

Inquiry Committee

Terms of Reference

BCCOHP's governance structure is focused on transparent decision making in the public interest.

BCCOHP committees are accountable to the Board. Each committee has specific duties and responsibilities that help the Board meet its mandate. Committees support the Board and help the Board to meet its regulatory responsibilities.

Committee members collaborate with professional staff to meet BCCOHP's mandate.

Mandate

The Inquiry Committee assists the Board with investigations and resolution of complaints in accordance with Part 3 of the Health Professions Act and Part 13 of the BCCOHP bylaws.

Composition

The committee consists of at least 15 members who can meet in panels. The recommended composition is:

- At least 10 registrants or certified dental assistants
- At least 5 public members

At least 1/3 of the total membership must consist of public members.

A person cannot simultaneously be a member of the inquiry committee and the board or any other BCCOHP committee.

The Board appoints committee members for terms of 1 or 2 years, to a maximum of 6 consecutive years.

Panels

This committee meets in panels of at least 3 committee members appointed by the committee chair. A panel has the same powers as the committee. The panels must be 1/3 public members.

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The panels will meet to review complaint files. Files regarding certified dental assistants, dental hygienists, dental technicians, dental therapists, dentists or denturists will be reviewed by panels with at least one certified dental assistant, dental hygienist, dental technician, dental therapist, dentist or denturist.

Panel composition should consist of members with the necessary expertise and competencies to deal with the matter being considered.

Composition Matrix

BCCOHP will aim to appoint individuals with the following competencies to join the Inquiry Committee:

Lived experience

Lived experience accommodating or navigating a spectrum of physical, mental health, or cognitive abilities, the knowledge of which can enhance relevant, thoughtful decisions that protect the public.

Standards/Scope of Practice

Understand the standards and scope of practice that guide oral health practice in British Columbia and be able to determine where a breach or potential breach might occur.

Committee and panel leadership

Experience in facilitating committee or panel meetings, developing a positive culture, conflict resolution, and fostering effective decision making.

Traumatic Experience Awareness

Experience in, understanding of, and sensitivity to the effects or stress or potential stress on individuals involved in a complaint process, and experience in creating safe spaces and trust- building processes.

Health care terminology

Know and understand the common terminology, acronyms and phrases used in health care.

Authority

The authority of this committee derives from Part 3 (Inspections, Inquiries and Discipline) of the *Health Professions Act* (HPA) and Bylaw Part 13 (Investigation and Discipline).

Duties and Responsibilities

In accordance with Part 3 of the HPA and Part 13 of the bylaws, the committee:

- (a) accepts, reviews and authorizes the investigation of all new complaints received by BCCOHP using the risk assessment framework;
- (b) provides advice and direction to BCCOHP on how to proceed with ongoing investigations;
- (c) manages complaints;
- (d) authorizes the issuance of citations and monitors and addresses issues with compliance;
- (e) provides any other assistance BCCOHP may require with respect to investigations;
- (f) typically meets with the respondent to discuss possible resolutions to complaints;
- (g) reviews and monitors the implementation of the HPA provisions relating to complaint investigation policies and procedures to ensure they are transparent, objective, impartial and fair;
- (h) recommends BCCOHP's approach to investigations and complaint resolution in the best interest of the public; and
- (i) reviews and assesses, at least every two years, the committee's terms of reference and makes recommendations to the Board for amendment of same.

Meetings and expectations

3-4 training sessions are conducted each year and are compulsory for all members.

The committee typically meets in panels **2-3** times per month and each panel member is expected to participate in approximately **8** meetings per year.

Committee meetings are around 3 hours long during the business day and members are required to review committee meeting materials and be prepared for meetings. Meeting schedule and length are dependent on member availability and committee workload.

Committee members are compensated for attending meetings in accordance with BCCOHP's Remuneration and Expense Policy.

Expectations:

In addition to the expectations for all committee members, members of the Inquiry Committee are expected to:

- Be aware of real or perceived conflict of interest they may have and to declare any conflicts of interest during meetings. Committee members must recuse themselves from any discussions or decision in which they have a conflict.
- Attend training sessions.