

BCCOHP BOARD OPEN MEETING**Thursday, 5 December 2024****9:02 a.m. – 9:20 a.m.****11:37 a.m. – 1:58 p.m.****BCCOHP Offices****110-1765 West 8th Avenue, Vancouver, BC****“Karen England” Room****MINUTES**

The British Columbia College of Oral Health Professionals (BCCOHP or "the College") Open meeting commenced at 9:02 a.m.

In Attendance

Carl Roy, Chair

Julie Akeroyd

Elizabeth Cavin

Pat Dooley (Virtual)

Marion Erickson

Hooman Janami (Virtual)

Dr. Lina Jung

Cathy Larson (Virtual)

Rachel Ling

Shirley Ross (Virtual)

Amandeep Singh

Kim Trottier

Staff in Attendance

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

Bethany Benoit-Kelly, Senior Manager, Communications & Engagement

Julie Boyce, Action Director, Professional Conduct, Competence & Fitness

Katy Carson, Director, Cultural Safety and Humility

Thomas Chan, Chief Operating Officer

Rebecca Chisholm, Director, Professional Practice

Shivalika Katyal, Policy and Projects Manager

Karen Mok, Director, Professional Conduct, Competence and Fitness

Róisín O'Neill, Executive Director, Policy, Planning and People

Ronald Revell, Senior Regulatory Advisory (Virtual)

Leslie Riva, Director, Registration & Certification

Jennifer Roff, Deputy Registrar and Executive Director, Regulation

Sasan Solaimani, Technical Support

Mary Yu, Executive Assistant to the Registrar/CEO

Guests

Leslie Dickson, Strategy and Communication Consultant

Alison Osborne, Strategy and Communication Consultant

Preparation of Minutes

Dione Costanzo, Raincoast Ventures Ltd.

1. Call Meeting to Order and Territorial Acknowledgement

Carl Roy, Chair, welcomed staff joining the meeting and introduced the Board members and Victoria-based staff who joined the meeting in person.

The Chair called the meeting to order at 9:02 a.m. and provided a territorial acknowledgement.

1. Changes to Board Meeting Structures

The Chair provided an introduction for Katy Carson, Director, Cultural Safety and Humility. Katy Carson reviewed upcoming changes to the structure of Board meetings, specifically the implementation of introductions. Beginning with the next Board meeting, the agenda will include introductions for each attendee. Katy Carson referred to a guide and worksheet that was distributed with the meeting package that outlines the expectation of individual introductions that are based on Indigenous cultural practices of sharing personal background information. These changes will be practiced for three months, starting with the March 2025 Board meeting, and then be revisited for discussion.

Closed Meeting

The meeting adjourned to the Closed session at 9:20 a.m. and reconvened the Open meeting at 11:37 a.m.

13. Approval of December 5, 2024, Open Board Meeting Agenda**RESOLUTION:**

It was MOVED (Amandeep Singh) and SECONDED (Julie Akeroyd)

RESOLVED that the BC College of Oral Health Professionals Board approve the Open Meeting Agenda for the December 5, 2024, meeting.

CARRIED

14. Approval of September 5, 2024, Open Board Meeting Minutes**RESOLUTION:**

It was MOVED (Kim Trottier) and SECONDED (Dr. Lina Jung)

RESOLVED that the BC College of Oral Health Professionals Board approve the Open Meeting Minutes for the September 5, 2024, meeting.

CARRIED

15. Database Harmonization Project (attachment)

Leslie Riva Director, Registration & Certification and Jennifer Roff, Deputy Registrar and Executive Director, Regulation, provided an update on the Data Harmonization Project, including a demonstration of the new, online public registration system.

Leslie Riva noted that BCCOHP is the only college to have successfully migrated its data to date. The BCCOHP has reduced its system to two databases and simplified the registrant login process. The login process is now consistent for all oral health professionals and requires only an email and password. A single portal now enables the public to search for all oral health professionals. This feature was launched two weeks ago and is undergoing further improvements and adjustments.

Phase one of the database migration project included amalgamating dental technicians and dentists into the current Customer Relationship Management (CRM) platform and updating the public register. Updates to the public registrar are being completed with consideration of the *Health Professions and Occupations Act (HPOA)*.

Phase Two will include migrating the two remaining databases into one for all oral health professions, and an update will be provided at that time.

Health Break

The meeting paused at 11:48 a.m. and returned at 12:30 p.m.

16. Audience Mapping and Engagement Framework (attachment)

Dr. Chris Hacker, Registrar and CEO, introduced Alison Osborne and Leslie Dickson, Strategy and Communications Consultants, who have developed an Audience Map and Engagement Framework to underpin the ongoing communications and engagement strategy of BCCOHP. With incoming legislation pending, now is a good time to examine audiences, both internal and external and ensure that communication and engagement are aligned with best practices.

Alison Osborne and Leslie Dickson reviewed the main objectives of developing a framework for appropriate and consistent communications and engagement, as well as the process and inputs used in the research phase of the project. Indigenous cultural safety was a consideration, and additional focus by experts in this subject matter is needed.

The key findings of the BCCOHP audience research phase:

- Role clarity is critical for appropriate audience engagement as this informs all strategies and operations; internal audiences need to understand BCCOHP's mandate
- Risks to inappropriate and ineffective audience communications and engagement: audiences are diverse with varied engagement needs and preferences.

Internal Insights:

- Staff requires foundational knowledge and support regarding BCCOHP's mandate
- Board members would benefit from more frequent updates.

Operational Observations:

- Communications and engagement responsibilities are shared across the organization
- In addition to identified roles, others are regularly communicating with external audiences as part of their function
- Staff expressed interest in streamlining and formalizing communications processes.

Project Deliverables:

- BCCOHP Audience Map: a visual representation of audience groups categorized into five broad groups:
 1. Those We Protect – Public audiences linked to BCCOHP's protection role
 2. Those We Regulate – Audiences related to the regulatory role
 3. Those With Authority – Entities with authority over or influencing BCCOHP
 4. Those With Mutual Interests – Organizations with full or partial alignment of interests
 5. Those We Entrust – Internal staff, oral health professionals, and other stakeholders.
- BCCOHP Audience Engagement Framework – establishes appropriate, consistent communications.

It was noted that these audiences were developed for the regulatory environment, and there are Indigenous-specific audiences within each of these groupings.

The Audience Map and Engagement Framework will provide BCCOHP with guidance and tools to optimize communications and engagement across the organization, reflecting BCCOHP's Mission, Values and Vision.

Guiding Principles shaped the development of the project and included:

- Ensuring role clarity and risk-based strategies
- Leveraging existing activities and outputs effectively
- Applying best practices in communications to align with BCCOHP's mandate.

Implementation and next steps:

- The framework and tools will be rolled out to staff with an implementation guide
- Integration into BCCOHP's overarching communications and engagement strategy.

It was noted that detailed audience breakdowns and additional resources were provided in the meeting package.

During discussion, comments were offered relating to:

- Recognition of engagement fatigue with Indigenous audiences and, in particular, governing bodies:
 - BC Health Regulators, through the HPOA project, will develop an Indigenous Communications Framework that can be used as a blueprint.

RESOLUTION:

It was MOVED (Elizabeth Cavin) and SECONDED (Kim Trottier)

RESOLVED that the BC College of Oral Health Professionals Board accepts the DRAFT Audience Map and Engagement Framework and directs staff to operationalize it.

CARRIED

17. Cultural Safety and Humility Project Update

Katy Carson provided an overview of the Cultural Safety, Cultural Humility, and Anti-Racism Strategy being developed for BCCOHP and noted that a key consideration is to ensure that all staff have access to education on these topics. There are ongoing reviews of processes and procedures for each department applying the anti-racism lens to all operations and functions. The Complaints Department, the area with the highest risk of harm, is the starting point for ensuring that processes are culturally safe. Registration and Renewal are also priority departments. Patient Center Care has approved the development of anti-racism practice standards.

The goal is to complete the Cultural Safety, Cultural Humility, and Anti-Racism Strategy by spring 2025. Currently, there is a focus on building relationships and early consultation to inform the process. Compliance will be monitored to ensure that policies are used. Other regulatory colleges are engaged to share successful strategies, and to mitigate engagement fatigue.

The purpose of developing this strategy is to begin a culture shift as changes are introduced to the Board structure and the organization as a whole. Starting with the Board, it is expected that there will be open, candid, and sometimes uncomfortable conversations. It is imperative that a safe space is created so people are not afraid to make mistakes.

Katy Carson posed the following questions for the Board and staff to consider:

- What kind of benchmarks do you want to see?
- What resources would be useful?

During discussion, comments were offered relating to:

- The importance of regular reporting as the strategy gets rolled out
- Improving the complaints process and ensuring a network of support to guide and humanize it
- The use of language to create an inclusive and constructive tone
- The scope of anti-racism in this initiative being specific to anti-Indigenous racism.

In closing, Katy Carson noted that this project was not intended to “tick the box” and is an ongoing and evolving process.

18. Public Questions

No questions from the public.

19. Closing of Meeting

In closing, the Chair wished the staff a good holiday season and expressed appreciation for work done over a challenging year.

This concludes the Open Meeting – 1:58 p.m. The Board moved into an In-Camera session.