

# Council Meeting Minutes

Hybrid Zoom Meeting – Livestreamed to the CDHO YouTube Channel  
Friday, December 6, 2024 – 9:00 a.m. to 4:30 p.m.

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## 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, Juli Kreutner

**Public Members:** Erin Betts, Pella Giabanis, Amit Sethi, Margaret Wade, Ehizele Martin Iyamabo, Loree Beniuk; Christina Lee-Rotstein, Candace Herod

**Regrets:** Sasha Sidhu, Farzana Hussain

**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, Doha Melhem, Pivotal Research (1:00p.m.-1:50p.m.) Hafsah Ali, Pivotal Research (1:00p.m.-1:50p.m.), Janine Clarke, Statistics Canada (11:30a.m.-12:15p.m.), Marc Comeau, Statistics Canada (11:30a.m.-12:15p.m.), Ziad Char, Statistics Canada (11:30a.m.-12:15a.m.), Carmen Adebar (9:00a.m.-2:05p.m.)

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## 1.0 CALL TO ORDER

### 1.1 Opening Remarks

The Chair, Terri Strawn, called the meeting to order at 9:00a.m. She welcomed Council and guests to the December Council meeting. The following land acknowledgment was made:

“While we meet today in a hybrid 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 Council members whose terms are ending in 2024: Farzana Hussain, Mary

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Yeomans, Maheen Cassim, and Martin Iyamabo.

### 1.2 Council Policy Manual Update

The following policy was updated at the September Council meeting:

- GP-6.3 Registrar/CEO Transition Committee Terms of Reference

### 1.3 Council Code of Conduct

Council was reminded of the Code of Conduct.

## 2.0 APPROVAL OF AGENDA

### 2.1 Review and Approval of Agenda

The CNAR presentation was moved up on the agenda.

**MOTION:**       **THAT** Council moves to approve the December 6, 2024 Council meeting agenda as presented.

**MOVED:**           Amit Sethi  
**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 MEETING MINUTES APPROVAL

The meeting minutes were amended to list Christina Lee-Rotstein and Candace Herod as Public members of Council.

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

**MOVED:**           Balbir Sohi  
**SECONDED:**       Michelle Atkinson  
**VOTE:**

**CARRIED**

## 5.0 INFORMATION REQUESTED BY THE BOARD

Dr. Glenn Pettifer updated Council on the operations of the College.

## 6.0 OWNERSHIP LINKAGE

### 6.1 Status of Ownership Linkage Activities

The Chair of the Ownership Linkage Committee, Krista Dufour, advised that the committee has not met since the last Council meeting.

**7.0 GOVERNANCE PROCESS ITEMS**

**7.1 2025 OPERATIONS BUDGET**

The operations and governance budget has been attached as Appendix A. Dr. Pettifer presented the budget to Council and Council had the opportunity to discuss and ask questions.

**MOTION: THAT** Council moves to approve the 2025 Operations Budget as proposed.  
Moved: Juli Kreutner  
Seconded: Krista Dufour  
VOTE: **CARRIED**

**7.2 2025 GOVERNANCE BUDGET**

**MOTION: THAT** Council moves to approve the 2025 Governance Budget as proposed.  
Moved: Jennifer Cooper  
Seconded: Amit Sethi  
VOTE: **CARRIED**

**7.3 Governance Committee Update**

Michelle Atkinson provided an update on the Governance Committee activities. There has been a challenge in securing volunteers to mentor new members. The committee is seeking feedback on potential solutions that could make the process more manageable. Some of the obstacles include the time commitment required and some suggestions included having a mentor group come together to ask questions and providing mentor training or a mentor orientation.

**7.4 Emergency Class Activation and Supervision Policy**

Council was asked to approve an Emergency Class Activation and Supervision Policy. Following amendments to the Registration Regulation in 2023, CDHO may now issue certificates of registration in the Emergency Class if requested by the Minister of Health or where Council determines that there are emergency circumstances making it in the public interest to issue certificates of registration in the Emergency Class. Among other requirements, registrants in the Emergency Class must only practise under the supervision of a registrant in the General or Specialty Class who has been approved by the Registrar.

The draft policy sets out additional details about when Council may determine that emergency circumstances exist and the criteria for a registrant to be approved by the Registrar to act as a supervisor for a registrant in the Emergency Class.

Although it is expected that the Emergency Class is unlikely to ever be needed, it is recommended that Council be proactive by establishing a policy framework before any emergency circumstances present themselves in future.

The Emergency Class is intended to be used when emergency circumstances exist that make it in the interest of the public to expedite the registration of dental hygienists by waiving certain requirements that would normally be in effect. To maintain public safety, this expedited registration process is balanced by the requirement that registrants in the Emergency Class abide by certain conditions, including only practising while under supervision.

The draft Emergency Class Activation and Supervision Policy provides additional details regarding when Council could determine that emergency circumstances exist, how such circumstances will be monitored, who may act as a supervisor for a registrant in the Emergency Class, and what duties a supervisor must follow. These additional details support

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the overall public protection purpose of the Emergency Class.

Council reviewed, discussed and approved the policy(attached as Appendix B).

**MOTION** That Council approve the draft Emergency Class Activation and Supervision Policy as appended to this motion.

**MOVED:** Erin Betts  
**SECONDED:** Michelle Atkinson  
**VOTE:**

**CARRIED**

### 7.5 Strategic Plan

The CDHO Council are working with The Regulator’s Practice, Kevin McCarthy on strategic planning. Council held a workshop on December 5<sup>th</sup> to discuss strategic priorities. A final strategic plan will be brought to Council for approval in early 2025.

## 8.0 BOARD EDUCATION

### 8.1 Canadian Oral Health Survey (COHS)

Statistics Canada provided an overview of StatCan’s Oral Health Statistics Program and the Canadian Oral Health Survey (COHS). The purpose of the survey was to gather information from Canadians on their oral health and their experiences with the oral health care system. The data was collected from 10 provinces between November 2023 and March 2024 and included findings on dental visits, dental insurance, mouth problems, and oral health behaviors. The survey covered the 10 provinces. The survey is publicly available on the Statistics Canada website.

### 8.2 Voice of the Patient Survey Presentation

Doha Melhem and Hafsa Ali presented research outcomes on patient and registrant experiences with discrimination to inform CDHO strategies for diversity, equity, inclusion, and access to care. They summarized data from the 2024 Voice of the Patient Survey highlighting key insights and considerations. The annual survey included an online survey with diverse samplings, two focus groups, and 15 one-on-one interviews. Key considerations include strengthening communication, consent and transparency standards, promoting public awareness, championing access to dental hygiene care, enhancing scope of practice, and enhancing access and equity for underserved populations. A full report is available through the [dashboard on the CDHO website](#).

### 8.3 CNAR Report

Michelle Atkinson, Loree Beniuk, Erin Betts, and Vanessa Pereira presented to Council on their key learnings from the Canadian Network of Agencies of Regulation Conference (CNAR). The conference took place in Ottawa from October 7<sup>th</sup>-9<sup>th</sup> and common themes throughout the conference were trauma- informed regulation, regulation with compassion, risk mitigation/management, and right-touch regulation.

## 9.0 MONITORING BOARD PERFORMANCE

### 9.1 Global Governance Process

The Council Chair reviewed the Global Governance Policy and discussed the Council’s adherence to it. Since the Global Governance Policy is a description rather than an actual

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policy, it is recommended that the Council monitor adherence to the policies listed below, rather than stating they are in compliance with this policy.

### 9.2 GP-13 In-Camera Sessions

Council reviewed the GP-13 In-Camera Sessions policy. The Council has only convened in camera to discuss the monitoring of the Registrar's performance review. Consequently, they are in compliance.

**MOTION** That Council is in compliance with GP-13 In-Camera Sessions.

**MOVED:** Maheen Cassim  
**SECONDED:** Vanessa Pereira  
**VOTE:**

**CARRIED**

## 10.0 GOVERNANCE PROCESS ITEMS CONTINUED

### 10.1 Policy Content Review: Global Governance Process

Council reviewed the Global Governance policy and decided to change the Global Governance Policy to a pre-amble to the policies.

**MOTION:** **THAT** Council approves the changes to the Global Governance Policy.

**Moved:** Jennifer Cooper  
**Seconded:** Balbir Sohi  
**VOTE:**

**CARRIED**

### 10.2 Policy Content Review: GP-13 In-Camera Sessions

Council reviewed the GP-13 In-Camera Sessions policy and decided to remove the gendered language and change 'President' to 'Chair'.

**MOTION:** **THAT** Council approves the changes to the GP-13 In Camera Sessions policy.

**Moved:** Amit Sethi  
**Seconded:** Krista Dufour  
**VOTE:**

**CARRIED**

## 11.0 EXECUTIVE LIMITATIONS ITEMS FOR CONSIDERATION

### 11.1 Policy Content Review: EL 1

There were no changes to the EL-1 policy.

### 11.2 Policy Content Review: EL 5 and EL 10

Council reviewed and discussed changes to the EL-5 and EL-10 policies. Council decided to change 'stakeholders' to 'system partners'.

**MOTION:** **THAT** Council approves the changes to EL-5 to clarify the splitting of orders and in EL-5 and EL-10 to replace the word stakeholder with system partners as proposed, as well as the subheading changes and renumbering.

**Moved:** Krista Dufour  
**Seconded:** Anne-Marie Conaghan  
**VOTE:**

**CARRIED**

**11.3 Policy Content Review: EL 11**

There were no changes to the EL-11 policy.

**MOTION TO MOVE IN CAMERA**

**MOTION:** **THAT** Council move in Camera as per RHPA, *Schedule 2, Section 7(2)(d)* at 2:04 p.m., for agenda items 12.1–12.5.

**MOVED:** Amit Sethi

**SECONDED:** Jennifer Cooper

**VOTE:**

**CARRIED**

**15.0 MONITORING CEO PERFORMANCE**

**15.1 General Executive Constraint**

**MOTION:** **THAT** Council has assessed the monitoring report for Executive Limitations Policy General Executive Constraint and determined there is sufficient, verifiable evidence of a reasonable interpretation.

**Moved:** Candace Herod

**Seconded:** Juli Kreutner

**VOTE:**

**CARRIED**

**15.2 EL-2**

**MOTION:** **THAT** Council has assessed the monitoring report for EL-2 and determined there is sufficient, verifiable evidence of a reasonable interpretation.

**Moved:** Jennifer Cooper

**Seconded:** Balbir Sohi

**VOTE:**

**CARRIED**

**15.3 EL-3(3)-3(8)**

**MOTION:** **THAT** Council has assessed the monitoring report for EL-3(3)-3(8) and determined there is sufficient, verifiable evidence of a reasonable interpretation.

**Moved:** Anne-Marie Conaghan

**Seconded:** Krista Dufour

**VOTE:**

**CARRIED**

**15.4 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:** Amit Sethi

**Seconded:** Maheen Cassin

**VOTE:**

**CARRIED**

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**15.5 EL-8**

**MOTION:** **THAT** Council has assessed the monitoring report for EL-8 and determined there is sufficient, verifiable evidence of a reasonable interpretation.

**Moved:** Krista Dufour  
**Seconded:** Vanessa Pereira  
**VOTE:**

**CARRIED**

**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 January 17, 2025.

**18.0 ADJOURNMENT**

The meeting was adjourned at 4:00p.m.

Approved by:



Signature of Chair, Michelle Atkinson

March 28, 2025

Date