

BCCOHP BOARD OPEN MEETING**Thursday, 04 September 2025****9:00 a.m. – 12:00 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

Tianna Armstrong

Elizabeth Cavin

Pat Dooley

Marion Erickson (virtual)

Dr. Andrew Irwin

Hooman Janami

Dr. Lina Jung

Rachel Ling

Amandeep Singh

Regrets

Shirley Ross

Staff in Attendance

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

Bethany Benoit-Kelly, Director, Communications and Engagement

Katy Carson, Director, Cultural Safety and Humility

Thomas Chan, Chief Operating Officer

Rebecca Chisholm, Director, Professional Practice

Chloe Lo, Director, Registration and Certification

Ruby Ma, Director, Non-Hospital Surgical Facilities

Karen Mok, Deputy Registrar and General Counsel

Melissa Mungall, Manager, Engagement and Change Management

Roisin O'Neill, Deputy Registrar and Executive Director, Transformation

Ronald Revell, Executive Director, Strategy and Integration

Jennifer Roff, Deputy Registrar and Executive Director, Regulation

Sasan Solaimani, Technical Support

Mary Yu, Manager, Registrar's Office

Invited Guests:

Brett Collins, Chair, Quality Assurance Committee

Shivalika Katyal, Consultant

Preparation of Minutes

Megan Krempel, Raincoast Ventures Ltd.

1. Call Meeting to Order and Territorial Acknowledgement

Carl Roy, Chair, called the meeting to order at 9:02 a.m. and provided a territorial acknowledgement. A warm welcome was extended to management and staff in attendance.

2. Roundtable Introductions (*attachments*)**1. Demonstration of Learning**

Rachel Ling shared early learnings about Canada's complex Indigenous history, which underscored the importance of continued dialogue of humility with Indigenous people. Reconciliation was about acknowledging the history and working toward a stronger, healthier relationship in the future.

Discussion ensued on the purpose of the Board's ongoing practice of roundtable introductions. The intention is for introductions to be a way to learn more about other Board members, their history, and their families, recognizing that they will evolve over time. Further discussion was had regarding how the BCCOHP recognized Indigenous Truth and Reconciliation Day and ensuring the acknowledgement was meaningful.

During a roundtable, Board members shared aspects of their backgrounds and personal reflections on their Indigenous learnings.

3. Declaration of Interest

No declarations were raised. Chair Roy noted that should a question arise during the meeting that may present a conflict, Board members were encouraged to declare it.

4. Approval of September 4, 2025, Open Board Meeting Agenda (*attachments*)**RESOLUTION:**

It was MOVED (Rachel Ling) and SECONDED (Dr. Lina Jung)

RESOLVED that the BC College of Oral Health Professionals Board approve the Open Meeting Agenda for the September 4, 2025, meeting.

CARRIED

5. Consent Agenda (*attachments*)

1. Approval of June 19, 2025, Open Board Meeting Minutes

2. Reports from Committees (attachments)
 - a. Inquiry
 - b. Registration
 - c. Sedation and General Anesthesia
 - d. Standards and Guidance

RESOLUTION:

It was MOVED (Tianna Armstrong) and SECONDED (Elizabeth Cavin)

RESOLVED that the items on the Open Consent Agenda for the September 4, 2025, BC College of Oral Health Professionals Board meeting be approved.

CARRIED

6. General Meeting (*attachment*)

Karen Mok, Deputy Registrar and General Counsel, informed of the College's requirement to hold an annual General Meeting, and the suggestion was that the College hold its General Meeting virtually on Monday, October 6, 2025, at 4:30 p.m. A virtual meeting would enable the attendance of more stakeholders.

It was additionally noted that Julie Akeroyd had volunteered to be the Acting Chair at the BCCOHP General Meeting in the absence of Chair Carl Roy.

RESOLUTION:

It was MOVED (Elizabeth Cavin) and SECONDED (Dr. Lina Jung)

RESOLVED that the BC College of Oral Health Professionals Board agree that Julie Akeroyd be the Acting Chair at the BCCOHP General Meeting and that the BCCOHP General Meeting be held virtually on October 6, 2025, at 4:30 p.m.

CARRIED

7. Committees Terms of Reference (*attachments*)

Karen Mok advised that BCCOHP bylaws required that BCCOHP committees review their Terms of Reference (ToR) every two years, but that with the *Health Professions and Occupations Act* (HPOA) coming into force in Spring 2026, any substantial amendments be deferred. The Finance, Audit, and Risk Committee, Inquiry Committee, and Standards and Guidance Committee had completed amendments to their ToR. Most amendments were related to formatting and editing; however, all committee ToRs would amend the reference to "declaring of a conflict of interest" to "declaring an interest". Committees would determine whether the "declaration of interest" was a conflict.

During ensuing discussion, comments were offered related to:

- The suggestion that longer ToR documents utilize a consistent numbering system for easier reference
- Question as to why the frequency of meetings was reduced, most notably a decrease in Inquiry Committee meetings, as they held a significant workload:

- The Inquiry Committee meeting cadence was moved to meet the workloads of the committee and staff.
- Clarification that panel members need only to attend two, not eight, meetings, and that panel members rotate.

RESOLUTION:

It was MOVED (Pat Dooley) and SECONDED (Julie Akeroyd)

RESOLVED that the BC College of Oral Health Professionals Board approve the amendments noted in the terms of reference for the:

- Inquiry Committee
- Standards and Guidance Committee
- Finance, Audit, and Risk Committee.

CARRIED

8. Nomination and Appointment Committee Report (*attachment*)

Rachel Ling, Nomination and Appointment (N&A) Committee Chair, informed that the Committee had met on August 6, 2025, to address the vacancy of a public member on the Quality Assurance Committee. During the N&A meeting, two new Committee members were introduced and welcomed.

Further dialogue was had regarding:

- There being only one Board member currently on the N&A Committee
- Clarification that the “significant pool of applicants” included a reserve list of candidates who had not been appointed during a recent recruitment campaign:
 - Two public members were obtained from the list.

A discussion on electronic voting would be held during the Board’s In-Camera session.

9. Communications and Engagement Strategy (*attachments*)

Bethany Benoit-Kelly, Director, Communications and Engagement, referred to the Communications and Engagement Strategy provided with the Board Meeting materials, noting the strategy was a milestone for the BCCOHP.

The initial purpose of the Communications and Engagement Strategy was to act as a tool to advance the College through the amalgamation, a highly dynamic environment, while remaining focused on the key matters. This would be especially important as the College transitioned to the new HPOA and became a Government Reporting Entity (GRE).

The Strategy was designed to be a supportive reference of the core operational work being done, the various strategic priorities, and to map them out to ensure a shared understanding.

Further remarks were provided regarding:

- Guiding principles and how the work aligned with organizational goals

- High-level objectives
- Audience mapping
- Identifying problem areas.

Discussion ensued, and comments were offered regarding:

- Appreciation for the clarity of the document and for it being shared in advance of the Board meeting
- Ensuring the validity of the response from engagement with public stakeholders when surveys contained potentially leading questions
- Desire for there to be more channels for feedback, not just through a survey:
 - Feedback was being sought on how stakeholders wished to be engaged with, and data would be collected and utilized
- Whether communications were being tailored to the various groups
- Creating posters to be present in spaces and at interfaces with people
- The need for agility, flexibility, and responsiveness, and to have multiple methods of communication to get broad input
- Considering different learning styles, both visual and auditory
- Concerns with the inference that the CEO was the sole spokesperson for the College, and whether that should include the CEO and Board Chair:
 - Clarification that the Board Chair spoke to matters specific to the Board and the CEO regarding the College's operations:
 - The Strategy must include more clarification on the statement
- Engagement should be continuous and allow for clarifying questions and responses
- Whether there were plans to engage further after more decisions were made:
 - Direction would come from the project and committee
- Correction on page 16, under "Channels" and the removal of the word "not" from "...we ensure that communities are not timely and relevant"
- The intent of the statement under the risk register, *"Audiences losing trust in and support for BCCOHP and aligns with the Board-approved risk appetite statement, which emphasizes proactive management of reputational risks to prevent irreparable harm, while recognizing that it may not be aligned with our public protection mandate to satisfy all conflicting expectations of our various audiences."*:
 - The BCCOHP was adverse to reputation risk, but could not make everyone happy with the hard decisions that are made.

In terms of engagement, Chair Roy emphasized the importance of communicating early and often, to continue that cycle with the varied stakeholders, and to obtain clarity on the variety of concerns they might have.

10. Update on Cultural Safety, Cultural Humility, and Anti-Racism (*attachments*)**1. Update on Indigenous Anti-Racism, Cultural Safety, and Humility (IARCSH)**

In regard to the internal and external organizational work on IARCSH, Katy Carson, Director, Cultural Safety and Humility, noted the following:

- Close of a benchmarking survey, which included participation of regulators across the country on their IARCSH work:
 - A report would be shared at a future BCCOHP Board meeting
- Recruitment underway for an Indigenous Circle to have more voices at the table
- Experiential staff learning opportunity on September 15, 2025
- Work on the implementation of an IARCSH Practice Standard:
 - Plans to develop a mandatory module to support Section 3 of the Professional and IARCSH Practice Standards
- Discussion paper in collaboration with other Colleges on model bylaws and request from two Indigenous Governing Bodies for consultation
- Participation on a working group on the review of proposals in relation to the administration of the Support Program
- Working with the Federation of Dental Hygiene Regulators of Canada (FDHRC) on the development of a resource related to IARCSH.

Katy Carson agreed to follow up on whether the FDHRC's IARCSH resource could be shared with all Oral Health Professionals (OHP) or just the dental hygienists.

2. Indigenous Honorarium Policy

Katy Carson reported on an Indigenous Engagement and Service Policy and honoraria rate for engaging with Indigenous peoples. Similar policies were being used at other colleges, and the proposed rates were based on the rates those colleges applied.

During discussion on the Indigenous Honorarium Policy, comments were offered related to:

- The policy's broad reference to the engagement budget and how that budget would be managed:
 - Clarification that the engagement for the current fiscal year was included in the annual budget
 - Confirmation that the events would be budgeted for and not be unlimited
- Concerns with equity and the rationale for the Indigenous attendance rate (\$800/day) being higher than the non-Indigenous attendance rate (\$700/day):
 - Clarification that the additional \$100 was for opening and closing ceremonies
 - There being an income disparity between Indigenous and non-Indigenous
 - Suggestion that the rate be the same for both Indigenous and non-Indigenous
- Cash reimbursement for honoraria was at the preference of the individual, and to support those living in rural communities who may not have access to a bank
- Speaker and performer rates would be assessed and required to fit within the program's budget

- Board maintained overview and approval of budgets and exceptional expenses
- Payment policies were primarily for OHPs
- Consistency in application of the honoraria rate would be defensible
- Most other regulatory bodies had agreed to the honoraria rates.

RESOLUTION:**It was MOVED (Tianna Armstrong) and SECONDED (Marian Erickson)**

RESOLVED that the BC College of Oral Health Professionals Board approve the draft *BCCOHP Honoraria for Indigenous Engagement and Services Policy*.

CARRIED

Health Break

The meeting recessed at 10:51 a.m. and reconvened at 11:02 a.m. The order of the agenda was amended to address Item 12 prior to Item 11.

12. Quality Assurance Committee Report**1. Proposed Quality Assurance Program Framework Overview**

Brett Collins, Chair, Quality Assurance (QA) Committee, shared of a QA Committee meeting in June 2025, in which they discussed the decline of a QA cycle extension request due to lack of extenuating circumstances, the development of an Artificial Intelligence (AI) policy for the Quality Assurance Program (QAP), and adapting the QAP to meet the requirements of the implementation of the HPOA.

Shivalika Katyal, Project Lead, QAP, led the review of a presentation titled, “Quality Assurance Program Modernization” and highlighted:

- The QAP framework overview
- The framework’s three components: (a) self-assessments, (b) education and knowledge application, and (c) risk-based follow-up:
 - Components anchored in BCCOHP principles
 - Components A and B to be completed by all OHPs
 - Component C completed by a subset of participants.

Melissa Mungall, Manager, Engagement and Change Management, spoke of the development of a decision-making pathway on how to engage, at what level, and the consideration of whether there was a legal requirement to consult or of high interest/profile. The QAP met the criteria for consultation, and early consultation and input were essential in the program’s development. An invitation to engage had been shared, and the feedback received would inform the next steps of the program.

During ensuing discussion, comments were offered related to:

- How the effectiveness of components would be measured:
 - Evidence, the Voice of Patients, and OHP input
 - Plans to survey throughout the QAP on how components could be improved, and continue through the program’s lifetime

- Using complaints data to understand types of complaints and identify new or decreases in complaint trends
- Whether components used in other regulatory areas have been successful:
 - Currently no equivalent program to make comparisons
 - The QAP design would be much different than others
 - Environmental scans and research informed the development of components
 - Plans to conduct a self-inventory and use data to drive the iteration of the QAP
- The QAP being a living document:
- The current QAP designed to meet the minimum requirement of the HPOA, with the intention of making improvements following HPOA implementation:
 - Ensuring the components would be appropriate beyond meeting HPOA obligations
- All methods and channels for submission of feedback were accepted and reviewed
- OHPs provided honest reflections in self-assessments
- A self-assessment guided by a survey of patients could make great improvements to the system
- Suggestion to make clear that the work was driven by the requirements of the HPOA
- Ensure for methods for public members to provide feedback.

Chair Roy advised that the presentation on the QAP and Framework would be shared with Board members. Thanks was extended to the QA Committee for its work.

11. Balanced Scorecard and Performance Dashboard

Dr. Chris Hacker, Registrar and CEO, shared that the scorecard was developed to provide the Board with a regular line of sight to how the BCCOHP organization was performing. The intention was for the scorecard to be included on the BCCOHP Meeting Consent Agenda going forward. The scorecard would be brought back to the Board at its December 2025 meeting for fine-tuning and to discuss the effectiveness of the scorecard's metrics.

The Board recommended that the scorecard avoid denoting some items, such as the budgets, as "green". This suggested that they required no focus or concern. Following the Board's recent review of the BCCOHP Financial Sustainability Plan, it was made clear that there would be structural deficits in the coming years and that denoting the item as "yellow" or "red" would indicate that close attention was being paid to the matter.

13. Public Questions

No questions were brought forward.

14. Closing of Meeting

Chair Roy advised of the following friendly amendment to the Minutes of the June 19, 2025 BCCOHP Open Meeting:

- Page 6, Item 8, under the heading “Part 3 – Committee”, the third bullet should be corrected to read, “Committee panels must include a representative of the same profession of the respondent”.

This concludes the Open Meeting – 11:45 a.m.