

Teleconference

Attending:

Kerstin Hurd – President & Chair, Regulated Member
Andrea Petryk – Vice President, Regulated Member
Elizabeth Taylor – Past President, Regulated Member
Jennifer Lee – Regulated Member
Sheron Parmar – Regulated Member
Peter Portlock – Public Member
Arwen Caines – Regulated Member
Heidi Knupp – Regulated Member

Marianne Baird – Registrar, Regulated Member
Angela Sekulic – Director, Policy & Practice, Regulated Member
Mallory Foreman – Recording Secretary

Regrets:

Tiffany Poltz – Public Member

1. Call to Order and Preliminaries

Kerstin called the meeting to order at 6:04 pm.

2. Overview of Meeting

Kerstin noted that there will be a debrief regarding the Council Retreat during the Strategic Planning section of the Agenda.

3. Adoption of Agenda

MOTION: To adopt the agenda – Sheron (MOVED) Heidi (SECONDED). CARRIED

4. Strategic Planning

i. Thoughts on Retreat/Vision/Mission

Kerstin initiated a round-table discussion for each Councillor to offer their thoughts on the Council Strategic Planning Retreat that took place last Saturday. Many of the Councillors shared the same positive opinion about the experience - that it was a fantastic well-rounded day with knowledgeable and insightful facilitators; key strategic themes were brought out in an engaging way; Brenda Laboucan's session on Indigenous history, culture, and values was inspiring; Catherine Keill was very perceptive regarding government. Many Councillors members noted that more time at the end of day could have been spent on the Strategic Plan.

ACTION: *Marianne to circulate the presentation and response cards from Brenda Laboucan.*

ACTION: *Marianne to share Council's feedback with Catherine Keill.*

Council opened the Vision and Mission 2021-2023 document for discussion.

Council agreed that the proposed vision and mission are ethical, simple, client centred, and explain the role of ACOT as a regulator.

MOTION: To approve the new Vision and Mission 2021-2023 – Peter (MOVED) Sheron (SECONDED). CARRIED

ACTION: *Add the new ACOT Vision and Mission for 2021-2023 to the new Strategic Plan.*

ii. Update on Strategic Plan Action Items

Marianne presented the 2017-2021 Strategic Plan Action Items noting that most of the items are in progress, and on time, or completed.

Items discussed further included:

- A re-look at the Communications Plan. Based on the new Strategic Plan, Marianne will be asking Catherine Keill for development of a communications plan including website updates. Council agreed to this approach.
- Website up-date deferred until after the Continuing Competence Program presentations.

- This Friday (November 29th) is the office staff's retreat where staff will look at developing a new set of action items to address our strategic themes identified during Council's Strategic Planning Retreat.

i. **Review of Council Action Items**

Marianne reviewed #153-228 of 2019 Council's Action Items document mentioning most items are in progress, completed, or on schedule.

Items discussed further included:

- Relook at the action item #205 (Rewrite the call for Council nominations) - with the new Strategic Plan, there will be more information to add. Council recruitment isn't currently on the Governance Committee task list. It is part of the Terms of Reference, but it will also be added to the task list. This will require support from Marianne.
- Agreement that a communications plan generates more awareness for the public and registrants.
- #228, Review the Bylaws and Policies for any information on the Past President role, is deferred to January 2020.

ii. **Generative Thinking**

Council examined items in the 2019 Council Annual Evaluation Results document.

Suggestions, comments, and ideas around improving the questionnaire included:

- Question 1, *Council is effectively organized as (1) the appropriate number of directors (2) the right balance of skills, experience, and background:* Suggestion to add a box to each evaluation question to allow reasons for disagreement or areas of concern, the box can be titled "If you disagree, please explain why".

ACTION: Marianne to add in comment box for each question in next year's survey.

- Question 2, *Council assumes much of the responsibility for Council member recruitment and orientation:* Is this Council's responsibility? It would be effective to highlight these answers when going about board recruitment.
- Question 3, *There is an appropriate new Council member orientation program, and an appropriate ongoing development program for Council members:* The orientation is new, and it's an undergoing an ongoing review. It has been good, with lots of information that is presented in a way that's easy to follow.
- Question 4, *There are clear written terms of reference for the Council, the Council Chair, it's Committee's and individual members:* Unsure if we do have Terms of Reference (TOR) for these beyond the *Health Professions Act*

(HPA) and our Policies and Procedures. Most of the functioning of Council members is guided by the HPA. We do have TOR for the Governance Committee and Competence Committee. Maybe the TOR just need to be organized/housed in a different way.

ACTION: Marianne and Kerstin to work on organizing and housing TORs.

- Question 15: Council considered the survey answer of 25% disagreement with whether Council Member's compensation (benefits) is appropriate and meet the needs of the organization.

ACTION: Governance Committee to reassess Council Member's compensation in December.

ACTION: Add Council Member's compensation review to January's Council meeting agenda.

ACTION: Marianne to check with the Alberta Federation of Regulated Health Professions (AFRHP) for data about other Colleges' various Council Member compensation and circulate the information to Council.

- Question 25, *Council ensures the organization has in place a policy to enable management and Council to communicate effectively with the government, stakeholders and the public generally:* Recommend changing the wording from "Council" to "College" as this is more of the College's role.

ACTION: Governance Committee to develop a policy regarding whose role it is to communicate with stakeholders.

- Question 31, *Council assess its composition and strengths in advance of recruiting new Council members:* In recent years the focus has been on receiving enough applications rather than assessing potential Council members' skills. A "deep-dive" into Council recruitment will be needed to develop a strategy for assessing potential Council members' skills.

ACTION: Governance Committee to discuss assessing potential Council members' skills as part of the Council recruitment process.

- Question 54, *When I have an opinion that differs from the majority, I raise it:* Overall encouragement of new Council members being able to share ideas with those who are well in to their term. There was agreement that Kerstin's round-table approach is one effective method for obtaining all opinions, and discussion about using additional techniques such as Councillors writing down their thoughts about the meeting materials ahead of the meeting, using sticky notes on the wall during in-person meetings, and doing post-meeting

check-ins about whether people were able to express their opinions.

- Question 72, *Are there ways of enhancing Council performance?* Council discussed CLEAR (Council on Licensure, Enforcement & Regulation) leadership courses, noting training preparing Council members for Vice President and President role would be beneficial.

ACTION: Marianne to collate the action items from the Council Annual Evaluation Survey questions and circulate them to Council.

iii. Further generative thinking:

- Employers such as Alberta Health Services provide employees liability insurance, but this liability insurance won't cover them for activities outside of work or for complaints that come directly to the College rather than through the employer. ACOT will relook at whether to require mandatory personal liability insurance to register. This would need to be updated in the Bylaws. The Alberta College of Speech-Language Pathologists & Audiologists (ACSLPA) recently implemented this requirement.

ACTION: Marianne to check with ACSLPA about how they implemented the change to requiring mandatory personal liability insurance to register.

- Marianne has received a response from government confirming occupational therapists can use the title of psychotherapist and will send eNews options to Council for direction.

ACTION: Marianne to eNews options to Council for direction regarding how to communicate to registrants the ability to use the title psychotherapist.

- ACOT has received feedback on the Version 6 Alinity update. Registrants have mentioned that it is more streamlined.
- Themes that arose during the Council retreat included: stakeholder engagement, further strengthening of the Continuing Competence Program, continuing strong fiscal oversight, strengthening complaints and discipline, brand management/digital presence (website improvement), and effective governance.

ACTION: Marianne to ask Catherine Keill for the notes from the Council retreat, and build action items during the upcoming staff retreat to support the themes identified during the Council retreat.

- Student preceptors were discussed including whether students can report their preceptor to ACOT. Council also noted there is an impression among senior OTs working in non-traditional roles that the U of A does not want them as preceptors, and a need to find out if this is accurate.

ACTION: Marianne to liaise with Mary Forhan and Shaniff Esmail at the U of A about non-traditional OT preceptors and about the role of ACOT with student complaints about preceptors.

- There was discussion regarding upcoming retirement of the Operations and Complaints Director and options for her replacement with one or two positions and bringing some things that are currently contracted out in-house, providing more cover-off and overflow capacity for other staff positions. Marianne noted that the budget has room for two positions, due to the volume of registrant growth each year. We are aiming to fill the positions by January to provide for overlap/training/onboarding between retiring and new positions.

ACTION: Marianne to send Council the analysis on replacement options for the retiring Operations and Complaints Director.

5. Committee Reports

i. Governance Committee

The items discussed included:

- The Governance Committee met on October 15th & November 12th to review and update governance policies (GPs) 6-8 & 9-11.
- Heidi is now a new member of the Governance Committee.
- The Governance Committee recommended that Council hire a Human Resources (HR) firm for a performance review of the Registrar. Council discussed the options of using an HR committee or hiring a consulting firm. The latter option was preferred. This would be implemented starting in January. It was recommended that Leaders International (formerly Davies Park) be contacted about the Registrar's review to see if they do this kind of work.

MOTION: To approve the updates as recommended by the Governance Committee for GPs 6-11 – Jennifer (MOVED) Arwen (SECONDED). CARRIED

MOTION: Council to engage a human resource consulting firm for the Registrar performance review process. Sheron (MOVED) Arwen (SECONDED). CARRIED

ACTION: Marianne to contact Leaders International to obtain a quote for assisting Council with the Registrar review process.

ii. Competence Committee Appointments

Council reviewed the Competence Committees Report November 2019 document as well as the October 2019 Continuing Competence Committee Expression of Interest Analysis.

A good number of registrants responded to the request for Expressions of Interest. The analysis showed those who expressed interest are from various locations across Alberta and their areas of practice in the profession vary as well. It is recommended that Council appoint all the registrants who expressed an interest in sitting on the Competence Committee.

Kerstin mentioned that she is also considering joining the Competence Committee and will let Council know later if she decides to join.

MOTION: To appoint all the members on the Competence Committees Report. Andrea (MOVED) Sheron (SECONDED). CARRIED

The orientation for the new Competence Committee members will be held on December 5th, followed by the Committee starting to develop policies and procedures for auditing of Continuing Competence Program submissions in the New Year.

Kerstin acknowledged Jennifer for her continued commitment to the Competence Committee as Chair.

6. Consent Items

i. Review of Last Meeting's Minutes

The October 5th, 2019 meeting minutes indicate Heidi and Arwen voted on some of the motions, however they were observers at that meeting so there will need to be different voters identified. Kerstin and Andrea agreed to move and second the motions as applicable.

MOTION: To approve the October 2019 minutes with updates to who moved and seconded the motions. Sheron (MOVED) Andrea (SECONDED). CARRIED

ii. RL 8: Emergency Succession Plan

Marianne presented the RL 8 Monitoring Report acknowledging that it is her responsibility to inform the President of ACOT Council if the Registrar takes a temporary or short-term absence.

Marianne also noted that the Emergency Executive Succession Plan should be refreshed over the next year due to outdated terms used in the report.

MOTION: To approve RL 8 Monitoring Report. Peter (MOVED) Arwen (SECONDED).
CARRIED

ACTION: Marianne to update the Emergency Executive Succession Plan before the next RL 8 monitoring report is due.

iii. Complaints Activity

Marianne reviewed the report noting complaints that were appealed and upheld, went to hearing, resolved via mediation, resolved informally or dismissed.

ACTION: When the new Complaints Director joins ACOT, have them review all ACOT's complaints received to identify trends that can help inform Continuing Competence Program efforts.

iv. Admin. Budget Item

Marianne discussed with Council the contractual obligations with TeraGo internet.

7. Reflection on Governance

During the round-table Council noted that the new Vision and Mission is now aligned with ACOT's Ends Policy which in turn provides good direction for the organization.

8. Meeting Survey/Evaluation (Today's Meeting)

Council completed today's Council Meeting Survey/Evaluation.

9. In Camera (Motion)

MOTION: Heidi (MOVED), Peter (SECONDED) For an *in-camera* meeting. CARRIED.

10. Closing Remarks and Adjournment

No further remarks.

MOTION: To adjourn the meeting. Heidi (MOVED) Jennifer (SECONDED).
CARRIED.

The meeting was adjourned at 9:13 p.m.