



College of Chiropractors of Ontario

**Minutes of the Council Meeting
Friday, January 26, 2024, at 9:00 a.m.
180 Dundas St. W., 19th Floor Conference Room**

Council Members in Attendance:

1. Matthew Andrade
2. Melanie Atkinson
3. Chad Bezaire
4. Ed Chung
5. Jim Daley, Public Appointee
6. Allan Katz, Public Appointee
7. Andrew Klayman
8. Deborah Loundes, Selected Member
9. Murtuza Najmudin
10. Reshad Nazeer, Public Appointee
11. Jannel Somerville
12. Peter Stavropoulos (Chair)

Regrets:

1. Ramesh Bhandari, Public Appointee
2. Donna Shewfelt
3. Andrew Simmons, Public Appointee

Staff in Attendance:

1. Nicole Zwiers – Registrar and CEO
2. Meghan Clarke – Deputy Registrar and Manager, Professional Conduct and Hearings
3. Michael Aubé – Manager, Registration, Examinations and Quality Programs
4. Shruti Tantry – Manager, Communications and Engagement (Recorder)

General Legal Counsel:

1. Erica Richler

Guests:

1. Ian Colin McQuistan, Ontario Society of Chiropractors
2. Jennifer Sinclair, Canadian Federation of Podiatric Medicine
3. Iang Mawi Zai Tu, Ministry of Health – via Zoom

1. Call to Order

1.1 Call to Order, Appointment of Secretary, Land Acknowledgement, Approval of Professional Member Prep Time

P. Stavropoulos called the meeting to order at 9:01 a.m., noting that notice of the meeting was given, and the meeting was properly constituted with a quorum present, and welcomed Council members and guests.

S. Tantry was appointed as Secretary.

E. Chung delivered a land acknowledgement.

E. Chung proposed 2.5 hours of preparation time for professional members.

It was moved by A. Klayman and seconded by M. Najmudin to approve 2.5 hours of preparation for professional members. Motion CARRIED.

1.2 Approval of Agenda

It was moved by M. Atkinson and seconded by A. Katz to approve the agenda. Motion CARRIED.

1.3 Declaration of Conflict of Interest

No conflict of interest was declared.

1.4 Approval of Minutes of September 22, 2023 Council Meeting

It was moved by J. Daley and seconded by E. Chung to approve the minutes of the September 22, 2023 Council meeting. Motion CARRIED.

1.5 Welcome Guests

N. Zwiers welcomed Council, staff and guests and observers to the session.

2. Consent Agenda Items

It was moved by C. Bezaire and seconded by M. Najmudin to approve consent agenda items 2.1, 2.2. and 2.3. Motion CARRIED.

3. Decision Items

3.1 2024 Budget

It was moved by J. Daley and seconded by M. Atkinson that Council approve the 2024 Budget.

M. Najmudin asked about legal fees and why the amount budgeted for 2024 was the same as 2023. N. Zwiers explained that the College looked at the last three years in coming up with the budgeted amount. She also noted that the recovery of legal fees offsets the legal fees. N. Zwiers noted that legal fees are hard to predict because the number of complaints varies from year to year, as does the complexity of the matters.

3.2 Registration Examination Failures Policy

It was moved by M. Najmudin and seconded by J. Somerville that Council approve the Registration Examination Failures Policy. MOTION CARRIED.

3.3 Registration Examinations Accommodation Policy

It was moved by M. Andrade and seconded by M. Atkinson that Council approve the Registration Examinations Accommodation Policy. Motion CARRIED.

N. Zwiers noted that the College is required to accommodate registration examinations by law and it has an obligation to maintain academic rigour.

3.4 Amendments to and merging of the Registration Examination General Requirements Policy and Registration Examination Appeals Policy

It was moved by E. Chung and seconded by M. Najmudin that Council approve the amendments and merging of the Registration Examination General Requirements Policy and Registration Examination Appeals Policy. Motion CARRIED.

3.5 Returning to Practice Policy

It was moved by C. Bezaire and seconded by A. Katz that Council approve the Return to Practice Policy. Motion CARRIED.

3.6 Continuing Education & Self-Assessment Policy on inclusion of EDI requirements

It was moved by A. Klayman and seconded by A. Katz that Council approve the amendments to the Continuing Education Policy to include the EDI requirements.

3.7 Amendment to By-law 2 (Fees)

It was moved by E. Chung and seconded by J. Daley that Council approve the amendments to By-law 2 to levy a penalty against registrants who fail to complete their Continuing Education logs in a timely fashion. Motion CARRIED.

3.8 Self-Assessment Tool

It was moved by A. Klayman and seconded by C. Bezaire that Council approve the revised Self-Assessment Tool. Motion CARRIED.

3.9 Amendments to By-law 2 (Fees) to increase the fee for equivalency assessments of non-approved programs

It was moved by A. Katz and seconded by J. Somerville that Council approve the amendments to By-law 2 to increase the fee for equivalency assessments of non-approved programs. Motion CARRIED.

A. Klayman asked about applicants from non-approved programs. N. Zwiers explained that even if institutions were approved in the past, there might be individual programs not currently approved by the College, so each application must be assessed case-by-case by an external assessor.

3.10 Practice Assessment Tool

It was moved by M. Atkinson and seconded by J. Daley that Council approve the revised Practice Assessment Tool. Motion CARRIED.

Council members suggested promoting this tool on social media as the tool is beneficial to new registrants, helping them learn about practice guidelines as soon as they enter practice, and will help streamline quality improvement processes. Staff clarified the launch timelines – assessments that were initiated in 2023 and are ongoing would still use the previous version to maintain continuity and avoid disruptions, but all assessments initiated in 2024 and thereafter would use this new revised tool.

3.11 Surgical Suite Assessment Tool

It was moved by E. Chung and seconded by M. Najmudin that Council approve revised Surgical Suite Assessment Tool. Motion CARRIED.

N. Zwiers explained that Council sets an expectation to exercise skill and knowledge to use the tool appropriately and noted that this is not meant to overemphasize surgical procedures or push for registrants to do surgery, but rather, it's about having a mechanism and process in place to prevent any gaps in the assessments process.

3.12 2025 Council Meeting Dates

It was moved by M. Najmudin and seconded by A. Katz that Council approve January 30, 2025 and May 29, 2025 as the 2025 Council dates, and that the September 2025 date be determined at a later date. Motion CARRIED.

N. Zwiers explained that some religious observances occur on a Friday, and therefore, Council was asked to consider Wednesdays and Thursdays to ensure that all Council members can comfortably attend and participate in all the Council discussions and sessions. As such, the proposed dates are January 30 and May 29, 2025. September has several religious holidays and observances as well as regulatory conferences, which is why College staff will work on finding some suitable date options for the fall.

3.13 Amendment to By-law 1 to Add Registrant Registration Numbers to the Public Register

It was moved by A. Katz and seconded by M. Najmudin that Council approve, in principle, the amendment to By-law 1 to add Registrant registration numbers to the public register, and that Council direct that the proposed amendments be circulated to registrants and other stakeholders for comment for 60 days before the matter is returned to Council. Motion CARRIED.

N. Zwiers explained that the College Public Register historically displayed registration numbers of registrants until Council moved to remove this in October 2019. This is a common practice among other regulators, as it helps patients and members of the public navigate the system with more ease. The College regularly receives a high volume of calls and inquiries from insurance companies, institutions, and members of the public to verify the registrant for various claims and forms, and therefore, this would reduce administrative burden on staff and help people find this important information for verification purposes quickly. This amendment to include registration numbers on the Public Register is to be circulated to the profession to gather feedback.

3.14 Emergency Class (Standard, and Policy)

It was moved by A. Katz and seconded by M. Katz that Council approve the Emergency Class Policy. Motion CARRIED.

Council discussed what constitutes an emergency and the circumstances where this standard can be implemented. Staff clarified that an emergency is typically called by the Ministry and not by the College, and this is therefore the effect of an external force. Legal Counsel E. Richler mentioned that according to the regulation, the College Council can also determine if an emergency exists (healthcare workforce shortage in certain areas, public health crisis, etc.) to establish the emergency class of licensure.

It was moved by E. Chung and seconded by D. Loundes that Council approve the Supervision in the Emergency Class Standard of Practice. Motion CARRIED.

Staff clarified that according to the regulation, supervision is required when a registrant is practicing in emergency circumstances and that supervision refers specifically to in-person practice settings. The interpretation of the regulation, considering the best interest of the public, calls for emergency circumstance licensees to be supervised in person to ensure all practice guidelines, procedures and standards are adequately met.

4. Council Education Item #1 – Compassionate and Trauma-Informed Regulation, presented by Anita Ashton, Deputy Registrar, College of Psychotherapists of Ontario

Anita Ashton delivered a presentation, where she shared personal experiences and key insights highlighting the importance of bringing a trauma-informed approach and compassionate lens into various regulatory processes, programs, and communication vehicles. She also highlighted the importance of empathy and compassion in our day-to-day interactions with our stakeholders, and acknowledging that members of the public, registrants and staff all have complex histories and identities, which might impact the way they engage with the system and other individuals.

5. Council Education Item #2 – Updates in Professional Regulation, presented by College staff

M. Clarke and M. Aubé shared learnings and key themes from sessions at the CNAR and CLEAR regulatory conferences in fall 2023. Some key topics included Right-Touch Regulation, the role of AI in healthcare delivery, integrating equity, diversity, and inclusivity principles into regulatory processes, streamlining quality improvement processes, and other trending healthcare topics.

6. Discussion Items

6.1 Registrar's Report

The report is provided in the meeting materials. N. Zwiers added that the College wants to specifically focus on outreach efforts to better engage with the public, with registrants and learners and other stakeholders. The College hosted a Town Hall session in December, which was well-attended. N. Zwiers presented key highlights and regulatory updates and shared information about the Full Scope Podiatry Model. There were many questions from participants around the future of foot care in Ontario, the role of chiropodists and podiatrists and opportunities to improve patient care, particularly reaching underserved populations and communities in the province. N. Zwiers also highlighted that the College

is keen on supporting registrants through the QA program to help them follow practice guidelines effectively.

6.2 President's Report (verbal)

P. Stavropoulos noted that there was little to add to the Registrar's Report and thanked Council members, who volunteer their time from their busy lives and practices to participate in College matters. He thanked Committee members for taking the time to make sure the College is well-functioning and running smoothly, and invited Council and guests to provide their feedback on Council operations and College initiatives.

6.3 Key Performance Indicators (KPIs) Update & Dashboard

The dashboard (included in materials) will give a sense of where the College stands in terms of functions and programs and will accompany Council materials hereafter to keep Council informed.

6.4 Standards Revision Update

M. Clarke explained that the Standards and Guidelines Committee is reviewing content to make sure all practice guidelines are accurate and up to date and that inclusive, plain language is used in the College Standards. Several documents are being reviewed for language and accessibility as part of their regular review process. This is to ensure that all College documents are more standardized and adhering to College branding, visually appealing, readable and user-friendly for registrants and members of the public. M. Clarke notes that the Code of Ethics is currently being reviewed and that priority is being given to patient-related documents.

6.5 Discipline Hearings: Information for Registrants*

M. Clarke noted that this document (included in Council materials) was developed to address inquiries caused by the increase in the number of referrals to the Discipline Committee, as many people are not represented by legal counsel and seek information on the hearing process. This guide document is provided to those who are referred from the ICRC to Discipline. The guide will help unrepresented registrants navigate the process.

6.6 Video Showcase: College Complaints Process

The two short videos available on the College's webpage are aimed to provide important information to members of the public and patients about the Complaints process, and answer any questions they may have if they have a concern with the foot care they have received from an Ontario chiropodist or podiatrist, and wish to submit a complaint to the College. The videos are essentially a way to guide those who may not know that the College has processes in place to ensure that they are receiving high-quality foot care, as the College's mandate is to protect the public interest.

7. In Camera

It was moved by E. Chung and seconded by J. Somerville to move in camera pursuant to section 7(2)(b) of the Health Professions Procedural Code on the basis that financial or personal or other matters may be disclosed of such a nature that the harm created by the disclosure would outweigh the desirability of adhering to the principle that meetings be open to the public. Motion CARRIED.

Council moved in camera at 2:00 p.m.

8. Next Meeting

8.1 Council Meeting Dates for 2024

- May 31, 2024
- September 27, 2024

8.2 Council Survey Reminder

8.3 Proposed Agenda Items for Next Meeting

9. Adjournment

It was moved by P. Stavropoulos and seconded by C. Bezaire that the meeting be adjourned. Motion CARRIED.

The meeting was adjourned at 3:40 p.m.