

BOARD MEETING
Friday, 26 June 2020
9:50 a.m. – 3:00 p.m.

Virtual meeting held via Webex

MINUTES

The board briefly met in camera before the open meeting commenced at 10:00 a.m.

In Attendance

Mr. Carl Roy, Chair

Dr. Richard Busse

Dr. Doug Conn

Dr. Heather Davidson, PhD

Ms. Dianne Doyle (arrived at 12:00 p.m.)

Ms. Barb Hambly

Ms. Cathy Larson

Dr. Mike Melo

Ms. Sabina Reitzik

Ms. Shirley Ross

Dr. Lynn Stevenson, PhD

Dr. Richard Wilczek

Staff in Attendance

Dr. Chris Hacker, Registrar and Chief Executive Officer (CEO)

Ms. Bethany Benoit-Kelly, Manager of Communications

Ms. Nancy Crosby, Manager of CEO's Office

Ms. Joyce Johner, General Counsel

Ms. Renee Mok, Policy Coordinator

Dr. Meredith Moores, Director of Professional Practice

Ms. Róisín O'Neill, Director of Registration

Ms. Leslie Riva, Sr. Mgr. CDA Certification and QA

Ms. Anita Wilks, Director of Strategy and Engagement

Mr. Dan Zeng, Director of Finance and Administration

Invited Guests

Dr. Alex Hird, Incoming Board Member

Ms. Kim Trottier, Incoming Board Member

Ms. Chery Mitchell, Red Ball Solutions

Preparation of Minutes:

Megan Krempel, Raincoast Ventures. Ltd. (via recording)

Call to Order and Territorial Acknowledgement

Chair Carl Roy called the College of Dental Surgeons of British Columbia (CDSBC)

Board meeting to order, and acknowledged the traditional territory on which the meeting



was being held. The Chair referenced the CDSBC's Core Values to embrace diversity and commit to cultural safety and humility. The Chair asked that each member take the time to learn of the First Nations in their communities, and to be mindful to respond to the Truth and Reconciliation Commission's Calls to Action.

Declarations of Interest and Register of Interests

No declarations were offered.

1. Approve Open Meeting Agenda for 26 June 2020

RESOLUTION:

It was MOVED (Hambly) and SECONDED (Wilczek)

That the Agenda for the College of Dental Surgeons Board of Directors Open Meeting scheduled June 26, 2020 be approved as circulated.

CARRIED

2. Approval of Open Minutes for 15 November 2019

RESOLUTION:

It was MOVED (Conn) and SECONDED (Ross)

That the Minutes for the College of Dental Surgeons Board of Directors Open Meeting held November 15, 2019 be approved.

CARRIED

Action Log

No questions were offered regarding the pre-circulated Action Log.

3. Registrar's Report

Dr. Chris Hacker, Registrar and CEO, reported on the positive transition of the CDSBC operations during the COVID-19 pandemic due to its ability to be nimble, debt-free with consistent revenue, and process-driven. These traits enabled CDSBC operations to continue in a productive fashion, and for the organization to remain in good financial position. It was noted that consideration will need to be given to how the CDSBC addresses registration fees going forward for those registrants negatively impacted by the pandemic.

Staff survey data indicated tremendous satisfaction with productivity and work/family life balance during the pandemic. As the province moves into Phase 3 of the reopening, the CDSBC offices will operate with a modified team of staff and with assurance that all WorkSafeBC regulations and policies will be adhered to. Staffing levels will be reviewed at the end of the summer to get a sense of community spread and infection levels.

Dr. Hacker spoke of the significant changes felt by the CDSBC in recent years, both in leadership and structure, and commented on the need to stay true to the organizational values. Of particular focus and in response to the social justice movement, is building a supportive culture around diversity and accountability. Staff



have developed strategies and outward-facing messaging in regard to diversity, including a web statement.

a. Strategic Plan – Progress Report (*attachment*)

Dr. Hacker referenced the progress report, which provided an update on the status of the operational plan, including: what had been accomplished, what is in process, and what has been put on hold. A more in-depth discussion on the Strategic Plan will be held at the Board meeting in September 2020 at which time any redirections and updates can be made.

b. Action Plan Update (*briefing note*)

Dr. Hacker informed that the Action Plan had been submitted to the Ministry and the Ministry's Steering Committee as part of a regular update, and that feedback received had been positive. Some actions still require government approval and others are on hold until preceding actions have been completed; however, good progress is being made toward completion of the Action Plan. The work relating to the Action Plan is being primarily overseen by the management team, and kudos were extended to staff members for their efforts.

In regard to the Modernization Framework, the CDSBC Action Plan strongly embodies the Minister's vision for health regulations, and the work of the CDSBC is being recognized both nationally and internationally. Board members were encouraged to refamiliarize themselves with the Modernization Framework as it would influence the CDSBC tactics related to amalgamation.

c. AGM and Annual Report Update (*briefing note*)

In regard to the CDSBC Annual Report, Dr. Hacker informed that even with lowered expectations by the Ministry for the timely submission of the CDSBC Annual Report, the tremendous work of the CDSBC communications team and staff meant that the Annual Report was submitted on time. The more public-facing report was praised for its comprehensive detail, and appealing design and graphics, which made the information and data easily digestible. Kudos were extended to staff for their efforts.

The CDSBC's Annual General Meeting (AGM) is dependent on the actioning of the Annual Report and must be held prior to September 14, 2020. The Board was asked to provide feedback on the proposed AGM date of August 7, 2020.

During an ensuing discussion, the following comments were offered:

- AGM registrants will be invited to submit questions and concerns prior to the event so that accurate and informed responses can be prepared
- A progress report of the Action Plan will be provided at the AGM
- CDSBC must be sensitive to the ongoing challenges faced by dental practices due to the pandemic; the full impact of the crisis has yet to be fully understood
- Suggestion that the AGM be held on a weekday evening to ensure that registrants can attend to their practices and patients
- The AGM will be recorded and will be accessible to those that cannot attend



- Suggestion that an alternate and more familiar online meeting platform, such as Zoom, be used for the AGM
- Publishing the names of registrants that have previously been disciplined in the Annual Report is part of the CDSBC's publication policy.

d. COVID-19 Response Working Group Update

Dr. Meredith Moores, Director of Professional Practice, reported that the COVID-19 Response Working Group had been holding virtual weekly meetings during the pandemic. The Working Group published a document, modeled on the Provincial Health Office (PHO) expectations, which provided guidance for registrants on safe operating practices. A simplified public document was also in development. Revisions will be made to the document to address issues of the interpretation of some of the guidelines.

Dr. Hacker provided background on the BC Centre for Disease Control (BCCDC) changes to their guidelines on when the use of N95 masks is recommended, notably when there is contact with a potentially positive COVID-19 patient.

4. Committee Appointments

Ms. Sabina Reitzik advised that the Appointments Working Group (AWG), comprised of four CDSBC Board members, two public members, one dentist, and four CDSBC staff members, met nine times through May to June 2020. The AWG's mandate is to recommend the CDSBC committee compositions are in accordance with the new committee structure outlined in the CDSBC Board-approved Action Plan.

The AWG additionally: reviewed the Terms of Reference (TOR) and composition matrix for the committees in keeping with the newly proposed bylaws Part 4; reviewed and assessed committee member application forms; and recommended committee composition for Board approval. The Committee members put forward were evaluated on their skills and knowledge in order to make the Board more streamlined and effective, with an emphasis on declaration of any conflict of interest.

a. Approval of Terms of Reference *(briefing note)*

RESOLUTION:

It was MOVED (Reitzik) and SECONDED (Hambly)

That the College of Dental Surgeons of British Columbia Board resolves to accept the recommendation of the Appointments Working Group and approve the Committee Terms of Reference and Committee Eligibility Policy for publication.

CARRIED

b. Board Member Appointments to Committees *(briefing note)*

The Chair reported on the positive response to the expressions of interest for committee representation. The criteria used by the AWG included the need for a blend of experienced and new directors, the latter given a one-year term in order to provide an annual opportunity to evaluate performance and committee composition. This mix of terms, would ensure the sustainability of the committees.



It was additionally noted that the AWG would be called upon to provide candidates for Board consideration in the event there is a vacancy in the elected slate of members.

RESOLUTION:

It was MOVED (Ross) and SECONDED (Melo)

That the College of Dental Surgeons of British Columbia Board approves the recommended slate of Board members for Committee appointments for a one-year term.

CARRIED

c. Approval of Committee Appointments *(attachment)*

Joyce Jonner, General Counsel, informed of the task of the AWG to provide the Board with a new slate of committee compositions based on the restructure seen in the Action Plan, and in response to Harry Cayton's report to streamline decision-making processes while increasing public representation. The AWG improved the process for committee recruitment and developed "The Guide" for applicants to review prior to submitting their applications, which is designed to ensure committees have the appropriate skills and diversity. The BC Health Regulators (BCHR) assisted with the drafting of recruitment communications geared toward attracting public members, which resulted in the receipt of 164 applications.

The composition of the committees was reviewed. The AWG strived to be transparent in their process, and to ensure that the process was defensible. The issues of eligibility were identified and the Eligibility Policy, modeled after the Board and its bylaws, ensured that committee members were held to the policy's requirements. Additional work is needed in the area of declaration, which should be addressed in both the Terms of Reference and in future orientation.

Board members on the AWG were unanimous in their praise of the work of the AWG and the staff that ably supported the work.

During discussion comments were offered on:

- The percentage of incumbent committee members that had unsuccessfully reapplied for a seat on a committee
- The performance monitoring of public representatives on CDSBC committees, which would be conducted by the individual's associated regulatory body
- The Ministry's role to appoint the public members to the CDSBC Board Chair; high standards and rigor are used for these appointments.

The Chair, on behalf of the Board, extended appreciation to the AGW and staff on their work and achievement of a goal that is critical to the Action Plan.



RESOLUTION:

It was MOVED (Busse) and SECONDED (Wilczek)

That the College of Dental Surgeons of British Columbia Board of Directors resolves to accept the recommendations of the Appointments Working Group for committee compositions.

CARRIED

5. Risk Register Update *(briefing note)*

Dr. Hacker referenced the updated Risk Register, which was brought to the Board for consideration. Staff would continue work on the document as an integral part of the Risk Management Framework. The goal is to reduce the probability of harm and to develop a common understanding of the definition of risk as it pertains to patients, the public, and the organization.

During discussion, comments were offered on:

- Concern that statements in the Register did not address that the risk itself would be revised
- The process for the Register to be elevated through the Audit and Risk Committee and brought back to the Board when appropriate
- Suggestion that the Register should include risks associated with the amalgamation of the colleges
- Benefit of holding a Board education session on the risk management plan
- Suggestion to link risks to the strategic priorities and action items.

6. a. Bylaw Filing Update *(briefing note)*

Ms. Johner reported on the work conducted by staff on the drafting of the bylaws, noting that no significant changes were made. The bylaws have been passed through the Ministry and will be filed subsequent to the passing of the resolution. Any additional and incidental changes can be made without the requirement of Board approval.

b. Disband the Bylaw Working Group *(briefing note)*

RESOLUTION:

It was MOVED (Conn) and SECONDED (Busse)

That the College of Dental Surgeons of British Columbia Board resolves to disband the Bylaw Working Group.

CARRIED

7. Reports from Committees

- CDA Certification Committee
- Discipline Committee
- Inquiry Committee
- Quality Assurance
- Registration Committee
- Sedation Committee



The Chair commented on the value of receiving the committee reports, particularly as the Board meets only on a quarterly basis.

On behalf of the Inquiry Committee, Dr. Meredith Moores provided an update on the Committee's work in improving the complaints process, including a change from full Inquiry Committee meetings to holding two Panel meetings per month. She noted that the panel members were engaged and well prepared which had resulted in a more satisfactory process for complainants. Dr. Moores noted the hiring of additional staff, legal counsel, and outside investigators would expedite the complaints process. Alternate ways of remediation would be assessed to remedy a pattern of failed remediations.

During ensuing discussions, the following comments were offered:

- Suggestion that metrics for success and performance measures be developed
- Obtaining data via exit interviews on registrant satisfaction of the complaints process would be beneficial
- The CDSBC must ensure they are adequately resourced in order to achieve complaint resolution objectives.

8. Public Questions or Comments

No questions or comments were presented.

This concludes the open portion of the meeting – 12:20 pm