

Council Meeting Minutes

Virtual Zoom Meeting – Livestreamed to the CDHO YouTube Channel
Friday, September 27, 2024 – 9:00 a.m. to 4:30 p.m.

COUNCIL MEMBERS PRESENT

Professional Members: Michelle Atkinson (Vice-Chair), Maheen Cassim, Anne-Marie Conaghan (Academic), Jennifer Cooper (Academic), Krista Dufour, Vanessa Pereira, Terri Strawn (Chair), Mary Yeomans, Balbir Sohi

Public Members: Erin Betts, Pella Giabanis, Amit Sethi, Margaret Wade, Christina Lee-Rotstein, Candace Herod

Regrets: Sasha Sidhu, Ehizele Martin Iyamabo, Loree Beniuk, Farzana Hussain, Juli Kreutner

Administration: Dr. Glenn Pettifer (Registrar and CEO), Eric Bruce (Deputy Registrar/Director of Registration & Professional Conduct), Suzanne Fox (Director of Corporate Services), Ryan Pestana (Director of Communications), Veronica Douglas (Executive Administrator)

Guests: Julie Maciura, SML, CDHO Legal Counsel (9:00a.m.-2:15p.m.), Doha Melhem, Pivotal Research (11:30a.m.-12:10p.m.), Rainer Kocsis, Pivotal Research (11:30a.m.-12:10p.m.), Marika Nadeau, Health Canada (1:00p.m.-2:15 p.m.), Annabelle El-Hage, Health Canada (1:00p.m.-2:15 p.m.), Shanice Chin, Health Canada (1:00p.m.-2:15 p.m.), Joelle Pilon, Health Canada (1:00p.m.-2:15 p.m.)

1.0 CALL TO ORDER

1.1 Opening Remarks

The Council Chair, Terri Strawn, called the meeting to order at 9:01 a.m. She welcomed Council and guests to the September Council meeting. The following land acknowledgment was made:

“While we meet today in a virtual environment, I would like to begin by acknowledging the Indigenous peoples and every being of all the lands that we are gathered on here. I acknowledge that there are 46 treaties, other agreements as well as unceded nations that cover the territory now called Ontario, which remains the home of many First Nations, Inuit, and Métis people. I come with respect for this land that I am on today, for the people and all living beings who have and still reside here.

Let’s take a moment to acknowledge the importance of the land which we each call home and express my gratitude to have the privilege to work on this land. We do this to reaffirm our commitment and our responsibility to improve relationships between nations and to improve our own understanding of local Indigenous peoples and their cultures. From coast to coast to coast, I wish to acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people that call this nation home.

Please join me in a moment of reflection to acknowledge the effects of genocide, residential schools, and the ongoing effects of colonialism on Indigenous families and communities. We have the utmost respect for Indigenous peoples and wish to thank them for their continued stewardship of this land. Let’s take this time to consider how we can, in our own way, move forward in a spirit of reconciliation and collaboration.”

Ms. Strawn thanked Angelica Palantzas, Public Member, for her years on Council and welcomed new Public Members, Christina Lee-Rotstein and Candace Herod to their first Council meeting.

COUNCIL MEETING MINUTES

1.2 Council Policy Manual Update

No policy updates were made at the June Council meeting.

2.0 APPROVAL OF AGENDA

2.1 Review and Approval of Agenda

MOTION: **THAT** Council moves to approve the September 27, 2024 Council meeting agenda as presented.

MOVED: Krista Dufour

SECONDED: Erin Betts

VOTE:

CARRIED

3.0 DECLARATIONS OF POTENTIAL CONFLICTS OF INTEREST

3.1 Declarations of Conflict of Interest

No conflicts were declared.

4.0 CONSENT AGENDA (4.1-4.1.1)

The June 7, 2024 meeting minutes were removed from the Consent Agenda. A footnote was added to Section 8.2 Auditor Assessment Tool to say: *At the time this motion was passed the Auditor Assessment Tool had not been completed. It has since been completed and a positive assessment was formed by the Executive Committee. It was presented to Council at the September 27, 2024, meeting.*

MOTION: **THAT** Council moves to approve the consent agenda as amended.

MOVED: Margaret Wade

SECONDED: Vanessa Pereira

VOTE:

CARRIED

5.0 INFORMATION REQUESTED BY THE BOARD

Dr. Pettifer updated the CDHO on the College.

The Registration Committee report was updated to include a meeting date on September 23rd, 2024. The Chair's Report was updated to include a meeting with the Registrar on September 25, 2024.

6.0 OWNERSHIP LINKAGE

6.1 Status of Ownership Linkage Activities

The Chair of the Ownership Linkage Committee, Krista Dufour, advised there were no additional updates from the committee. A written report was provided to Council.

7.0 GOVERNANCE PROCESS ITEMS

7.1 Governance Committee Update

Michelle Atkinson updated the Council on the Governance Committees activities. The Governance Committee met on July 12, 2024. They are continuing to implement the recommendations from Harry Cayton and Deanna Williams’ governance report. They have started work on all nine recommendations. At the June Council meeting, Council decided to create a strategic plan, so the Governance Committee has hired Kevin McCarthy of The Regulator’s Practice to assist Council with this process.

7.2 2025 Council Meeting Dates

Council discussed potential dates for its 2025 meeting. Council considered the environmental impact of travel as well as Council member preferences and decided on having virtual meetings in January, June, and September and holding in person/hybrid meetings in March and December.

MOTION: THAT Council approved the proposed 2025 meeting dates.

Date	Meeting
January: Virtual	
Friday, January 17, 2025	January Council Meeting
March: In Person/Hybrid	
Thursday, March 27, 2025	Workshop
Friday, March 28, 2025	March Council Meeting
June: Virtual	
Friday, June 13, 2025	Workshop
Friday, June 20, 2025	June Council Meeting
September: Virtual	
Friday, September 19, 2025	Workshop
Friday, September 26, 2025	September Council Meeting
December: In Person	
Thursday, December 11, 2025	Workshop
Friday, December 12, 2025	December Council Meeting

MOVED: Jennifer Cooper

SECONDED: Balbir Sohi

VOTE:

CARRIED

7.3 Proposed Amendments to the Examinations and Registration Regulations

Council was asked to withdraw portions of the proposed amendments to the Examinations and Registration Regulations (Parts I and VII of O. Reg. 218/94, made under the *Dental Hygiene Act, 1991*) that were previously submitted to the Ministry of Health for consideration in early 2021. This recommendation follows an updated review of the proposal by staff and consultation with the Ministry; it is intended to remove items that are no longer supported by a strong policy rationale and that may not receive Ministry support.

In general, the proposed amendments are intended to ensure that CDHO’s registration processes are efficient and serve to protect the public by establishing objective, transparent, and fair registration requirements for applicants. A detailed discussion of the recommended

COUNCIL MEETING MINUTES

approach for each proposed amendment and the public protection rationale was provided to Council in a briefing note.

In summary, the proposed changes were:

<u>Original Proposal</u>	<u>Staff Recommendation</u>
Revoking the Examinations Regulation in its entirety	Retain
Eliminate the Specialty Class of Certificate of Registration	Withdraw
Create a new Retired Class of Certificate of Registration	Withdraw
Create a new Visiting Class of Certificate of Registration	Withdraw
Rename the Inactive Class of Certificate of Registration to Non-Practising	Retain
Replace references to specific accrediting and examining bodies [i.e., the National Dental Hygiene Examination Board (NDHCB) and the Commission on Dental Accreditation of Canada (CDAC)] with generic references	Retain
Eliminate the option for a refresher course for applicants who have been out of practice for more than three years	Withdraw
Update various reporting requirements (i.e., the information that an applicant must disclose regarding their conduct history)	Retain

Council discussed and supported the proposed changes.

THAT Council directs staff to resubmit the proposed amendments to the Examinations and Registration Regulations, as revised, to the Ministry of Health for consideration.

MOVED: Krista Dufour
SECONDED: Michelle Atkinson
VOTE:

CARRIED

7.4 Auditor Assessment Tool

A key oversight activity of the Executive Committee is annually assessing the effectiveness of the external auditor. This annual assessment assists the Executive Committee to meet their responsibility to make an informed recommendation to Council on whether the external audit firm should be put forward for reappointment. The Executive Committee did form a positive assessment of the external auditor in June 2024 when the auditor for 2025 was appointed, however the document had not been provided to Council at that time. As such, the Auditor Assessment Tool was presented to Council at the September meeting. No questions were raised.

7.5 College Strategic Planning Process

At the June 2024 Council meeting, Council decided to undergo the strategic planning process. As a result, they have hired Kevin McCarthy, VP- Advisory Services at The Regulator’s Practice to help facilitate discussion and help with the process. An initial discussion took place at Council’s workshop on September 20, 2024. Council will be meeting with Kevin McCarthy at

least once in advance of the December workshop and meeting. Various documents, including an environmental scan, will be provided to Council to help them create a clear, understandable, achievable plan. Council hopes to create the strategic plan by end of 2024 or the beginning of 2025.

8.0 BOARD EDUCATION

8.1 Registrant Engagement Survey Results

Doha Melhem and Rainer Kocsis presented the findings from the Registrant Experience program. The Registrant Experience program assesses the CDHO registration process from the perspectives of successfully registered dental hygienists. The goal is to enhance the registration process, providing feedback to continuously improve CDHO operations and registrant engagement. The presentation highlighted key trends and progress, such as satisfaction improving across nearly all steps of the registration process between 2023 and 2024 and concerns regarding criminal record check/CPIC reports were cut in half. Pivotal Research provided some key considerations including: providing clear and detailed guidance for each step, enhancing the self-service portal, and enhancing customer service and transparency. The research started in 2023 and is ongoing with an upcoming cohort scheduled from October-November 2024.

8.2 Canadian Dental Care Plan Presentation

Marika Nadeau from the Oral Health Branch of Health Canada, joined the meeting to present to Council on the roll out of the Canadian Dental Care Plan (CDCP). The plan helps make the cost of oral health care more affordable for eligible Canadians and is an opportunity to provide care to new and existing patients. Ms. Nadeau provided an overview of the program, including eligibility criteria, services covered, provider participation, and how to submit a claim. Statistic Canada, in partnership with Health Canada, has developed new data collection tools to address oral health gaps. These studies will help inform the implementation and impact of the CDCP.

8.3 Public Awareness Campaign

The Director of Communication, Ryan Pestana, presented to Council on the progress of the upcoming Public Awareness Campaign. This will be multi-year public awareness campaign that targets the public through various mediums (digital, print, radio) and reaches as broad an audience as possible (including rural, Indigenous, and underserved communities). The goal is to increase the awareness of CDHO's mandate by plainly and simply describing the legislative role, promoting the Public Register, and promoting IPAC practices in plain language. So far CDHO has hired a vendor, done an audience scan, worked on creative development, and are currently in the pilot stage before launching the full campaign. The full campaign is expected to be launched in November 2024.

9.0 MONITORING BOARD PERFORMANCE

9.1 GP-6

The Council Chair reviewed the GP- 6 policy and discussed Council's adherence to the policy. Currently there have been no reports of misconduct to the Registrar or Chair regarding committee conduct. Council was found in compliance with the policy.

9.2 GP-6.3

The Council Chair reviewed the GP- 6.3 policy and discussed Council's adherence to the policy. The Registrar/CEO Transition Committee has not convened since the Registrar has not taken a leave of absence, therefore Council was found in compliance with the policy.

10.0 GOVERNANCE PROCESS ITEMS CONTINUED

10.1 Policy Content Review: GP-6

Council reviewed the GP-6 policy and determined no changes were needed.

10.2 Policy Content Review: GP-6.3

Council reviewed the GP-6.3 policy and decided to remove the word 'an' in GP 6.3 section 1.3.

11.0 COUNCIL REGISTRAR DELEGATION ITEMS FOR CONSIDERATION

There were no agenda items at this meeting.

12.0 ENDS ITEMS FOR CONSIDERATION

There were no agenda items at this meeting.

13.0 REQUIRED APPROVALS AGENDA

There were no agenda items at this meeting.

14.0 EXECUTIVE LIMITATIONS ITEMS FOR CONSIDERATION

14.1 Policy Content Review: EL 3

Council reviewed the EL 3 policy and no changes were made.

14.2 Policy Content Review: EL 4

Council reviewed the EL 4 policy and no changes were made.

14.3 Policy Content Review: EL 6

Council reviewed the EL 6 policy and no changes were made.

14.4 Policy Content Review: EL 9

Council reviewed the EL 9 policy and no changes were made.

COUNCIL MEETING MINUTES

MOTION TO MOVE IN CAMERA

MOTION: THAT Council move in Camera as per RHPA, *Schedule 2, Section 7(2)(d)* at 2:14 p.m., for agenda items 15.1–15.4.

MOVED: Krista Dufour
SECONDED: Jennifer Cooper
VOTE:

CARRIED

15.0 MONITORING CEO PERFORMANCE

15.1 EL-4(1)

MOTION: THAT Council has assessed the monitoring report for EL-4(1) and determined there is sufficient, verifiable evidence of a reasonable interpretation.

Moved: Jennifer Cooper
Seconded: Amit Sethi
VOTE:

CARRIED

15.2 EL-5

MOTION: THAT Council has assessed the monitoring report for EL-5 and determined there is sufficient, verifiable evidence of a reasonable interpretation.

Moved: Krista Dufour
Seconded: Maheen Cassim
VOTE:

CARRIED

15.3 EL-10

MOTION: THAT Council has assessed the monitoring report for EL-10 and determined there is sufficient, verifiable evidence of a reasonable interpretation.

Moved: Candace Herod
Seconded: Mary Yeomans
VOTE:

CARRIED

15.4 EL-11

MOTION: THAT Council has assessed the monitoring report for EL-11 and determined there is sufficient, verifiable evidence of a reasonable interpretation.

Moved: Krista Dufour
Seconded: Jennifer Cooper
VOTE:

CARRIED

MOTION TO MOVE OUT OF CAMERA

MOTION: THAT Council move out of Camera as per RHPA, *Schedule 2, Section 7(2)(d)*.

MOVED: Krista Dufour
SECONDED: Christina Lee-Rotstein
VOTE:

CARRIED

COUNCIL MEETING MINUTES

16.0 SELF-EVALUATION OF GOVERNANCE PROCESS

16.1 Council Meeting Evaluation

The Council Feedback Survey was sent to Council members to be completed electronically.

17.0 NEXT MEETING DATE

The next Council meeting is December 6, 2024.

18.0 ADJOURNMENT

MOTION: **THAT** the Council meeting be adjourned at 3.15 p.m.

MOVED: Krista Dufour

SECONDED: Amit Sethi

VOTE:

CARRIED

Approved by:



Signature of Chair, Terri Strawn

December 6, 2024

Date