

**ANNUAL GENERAL MEETING**  
**Friday, 14 June 2019 at 8:30 am**

**DRAFT**

**Joseph & Rosalie Segal Centre**  
**Simon Fraser University Vancouver (Harbour Centre)**  
**515 W. Hastings Street, Vancouver BC**

**MINUTES**

**Board Members in Attendance**

Dr. Peter Lobb, President	Ms. Dorothy Jennings
Dr. Doug Conn, Treasurer	Dr. Richard Busse
Ms. Cathy Larson	Dr. Lynn Stevenson, PhD
Ms. Sabina Reitzik	Dr. Ken Chow
Ms. Shirley Ross	Mr. Carl Roy
Dr. Jeff Coil	Ms. Barb Hambly
Dr. Heather Davidson, PhD	Dr. Mark Spitz
Dr. Dustin Holben	

**Regrets**

Dr. Patricia Hunter, Vice President  
Mr. Gurdeep Bains  
Dr. Deborah Battrum  
Ms. Dianne Doyle  
Mr. Oleh Ilnyckyj  
Dr. Masoud Saidi  
Mr. Neal Steinman

**Staff in Attendance**

Dr. Chris Hacker, Registrar and CEO  
Ms. Jocelyn Chee, Communication and Event Assistant  
Ms. Nancy Crosby, Manager of CEO's Office  
Ms. Joyce Johner, General Counsel  
Ms. Leanne Le Fevre, Communications Coordinator  
Ms. Ruby Ma, Sedation Program Coordinator  
Dr. Meredith Moores, Acting Director of Professional Practice  
Ms. Leslie Riva, Sr. Manager, CDA Certification and Quality Assurance  
Dr. Peter Stevenson-Moore, Dental Policy Advisor  
Ms. Precious Tolofari, Administrative Assistant, Registrar's Office  
Ms. Anita Wilks, Director of Communications  
Mr. Dan Zeng, Director of Finance and Administration



**Incoming Board Members in Attendance:**

Dr. Brandon Schiffner

Dr. Mike Melo

*This meeting was live streamed for viewing anywhere with a total of 55 in person attendees and a total of 61 online attendees*

**1. Territorial Acknowledgement and Welcome – Cathy Larson, CDA Board Member**

Ms. Cathy Larson gave the territorial acknowledgement. She stated that she is a certified dental assistant member of the Board and explained that CDAs make up two-thirds of the College's registrants and described the CDA's role in a dental office in providing quality oral care for patients. She also described the changes to the AGM format and content, including public and registrant participation in person and online.

**2. General Meeting**

**• Call to Order – Dr. Peter Lobb, President**

Dr. Peter Lobb called the meeting to order at 8:35 am and reiterated changes to the meeting format to allow for increased participation.

**• President's Remarks**

Dr. Lobb noted that typically the president recaps the year from the board's perspective as a spokesperson from the board, but he will not be doing that this year. He added that we have public members, we have CDAs and we have the Registrar who will be doing that, and this is within the flavour of the changes to CDSBC and how it will be viewed by stakeholders and the public.

**• Public and Registrant Participation/Engagement**

Dr. Lobb welcomed all attendees to the 2019 AGM of the College of Dental Surgeons, including the online audience. He noted that there will be time for all who wish to ask questions to ask their questions about the AGM business or the agenda but matters of confidentiality such as personal complaints will not be addressed but taken under advisement.

**• Annual Report (Hard copies were provided to the meeting attendees)**

**• Public Members' Report – Barb Hambly, Public Member**

The public member report was delivered by Barb Hambly who is a public member of the Board. Ms. Hambly noted that the public board members are partners with the elected board members in their shared duty of ensuring the College of Dental Surgeons of BC upholds its mandate to serve the public of British Columbia. Ms. Hambly said that having the public members' voices at the table during discussions provides a very literal representation of patients and the public.



- **Report on Financials**

- a. **Audited Consolidated Financial Statements for the year ended 28 February 2019, Smythe LLP**

The audited financials were presented by Ms. Anita Johnson of Smythe LLP. She went over the auditors' report and noted that the auditors are independent from the College. Ms. Johnson stated that the reporting standards have changed compared to previous years, it is lengthier and more detailed to provide more transparency. She noted that the auditors' opinion is that the financial statements do appear fair in all material aspects. She added that those charged with governance are tasked with overseeing the financial reporting process and the auditors' objective is to obtain reasonable assurance that the statements are free from material misstatement.

- b. **Financial Overview – Dr. Doug Conn, Treasurer**

Dr. Doug Conn gave the financial overview. He acknowledged that the College faced several challenges which were unbudgeted and that had significant effect on the College's financial position. These included the Cayton Report that was mandated by the Ministry of Health and the increased expenses related to resolution of two legal settlements. He also noted that there was an increase in challenges by registrants to remedial programs as well as increased resolutions requiring remedial solutions, all of which demand more financial and human resources. He expressed he was pleased to report that at the end of the 2018/19 fiscal year that we have maintained a good financial position and the year ended with \$129,000 surplus, actual to budget, and all reserve funds remain fully funded. He added that the College will be maintaining a strong financial position and he acknowledged the work of the auditors and staff for their continued support.

- **Questions on the General Meeting**

Question	Response
<p><b>Dr. KK Wan:</b> Who paid for College Place and who owns it? He noted that there was a levy charged to registrants in the 1980s for the building. He also wanted to know if the College will revisit the idea of giving a share to the profession.</p>	<ul style="list-style-type: none"><li>• <b>Dr. Lobb:</b> In 2013, the Board at the time by a majority decided that 70% of College Place belongs to the College of Dental Surgeons and the College of Dental Surgeons belongs to the people of British Columbia as a regulatory body acting in the public interest. He added that he needs to investigate the special levy mentioned by Dr. Wan because he didn't have facts on that. He ended by saying that the building was paid for from revenue from the annual licensing fee paid by the dentists and certified dental assistants of British Columbia.</li><li>• <b>Dr. Hacker:</b> The strategy to rent or own is always a board decision and there are advantages and disadvantages to</li></ul>



	<p>that. He said that the Board would be willing to engage conversations about the strategy of renting vs owning but he noted that that the 70% ownership in the building generates about \$600,000 annually that goes back to the registrants. As we don't pay rent on the building, we are not susceptible to the instability of being at the mercy of a landlord. The College has a staff of over 50 people, it is quite a large space and spaces like that are difficult to come by in Vancouver.</p>
<p><b>Dr. Cory Brown (online question):</b> When will the College approve administration of fillers by general dentists who have taken appropriate courses to deliver fillers safely?</p>	<ul style="list-style-type: none"> <li>• <b>Dr. Hacker:</b> The nature of fillers has changed dramatically since the College's policy was initially developed, they have become more reversible than they once were. He shared that a working group (which he supported on the staff side) was looking at where facial aesthetics fits in our scope of practice and if there are standards and guidance that can be provided to practitioners who want to provide these services, including the minimal amount of education needed.</li> <li>• <b>Dr. Busse, chair of the Facial Aesthetics Working Group:</b> At the February 2019 Board meeting, the standards and guidance document was approved in principle and the committee was asked to review and make changes. He noted that a consultation will occur and ultimately, the document is close to completion and will be sent to the Board for final approval, most likely in the November board meeting.</li> <li>• <b>Dr. Lobb:</b> The earliest would be the November board meeting this year where the Board can approve and establish the standards and guidance.</li> </ul>

### 3. Government Inquiry, Cayton Report, and CDSBC's Action Plan Response to Directive

- **Registrar's Report – Dr. Chris Hacker**

Dr. Hacker started by thanking everyone for their attendance at the meeting. He added that the CDSBC's AGM has changed from this year and is about reporting about our mandate and allowing the opportunity for questions instead of primarily going over financial statements. Dr. Hacker shared that this was driven by the Cayton Report and the Action Plan. Dr. Hacker said he hoped that the seating plan will allow more opportunity for conversation.



Dr. Hacker pointed out that the past 12 months have been very different for the College from when he last reported in June 2018. The Ministry ordered a review of the College by Harry Cayton and at the time six new public members had been added to the Board. He reported that the Board and staff had worked on a strategic plan that put more emphasis on the public, stakeholder input, improved governance and standards and guidance development. This was during the time when the review by Harry Cayton was ongoing. The strategic plan has been lauded by the government as a solid way forward. He said that Harry Cayton is a kind and generous person and his biggest gift to us was providing a mirror during his time with us and in the report that followed.

Dr. Hacker went on to say that the release of the Cayton Report was a difficult day. The report consisted, in part, of the application of standards of good regulation which Harry has used in the United Kingdom in his role as Head of the Professional Standards Authority. While meeting 17 of the recommendations made by Harry, we did not meet 11. He added that the standards we didn't meet did not necessary reflect shortcomings, but, in some cases, we were simply not able to produce evidence that we were meeting them.

Dr. Hacker spoke about the complaints process needing to be more transparent and timely with increased fairness where possible as Harry's report says. He shared that it may be good to know that the process, in part, is hamstrung by the *Health Professions Act*. He added that Harry, in part two of his report, looks at options for reforming the *Health Professions Act* versus repealing it. A steering committee will be looking at changes to the Act over the next 6 months.

Dr. Hacker noted that on the same day that the review was published, the College received a directive from the Ministry to provide a response within 30 days to the recommendations and unmet standards mentioned in the Harry Cayton report. He reported that an Action Plan was developed through much hard work by the Board and staff, and the deadline was met. He mentioned that the Ministry is still considering the submission made on May 15, 2019. Our work has already begun on this ground-breaking plan and this will continue through today's board meeting. He ended by saying that he hopes by this time next year he will be able to announce that the Action Plan has been approved, completed and CDSBC will stand as a model to other health regulators.

- **Questions on the Action Plan**

Question	Response
<b>Dr. Ben Balevi:</b> Are the current sitting officers of the Board the right people to lead the changes recommended by the Cayton report to restore government's confidence and public trust (given the	<ul style="list-style-type: none"><li>• <b>Dr. Lobb:</b> Noted that he has been elected for a 5<sup>th</sup> term as the President until June of 2020 but has indicated to the Board as of today that they must choose who the appropriate chair should be and if it is not him, he would tender his resignation. Dr. Lobb expressed that he believes he has the qualifications.</li></ul>



<p>disrespect to staff evident in the report)?</p>	<ul style="list-style-type: none"> <li>• <b>Dr. Hacker:</b> In the process of developing the Action Plan he has seen an incredible amount of effort from the Board working through something that is very difficult, emotionally, to read. He noted that the collaboration between the Board and staff in development of the Action Plan is in itself a testament that the Board is recognizing the effect of working collaboratively with the staff and recognizing their abilities.</li> <li>• <b>Ms. Hambly:</b> The Cayton Report created a reflective moment for the Board, but she said as we move forward the governance board requires changes and elevation by the entire Board in pursuit of public safety.</li> </ul>
<p><b>Ms. Arlene Cearns, CDA:</b> With respect to the process of decreasing the Board mentioned in the Action Plan according to the Cayton Report and wanted to know how many members will the Board be reduced to; how will the downsizing be done, and will it maintain 50% public?</p>	<ul style="list-style-type: none"> <li>• <b>Dr. Lobb:</b> The Action Plan indicates in the next six months the Board will address Bylaw part 2 on board composition. He reported that the Cayton Report has recommended eight to 12 people on the Board and the current Board is 22. Mr. Cayton and the Ministry also indicated the Board should remain 50% public. He ended by saying that it is a matter of finding the right people with the right skills set to provide what good Board leadership will require. He ended by saying that this is a task for the Board to handle in the November Board meeting.</li> </ul>
<p><b>Dr. Larry Cheevers:</b> Does the college carry out a psychological profile on inquiry officers?</p>	<ul style="list-style-type: none"> <li>• <b>Dr. Hacker:</b> The main concern in the Cayton Report was about some aspect of the complaints process itself, and not the results. He added that at no time were there any concerns about the investigations themselves or the eventual dispositions that were arrived at. He noted that anyone who is hired, goes through a significant vetting process, references are checked, interviews and screening done before they are hired. Currently, there is no psychological profiling done but the staff doing the interviews know very well what they are looking for in a candidate.</li> </ul>
<p><b>Dr. Michael Zuk (online question):</b> What is the cost of the outside audit?</p>	<ul style="list-style-type: none"> <li>• <b>Dr. Lobb:</b> Minister of Health (when he gave his directive in March 2018) he budgeted about \$400,000 that the College would be expected to pay for the Cayton report. He noted that the last invoice he has seen totalled at approximately \$230,000.</li> </ul>



	<ul style="list-style-type: none"><li>• <b>Dr. Hacker:</b> The final invoices are at \$221,000, which the College is legislated to pay under sections 18 of the <i>Health Professions Act</i>.</li></ul>
<p><b>Dr. Paul Newitt (online question):</b> Please comment on the challenges of CDSBC's Action Plan regarding marketing and regulation when it comes to dealing with corporate dentistry, and the large financial backing these organizations have to protect their interest over the College's?</p>	<ul style="list-style-type: none"><li>• <b>Dr. Hacker:</b> The corporate interest in dental practices has always been a concern for the College. To this point the <i>Health Professions Act</i> prevents any professional ownership that is not 100% owned by the registrants.</li></ul>
<p><b>Wendy Stueck, <i>The Globe and Mail</i>:</b> Can you give a breakdown of the two legal settlements that were mentioned by Dr. Conn?</p>	<ul style="list-style-type: none"><li>• <b>Dr. Hacker:</b> All he can say based on confidentiality is that the total of both legal settlements was \$125,000 approximately.</li></ul>

- **Closing Comments**

Dr. Lobb gave the closing comments.

#### **4. Adjournment**

The meeting was adjourned at 9:44 by Dr. Lobb.