

# **College of Opticians of BC – Board Meeting (APPROVED MINUTES)**

**Meeting Date & Time:**

Friday, October 14, 2022

9:00am - 3:30pm

**Meeting Venue:**

Delta Hotels Burnaby Conference Centre

Burnaby, BC

Meeting called by Peter Luongo, Chair

**Board Members:**

Peter Luongo

Raheem Savja

Crystal Pollard

Karl Chua

Martin Semaniuk

Barbara Larkin

Piotr Majkowski

Kim McEachern

**Administration:**

Lisa Bannerman (Registrar/Executive Director)

Christopher Dodge (Deputy Registrar/Manager of Quality Assurance)

Madeline Neufeld (Manager of Registration)

Meagan Marsh (Manager of Inquiry & Discipline)

Sharon Lee (Coordinator of Strategic Initiatives)

**Regrets:**

Sue Randhawa

**OUR VISION**

Better health through excellence in opticianry regulation to ensure safe quality vision care for all.

**OUR MISSION**

Regulating opticians in the public interest. We set and enforce standards and promote best practices for vision care in BC.

**OUR CORE VALUES**

Integrity            Ethical & Fair

Transparent        Accountable

Relational          Collaborative

Innovative

Call to Order	<b>1. Call to Order</b> This meeting was called to order at 9:00am	Peter Luongo
Adoption of the Agenda	<b>2. Adoption of Agenda for October 14, 2022, meeting (Decision)</b> <u>Motion</u> – Be it resolved: <ul style="list-style-type: none"> <li>That the agenda for the Board meeting on October 14, 2022, be adopted as presented.</li> </ul> Motion carried by general consent.	Peter Luongo
Conflict of Interest Declaration	<b>3. Conflict of Interest Declaration</b> No conflict of interest was declared.	Peter Luongo
Approval of Consent Agenda	<b>4. Approval of Consent Agenda (Decision)</b> <u>Motion</u> – Be it resolved: <ul style="list-style-type: none"> <li>That the consent agenda, which included the Board minutes from July 15, August 2, and September 12, 2022, as well as the Quality Assurance, Inquiry, Registration, Patient Relations, and Governance Working Group reports, be approved.</li> </ul> Motion carried by general consent.	Peter Luongo
Unfinished Business	<b>5. Board &amp; Committee Document Update (Decision)</b> Ms. Bannerman presented the Board with an updated version of the Patient Relations Committee Terms of Reference. Discussion was had on the scope of the Patient Relations Committee’s work, and whether they should be overseeing the COBC’s Indigenous Cultural Safety and Humility work. Other areas of review for this Committee were also discussed, including possible work related to LGBTQ+ issues. <u>Motion</u> – Be it resolved:	Lisa Bannerman

	<ul style="list-style-type: none"> <li>• That the Patient Relations Committee Terms of Reference be approved as presented.</li> </ul> <p>Motion carried by general consent.</p> <p>Ms. Bannerman also presented the Board with the Governance Working Group Terms of Reference.</p> <p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>• That the Governance Working Group Terms of Reference be approved as presented.</li> </ul> <p>Motion carried by general consent.</p> <p>Ms. Bannerman also discussed updates to the Board orientation materials – splitting the existing manual into two: an Introduction to Governance Manual and a Board Policy &amp; Procedures Manual. The first has been completed and was shared with the Board.</p> <p>A new Land Acknowledgement Policy was also presented. The Board provided feedback, appreciating that it was an educational, dynamic piece of policy that will provide needed guidance.</p> <p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>• That the Land Acknowledgement Policy be approved as presented.</li> </ul> <p>Motion carried unanimously.</p>	
New Business	<p><b>6. Committee Appointments (Decision)</b></p> <p>Mr. Dodge presented the recommendations made for committee appointments and reappointments. Some discussion occurred around recruitment for the remaining positions; Ms. Bannerman reminded the Board that some positions and who can fill them will be dependent on the pending updated bylaws.</p> <p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>• That the following changes be approved, as presented: <ul style="list-style-type: none"> <li>➤ For the Inquiry Committee: <ul style="list-style-type: none"> <li>-Remove Polly Lee</li> <li>-Appoint Kim Kerwin</li> </ul> </li> </ul> </li> </ul>	<p>Lisa Bannerman &amp; Christopher Dodge</p>

	<p>➤ For the Patient Relations Committee: -Reappoint Sue Randhawa</p> <p>Motion carried by general consent.</p>	
New Business	<p><b>7. Decolonization of the Complaints Process Project (Presentation)</b></p> <p>Robin Adams, COBC's Indigenous Cultural Safety consultant, presented to the Board via Zoom on the COBC's recent work on decolonizing the complaints process.</p>	Robin Adams
Unfinished Business	<p><b>8. Complaints Survey Project (Presentation)</b></p> <p>Doha Melhem from Pivotal Research presented their proposal to the Board on working with COBC on a planned complaints survey project. The Board posed questions relating to deliverables, process, cost, and potential challenges. Subsequent discussion occurred amongst Board members and staff.</p> <p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>• That the proposal provided by Pivotal Research for the COBC complaints survey project be accepted.</li> </ul> <p>Motion carried by general consent.</p>	Doha Melhem
Reports	<p><b>9. Strategic Plan Update &amp; Review</b></p> <p>Mr. Dodge reminded the Board of the Operational Plan that was created, tracked by quarter, for staff management of projects. With changes made to some project timelines, updates on Q2, Q3, and Q4 were shared. The Board sought clarification from staff on some items.</p>	Lisa Bannerman & Christopher Dodge
Reports	<p><b>10. Registrar's Report</b></p> <p>a. Modernization Update – Ms. Bannerman updated the Board on amalgamation, particularly on a proposed project among some regulators to research HR issues, to prepare for the changes in coming years.</p> <p>b. Bylaw Update – Ms. Bannerman advised the Board that the bylaws have been submitted and we have not received feedback</p>	Lisa Bannerman

	<p>thus far, and that they should be in effect sometime in January 2023.</p> <p>c. Standards of Practice Feedback Survey – The Board was reminded of the new standards/case studies being shared with registrants each month, which includes a survey to seek feedback. Few comments have been received thus far.</p> <p>d. OAC/COBC – Ms. Bannerman updated the Board on COBC’s collaborations with OAC; a process to ensure members of OAC are licensed with COBC, and a new comparison chart to explain the difference between the organizations. Also discussed was the OAC event taking place over the weekend.</p> <p>e. Blanket Ceremony – Ms. Bannerman and other Board members who attended a blanket ceremony in launch of the new Indigenous Cultural Safety standard of practice shared their experiences of the day with the rest of the Board.</p>	
Reports	<p><b>11. Financial Review</b></p> <p>Ms. Bannerman presented the financials, including a draft budget for next year. Ms. Bannerman also presented the Board with some options for consideration regarding the renewal fees for 2023. The Board discussed and agreed that a slight increase was necessary, with a deficit still likely.</p> <p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>• That the base eyeglass and contact lens fee be increased by \$25.00.</li> </ul> <p>Motion carried by general consent.</p>	<p>Kim McEachern &amp; Lisa Bannerman</p>
Unfinished Business	<p><b>12. Per Diem Policy</b></p> <p>Ms. Bannerman gave background on what the Board had been seeking regarding information on possible per diem changes. Information from other regulators was provided for comparison, and suggested changes were presented. Some discussion occurred around recruitment, as well as considerations with respect to equity. The Board decided not to make significant changes at this time, with exception to the following:</p>	<p>Lisa Bannerman</p>

	<p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>That the following language be added to the per diem policy: <ul style="list-style-type: none"> <li>➤ “Additional honoraria may be paid at the Registrar’s discretion.”</li> </ul> </li> </ul> <p>Motion carried by general consent.</p> <p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>That the quarterly per diem payment schedule for Board meetings be changed to align with the payment schedule for all other meetings in the per diem policy, to be paid following each meeting.</li> </ul> <p>Motion carried by general consent.</p> <p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>That the per diem policy be amended to reflect the current governance structure of COBC, removing any reference to an executive committee.</li> </ul> <p>Motion carried by general consent.</p>	
Reports	<p><b>13. Website Report</b></p> <p>Ms. Marsh updated the Board on recent work done to the COBC website, with an aim to understand how people engage with it, including the development and placement of a new privacy policy.</p>	Meagan Marsh
Reports	<p><b>14. Risk Register</b></p> <p>Ms. Bannerman provided an update to the Board on the file redaction project, development of privacy policies, and a jurisprudence exam.</p>	Lisa Bannerman
New Business	<p><b>15. Board Meeting Dates for 2023</b></p> <p>Mr. Dodge presented possible dates to the Board for scheduling the 2023 Board meetings. Dates were agreed to.</p>	Christopher Dodge

In-Camera	<p><b>16. In-Camera Session</b></p> <p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>• That the meeting be moved to an in-camera session.</li> </ul> <p>Motion carried by general consent.</p> <p>Minutes from the In-Camera session will be filed as “<i>Board Meeting In-Camera Minutes – October 14, 2022</i>”.</p> <p><u>Motion</u> – Be it resolved:</p> <ul style="list-style-type: none"> <li>• That the meeting be moved out of the in-camera session.</li> </ul> <p>Motion carried by general consent.</p>	Peter Luongo
Adjournment	<p><b>17. Adjournment</b></p> <p>The meeting was called to adjourn at 3:05pm.</p>	Peter Luongo



Peter Luongo  
Board Chair