy Registrar, ACDH
Holly Durdle	Recorder	Brittany Hodges	Corporate Manager, ACDH
Michelle Trembley	Royal College of Dental Surgeons of Ontario	Nicole Hannigan	Continuing Competence Manager, ACDH
Pam King-Jesso	Regulatory Manager		
<b>Regrets</b>			
<b>Name</b>	<b>Role</b>	<b>Name</b>	<b>Role</b>
Mimi Godin	Councillor, Regulated Member		

## **1. Call to Order**

### 1.1 - Introductions: Guests / Observers

The Chair, L. Ord, called the meeting to order at 9:06 am on November 24, 2023, and welcomed Council members. She advised that no observers would be in attendance. John Jossa will be joining us via Zoom for the two-day meeting.

L. Ord also advised that a few guests will be joining the meeting throughout the day to present to Council.

L. Ord acknowledged that the Council was gathered on Treaty 6 Territory. She offered this acknowledgement in the spirit of reconciliation and to respect the histories, languages, and cultures of the First Nations, Inuit, and Metis people of Alberta.

### 1.2 - Housekeeping

L. Ord advised that should anyone need to take a phone call or other interruption during the business meeting, to step out of the room to lessen distraction for the participants.

L. Ord advised that should anyone have a conflict of interest with any agenda item, at the time that agenda item is introduced, the individual will need to declare their conflict and either abstain from voting or recuse themselves from the meeting, as appropriate, until that agenda item has been concluded.

## **2. Adoption of Consent Agenda**

L. Ord listed all items on the Consent Agenda and asked if anyone wished to remove any item(s) from the Consent Agenda for discussion. Any typos or grammatical errors in any of the Council Minutes can be sent directly to H. Durdle.

- 2.1 Draft September 29 & 30 Council Meeting Minutes for Approval
- 2.2 Action Items from past Council meetings for Information
- 2.3 Committee Reports for Approval

- i. Executive Committee
- ii. Governance Committee
- iii. Audit, Finance & Risk Committee

L. Ord called for the following motion:

**MOTION: To approve the Consent Agenda as presented.  
Moved by: T, MacCallum, Seconded by: C. Gibbins Kroeker.  
CARRIED**

### 3. Adoption of the Agenda

L. Ord asked if there were any additions or revisions to the agenda of November 24 & 25, 2023 and asked for a motion to approve.

L. Ord called for the following motion:

**MOTION: To approve the agenda of November 24 & 25, 2023, as presented.  
Moved by: L. Mosier, Seconded by: C. Gibbons Kroeker.  
CARRIED**

### 4. E. Motion

**L. Ord brought forward the motion for inclusion in the November 24<sup>th</sup>, 2023, meeting minutes.**

Motion for Council to approve the ACDH renovations as presented, utilizing surplus funds from the general operational account, or accessing the Facility and Services Restricted Fund if necessary.

**Moved by: K. Sauze, Seconded by: L. Ord**  
All Votes = Yes; Motion Carried (October 28, 2023)

**MOTION: To accept the Motion made via email and carried on October 28, 2023, for inclusion in the November 24<sup>th</sup>, 2023, meeting minutes.  
Moved by: C. Gibbins Kroeker, Seconded by: K. Sauze.**

**CARRIED**

**Operational Discussions**

**5. Financial Statements**

J. Jossa presented the quarter 1 and quarter 2 financial statements to Council and asked for feedback on the statements.

Council appreciated the detail that was presented in the Excel document; however, they would like to have the balance sheet and income statement presented to them at the next Council meeting for approval.

Council also requested that the new auditor provide them with financial education at the next Council meeting.

**6. Auditor Appointment**

J. Jossa provided Council with an overview of the Audit, Finance and Risk Committees discussion regarding the Auditor recommendation for the upcoming financial year. The Committee is recommending for Mahon + Associates to be appointed as the audit firm for the 2023-2024 financial audit based on their experience with other Colleges, their price, and their positive interactions that they have had with the College to date.

L. Ord called for the following motion:

**Motion: To appoint Mahon + Associates LLP to perform the ACDH 2023-2024 financial audit.**

**Moved by: J. Jossa, Seconded by: C. Gibbons Kroecker.**

**CARRIED**

**7. Operational Update**

A. Dowell provided Council with an operational update, including the following points:

**Renewal**

A. Dowell provided Council with an update on the 2023 renewal year. Of the 4111 registrants eligible for renewal, 3832 renewed on the General Register and 110 cancelled their registration. 90% of registrants submitted their

renewal application before the October 14<sup>th</sup> deadline and avoided the administrative fee. Discussion followed regarding renewal trends.

### **Post Renewal Survey Results**

The post renewal survey results were reviewed; 531 responses were received. The feedback received from the survey will be used to explore potential solutions and enhancements for next renewal. Themes from the survey will be used to improve communications with registrants. Discussion followed.

### **CNAR**

A. Dowell and L. Ord attended Canadian Network of Agencies for Regulation annual conference in October 2023. A. Dowell and L. Ord provided Council with an overview of the key conference topics which were:

- Reconciliation
- Indigenous Cultural Safety
- Compassionate Regulations
- EDI
- Data-led regulation
- Trauma-informed regulation

### **Federation of Dental Hygiene Regulators of Canada (FDHRC) Update**

A. Dowell provided Council with an update of the Canadian Performance Exam in Dental Hygiene (CPEDH) and the current strategic discussions occurring at the national level regarding the future of this exam. The FDHRC is currently undergoing a literature search and thorough review of entry level exams to inform the strategic discussions.

A. Dowell also provided Council with an update on the national Code of Ethics and Oral Facial Myology projects.

### **Renovations**

A. Dowell provided Council with an update on the College's renovations. Barr Commercial Construction has been contracted to do the office renovations. The renovations will take approximately 3-4 weeks and scheduled for completion by January 15, 2024. The outcome of the renovations will be the creation of a few more office spaces including a touch-down spot for contractors. It will begin December 15th through January 5th.

### **New Regulatory Manager**

A. Dowell informed Council that the College recently hired Pam King-Jesso to fill the role of Regulatory Manager. Pam has a master's in nursing and has worked as a consultant and Deputy Registrar in NL. Pam's role at the College is to oversee the regulatory documents and compliance team (standards, guidelines, policies, regulations, legitimate objectives, etc.).

### **Complaints Director**

A. Dowell informed Council that the College is currently interviewing a candidate for the role of Complaints Director with the College.

### **College of Dental Surgeons of Alberta (CDSA) Presentation**

A. Dowell and L. Ord provided Council with an overview of the meeting that they attended with the College of Dental Surgeons of Alberta on October 27, 2023. Topics discussed were:

- Renewal
- Website
- New name and brand
- SoP
- Jurisprudence
- Program Approvals
- CPR dashboard
- Strategic plan

CDSA's council members had questions about relevance of guidelines and alignment of our Standards with theirs..

### **Collaboration Update:**

The 4 oral health regulators, College of Alberta Dental Assistants, College of Dental Technologists of Alberta, College of Alberta Denturists and Alberta College of Dental Hygienists will be meeting for a full day in January for a facilitated discussion on collaboration possibilities.

**Website Awards:**

The College's website provider was awarded 2 awards for their work on the new acdh.ca website.

**BREAK**

**8. Registration & Practice Permit Renewal Policy**

S. Thawer provided Council with an overview of the Registration and Practice Permit Renewal Policy which is the consolidation of CP-6 Professional Liability Insurance, CP-7 CPR, CP-8 Vulnerable Sector Check, and CP-9 Practice Hours into one policy.

Council recommended language to clarify section 4.3 of the Vulnerable Sector Check.

The College will begin implementing their communication strategy to communicate the more significant policy implications to registrants, specifically requirement for a vulnerable sector check.

L. Ord called for the following motion:

**Motion: To approve CP-6 Registration and Practice Permit Renewal Policy as amended.**

**Moved by: T. MacCallum, Seconded by: C. Gibbons Kroeker.**

**CARRIED**

**9. Infection Prevention and Control (IPC) Guidelines**

A. Dowell informed Council with an update on the IPC Guidelines and the discussions with the other oral health regulators.

At the June 2023 Council meeting, Council reviewed and discussed the rationale for gowns and requested that the College meet with the other 3 oral health regulators to discuss if there were feasible options to replace the gown requirement. The four oral health regulators met in September 2023 to discuss changes to the IPC Guidelines, including the requirement for gowns.

The 4 colleges have completed a comprehensive comparison of the joint IPC guidelines compared to the OH&S Code and College of Dental Surgeon’s of Alberta’s Standard and are requesting minor edits to the joint IPC Guideline for alignment purposes.

After discussion with the other 3 oral health regulators, it was decided that the evidence remains strong for the gown requirement when there is exposure to biological agents in blood and saliva of patients through contact with contaminated needles or sharp instruments. However, the colleges are suggesting removing the word “required” and amend the wording to allow the Oral Health Care Practitioner to choose the most appropriate PPE based on the Point of Care Risk Assessment.

Council discussed the proposed amendments to the IPC Guidelines.

L. Ord called for the following motion.

**MOTION: To approve the amendments to the IPC Guidelines document as presented.**

**Moved by: S. Heron, Seconded by: T. MacCallum**

**J. Hansen abstained the motion.**

**CARRIED**

**10. ACDH Office Visit – Staff Meet and Greet**

**LUNCH**

**Governance**

**11. Policies**

CP-2 - Finance Policy

J. Jossa reviewed the proposed changes to CP-2 Finance Policy, including the requirement for Council to approve the financial statements, and a change of signing authorities to include senior management. .



J. Hansen confirmed that the Registrar's expenses are being reviewed by the Audit, Finance and Risk Committee as per the policy.

**Action:** Adjust CP-2 to reflect the suggested changes.

L. Ord called for the following motion:

**Motion: To approve CP-2 Finance Policy as amended.**

**Moved by: S. Heron, Seconded by: T. MacCallum.**

**CARRIED**

#### CP-2.1 - Internally Restricted Funds

J. Jossa reviewed the proposed changes to CP-2.1 Internally Restricted Funds Including the suggestion to add in spending limits to each fund.

Council suggested that this conversation should take place with the new auditor.

This item was tabled until the input is received from the new auditor and will be presented to Council at the February meeting.

#### GP-2.2 - Council Officer Approval

S. Heron reviewed the proposed changes to GP-2.2 Council Officer. Language has been added to the procedure for selecting the Vice-Chair. In the event that there is a conflict with the Executive Committee leading the selection process, Council can appoint up to three council members to lead the selection of the Vice-Chair. Discussion followed.

L. Ord called for the following motion:

**Motion: To approve GP-2.2 Council Officer Approval Policy as presented.**

**Moved by: S. Heron, Seconded by: C. Gibbons Kroeker.**

**CARRIED**

Council discussed the process for appointing Council members to Council Committees. As there is no formal policy for this appointment process, Council suggested that the Governance Committee draft a new policy to bring to Council for approval at the next Council meeting.

**Action:** Add Council Committee Composition Policy to the January 2024 Governance Meeting

GP-6 - Council Compensation

J. Jossa reviewed GP-6 Council Compensation with Council advising that language has been added to address circumstances when the government does not cover council related expenses for public member councillors (e.g., professional development), the College may reimburse for these expenses in accordance with college policies.

L. Ord called for the following motion:

**Motion: To approve GP-6 Council Compensation Policy as presented.**

**Moved by: J, Jossa, Seconded by: K. Sauze.**

**CARRIED**

GP-10 - Council Professional Development

S. Heron reviewed the new GP-10 Council Professional Development policy with Council. Council members suggested that they may require assistance with finding professional development specific to regulation.

L. Ord called for the following motion:

**Motion: To approve GP-10 Council Professional Development Policy as presented.**

**Moved by: L. Moiser, Seconded by: C. Gibbons Kroecker.**

**CARRIED**

GP-11 – Social Media

S. Heron reviewed the new GP-11 Social Medical policy with Council. This policy was created proactively to set some guidelines for Council for posting on social media.

L. Ord called for the following motion:

**Motion: To approve GP-11 Social Media Policy as presented.**

**Moved by: T. MaCallum, Seconded by: J. Hansen.**

**CARRIED**

## **12. Committee Appointments**

On September 29, 2023, Council appointed Mimi Godin as a regulated member of Council. Mimi was previously the Chair of the Registration Committee. Her appointment to Council created a vacancy on the Registration Committee. The Registration Committee also does not have an appointed Chair.

Carolynn Reimann has been a member of the Registration Committee since 2019. Carolynn has been a strong member on the committee, confidently expresses her opinion, shows strong commitment, and has great communication skills. Carolyn has confirmed her interest in assuming the Chair position for the Registration Committee.

L. Ord called for the following motion:

**Motion: To appoint Carolynn Reimann as the Chair of the Registration Committee for a 1-year term as per the Terms of Reference, effective November 24, 2023.**

**Moved by: T. MacCallum, Seconded by: L. Mosier.**

**CARRIED**

Kaleigh Southwell applied for the vacant position on Council and was interviewed by the Governance Committee. The Governance Committee believes that Kaleigh would be a strong candidate for the Registration Committee. She has confirmed that she is interested in this position.

L. Ord called for the following motion:

**Motion: To appoint Kaleigh Southwell to the Registration Committee member position for a 3-year term, effective November 24, 2023.**

**Moved by: K. Sauze, Seconded by: C. Gibbons Kroeker.**

**CARRIED**

## BREAK

### 13. Succession Planning

A. Dowell lead Council through a discussion addressing the importance of a Succession Plan. As retirements and voluntary departure rates increase, organizations should review their succession planning approach. Organizations incur costs when employees leave, including resources spent on recruiting, onboarding, and training replacements. In addition, there are intangible costs associated with lower productivity and burnout among the remaining members.

To reduce these risks and assure long-term stability, organizations need robust, responsive succession plans.

Council discussed what the most pressing issues/concerns/questions would be if the Registrar & CEO left tomorrow.

Council recognized the importance of creating an in-depth succession planning document and the large amount of work required to accomplish this. They suggested that the Governance Committee undergo a search for a consulting firm who can lead this work.

Next steps: The Governance Committee will discuss this at their next meeting.

**Action:** Add Succession Planning to January 2024 Governance Meeting.

### 14. In-Camera

- 2023 Registrar & CEO Performance Evaluation
- 2023 Registrar & CEO Goals
- Staff Satisfaction Survey

L. Ord called for the following motion:

**Motion: To move into camera at 3:09pm.**

**Moved by: J. Hansen, Seconded by: K. Sauze.**

**CARRIED**

**Motion: To move out of camera at 4:23pm.  
Moved by: T. MacCallum, Seconded by: C. Gibbons Kroeker.  
CARRIED**

**RECESS**

L. Ord advised that the business meeting would recess at 4:25pm and resume at 8:30am Saturday, November 25, 2023.

**ACDH Council Meeting**

**Meeting Minutes**

**November 25, 2023**

**In-Person – Sawridge Inn & Conference Centre**

**15. Call to Order**

L. Ord called the meeting to order at 8:41am on November 25, 2023, and welcomed the Council members. John Jossa joined via Zoom.

L. Ord advised that Brittany Theriault, Corporate Manager and Pam King-Jesso, Regulatory Manager will be joining as observers for portions of the meeting.

**16. Equity, Diversity & Inclusion (EDI)**

L. Ord welcomed Michelle Trembley from the Royal College of Dental Surgeons of Ontario to the meeting via Zoom to present on Equity, Diversity & Inclusion.

Michelle explained that EDI is embedded into everything you do and requires a multi-faceted approach.

M. Trembley left the meeting at 9:48am.

### **Strategic Discussions**

#### **17. Commission on Dental Accreditation of Canada (CDAC)**

N. Hannigan joined the meeting via Zoom at 10:18am.

A Dowell provided Council with an update on the Commission on Dental Accreditation of Canada starting with the background and basic process for accreditation. CDAC accredits 161 oral health education programs and facilities.

Round table discussion followed.

A. Dowell and S. Thawer will be attending the next in-person CDAC meeting on December 7<sup>th</sup> in Ottawa.

Key messages that Council would like them to take to the December 7<sup>th</sup> meeting:

- Share results of accreditation findings (e.g. site visits)
- Understanding of CDAC's strategic direction

### **BREAK**

#### **18. Current Strategic Plan (10:15am – 11:00am)**

A. Dowell provided Council with a brief overview to remind them of the current strategic plan, goals accomplished, and projects completed. Projects that will carry over to the next strategic plan were also reviewed.

The current Strategic Plan ends on March 31<sup>st</sup>, 2024, and a final report will be reviewed at a future Council meeting.

### 19. Upcoming Strategic Plan (11:00am – 12:00pm)

A. Dowell reviewed, and Council discussed the priorities and objectives identified at the September strategic planning session. The strategic plan will commence on April 1, 2024.

Council had the opportunity to read the strategic plan report from Incite Strategies as part of the pre-reading for the meeting. Incite Strategies facilitated the September 2023 strategic planning session for Council.

Council discussion followed. The decision was made to revise the wording in priority 4. Once the strategic priorities and objectives are approved by Council, the College team will work towards developing a 3-year operational plan in alignment with the strategies.

L. Ord called for the following motion.

**Motion: To approve the ACDH 2024 – 2027 Strategic Priorities and Objectives as amended.**

**Moved by: T. MacCallum, Seconded by: C. Gibbons Kroeker.**

**CARRIED**

### LUNCH Creations Restaurant (12:00pm – 1:00am)

### 20. Stakeholder Map (1:00pm – 2:00pm)

A. Dowell reviewed the findings of the group discussion on stakeholders at the June Council meeting with Council. Council participated in a group discussion to identify the actions they would like to take to engage in their key stakeholders. The results of the Council discussions will be including in the stakeholder map and included for Council review at an upcoming Council meeting.

### 21. Dates of Next Meetings

L. Ord advised Council of the upcoming meetings:

- February 23 & 24, 2024 - Southern Alberta
- June 28 & 29, 2024 - Edmonton

- September 27 & 28, 2024 - Southern Alberta
- November 22 & 23, 2024 – Edmonton

**Action:** Send Doodle poll for the February meeting.

**Action:** Move June meeting to June 21 & 22, 2024.

### **Adjourn**

The meeting adjourned at 2:02pm.