



**COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND
ACUPUNCTURISTS OF ONTARIO**

AGENDA

FOR the **Council Meeting**, to be held on December 13, 2017
from 8:30 a.m. to 4:00 p.m. at
705-55 Commerce Valley Drive West, Thornhill, Ontario.

Item	Open/ In-Camera	Time	Speaker
1. Welcome and Call to Order	Open Session	8:30 a.m.	J. Dunsdon <i>Chair</i>
2. Declarations of Conflicts of Interest	Open Session	8:30 a.m.	J. Dunsdon <i>Chair</i>
3. Briefing on Meeting Procedure	Open Session	8:35 a.m.	J. Dunsdon <i>Chair</i>
4. Adoption of the Agenda	Open Session	8:40 a.m.	J. Dunsdon <i>Chair</i>
5. Consent Agenda a) September 25, 2017 Meeting Minutes b) Executive Committee Report c) Registration Committee Report d) Inquiries, Complaints and Reports Committee Report e) Quality Assurance Committee Report f) Patient Relations Committee Report g) Discipline Committee Report h) Fitness to Practice Committee Report A consent agenda is a single item on an agenda that encompasses all the things the Council would normally approve with little comment. All those items combine to become one item for approval on the agenda to be called the Consent Agenda. As a single item on the agenda, the consent agenda is voted on with a single vote - to approve the consent agenda. This means that there is no discussion on the items, that are listed in the consent agenda.	Open Session	8:45 a.m.	J. Dunsdon <i>Chair</i>
6. President Remarks	Open Session	9:00 a.m.	F. Woolcott <i>President</i>
7. Registrar and CEO Remarks	Open Session	9:10 a.m.	A. Mak <i>Registrar and CEO</i>
8. Annual Election of Officers a) Briefing Note	Open Session	9:20 a.m.	A. Mak <i>Registrar and CEO</i>

Item	Open/ In-Camera	Time	Speaker
9. Committee Composition a) Briefing Note	Open Session	9:25 a.m.	A Mak Registrar and CEO
10. Work Plan a) Updated Work Plan	Open Session	9:30 a.m.	A. Mak <i>Registrar and CEO</i>
11. Risk Management a) Briefing Note b) Risk Management Plan Update	Open Session	9:45 a.m.	S. Kefalianos <i>Deputy Registrar and Director Statutory Programs</i>
12. TCM Conference/Chinese Delegates a) Briefing Note b) Media Clippings	Open Session	10:00 a.m.	A. Mak <i>Registrar and CEO</i>
13. By-Laws a) Briefing Note b) Amended By-Laws	Open Session	10:15 a.m.	S. Kefalianos <i>Deputy Registrar and Director Statutory Programs</i>
LUNCH			
IN-CAMERA – BREAK The remainder of the agenda items will be held In-Camera in accordance with Section 7.(2)b and 7.(2)d of the <i>Health Professions Procedural Code</i> , [7. (2) Despite subsection (1), the Council may exclude the public from any meeting or part of a meeting if it is satisfied that, (b) 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; (d) personnel matters or property acquisitions will be discussed;]			
14. Minutes of the September 25, 2017 meeting	In-Camera – Section 7.(2) b Contains financial information	1:00 p.m.	J. Dunsdon <i>Chair</i>
15. Financial Update a) Balance Sheet b) Profit & Loss Statement c) TCMPAO Statement 2 th Quarter	In-Camera – Section 7.(2) b Contains financial information	1:15 p.m.	F. Ortale <i>Director IT, Finance & Corp Services</i>

Item	Open/ In-Camera	Time	Speaker
d) Graph Report 1 st & 2 nd Quarter			
16. Strategic Plan a) Strategic Plan Summary b) VVC Proposal	In-Camera – Section 7.(2) b Contains financial information	1:30 p.m.	A. Mak <i>Registrar and CEO</i>
17. Dr. Title a) Briefing Note	In-Camera – Section 7.(2) b Contains financial information	1:45 p.m.	A. Mak <i>Registrar and CEO</i>
18. Pan-Canadian Examination a) Briefing Note b) Entry-Level Occupational Competency Profile 2018 c) Survey Highlights d) Demographic Analysis e) Survey Instrument E	In-Camera – Section 7.(2) b Contains financial / other information	2:00 p.m.	A. Mak <i>Registrar and CEO</i>
19. CARB a) Briefing Note	In-Camera – Section 7. (2) b Contains financial information	2:15 p.m.	A. Mak <i>Registrar and CEO</i>
20. Business Arising from In-Camera Session	Open Session	2:30 p.m.	J. Dunsdon <i>Chair</i>
21. Other Business	Open Session	2:45 p.m.	J. Dunsdon <i>Chair</i>
22. Meeting Self-Assessment Form a) Report on results from Sept 25, 2017 b) Meeting Self-Assessment Form	Open Session	3:00 p.m.	J. Dunsdon <i>Chair</i>
23. Next Meeting a) March 5, 2018 b) 2018 Meeting Dates	Open Session	3:15 p.m.	J. Dunsdon <i>Chair</i>
24. Adjournment	Open Session	3:20 p.m.	J. Dunsdon <i>Chair</i>



COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND ACUPUNCTURISTS OF ONTARIO

MEETING OF COUNCIL MINUTES

September 25, 2017 from 8:30 a.m. to 3:45 p.m.
705-55 Commerce Valley Drive West, Thornhill, ON L3T 7V9

IN ATTENDANCE

Chair

Jim Dunsdon

Council

Ferne Woolcott	President
Terry Hui	Vice-President
Yvonne Blackwood	Public Member
Ming C. Cha	Professional Member (via teleconference until 11:47 a.m.)
Christine Fung	Professional Member
Barrie Haywood	Public Member
Feng Li Huang	Professional Member
Christine Lang	Professional Member
Henry Maeots	Public Member
Martial Moreau	Public Member
Martin Perras	Professional Member
Yuqi Yang	Professional Member
Xianmin Yu	Professional Member
Jin Qi (Jackie) Zeng	Professional Member

Regrets

Maureen Hopman	Public Member
Cal McDonald	Public Member

Staff

Allan Mak	Registrar and CEO
Stamatis Kefalianos	Deputy Registrar and Director Statutory Programs
Francesco Ortale	Director, IT, Finance and Corporate Services
Michele Pieragostini	Manager, Quality Assurance & Professional Practice
Ann Zeng	Manager, Registration and Exams
Dianne Cook	Executive Assistant
Temi Adewumi	Recorder

Legal Counsel

Rebecca Durcan	Steinecke Maciura LeBlanc LLP
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Guests

Liana Bell	Hilborn LLP (1 p.m. – 1:40 p.m.)
Fiona Zou	Hilborn LLP (1 p.m. – 1:40 p.m.)

Observers:

Pierre Chen
 Meaghan Kleovoulous
 Sarah Tringale
 Natalie Xian Yan

1. Welcome and Call to Order

After calling the meeting to order at 8:30 a.m., the Chair welcomed all participants to the September 25, 2017 meeting of the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario. Introductions were conducted and a special welcome extended to the new public and elected members, as well as the re-elected member.

2. Declarations of Conflict of Interest and Reminder of Confidentiality

The Chair asked if any Council members had any conflicts of interest with regard to the matters being considered by Council at the day's meeting and reminded Council that in-camera discussions are not to be shared outside of the meeting.

No conflicts of interest were declared.

3. Briefing on Meeting Procedure

The Chair provided an overview of the meeting procedure to both Council members and observers.

4. Adoption of the Agenda

The agenda was adopted as presented.

MOTION: H. Maeots – C. Lang

THAT the Agenda of the September 25, 2017 Meeting of the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario be adopted as presented.

CARRIED

5. Consent Agenda

- a) May 8, 2017 Meeting Minutes
- b) Executive Committee Report
- c) Registration Committee Report
- d) Inquiries, Complaints and Reports Committee Report
- e) Quality Assurance Committee Report

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- f) Patient Relations Committee Report
- g) Discipline Committee Report
- h) Fitness to Practice Committee Report

The Chair outlined the contents of the consent agenda.

Amendments:

Page 5: Membership renewal paragraph: add 2017 to April 1

Page 8: 1st paragraph: Change Personal Health Protection Act to Personal Health Information Protection Act.

MOTION: C. Lang – T. Hui

THAT the Consent Agenda of the September 25, 2017 Meeting of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario, be approved as amended.

CARRIED

Abstained: Y. Blackwood, M. Cha, F. Huang

6. President's Remarks

The President commended the communications strategy project which introduced the College to the community, and in which the President, Vice-President and Registrar met with the media and elected officials, to inform them about the process of moving from the Grandparented to the General class.

Competencies for the Pan-Canadian exam are being reviewed and will be finalized in November. As the Pan-Canadian exam is the route for most potential members to enter the College, it is important that the exam measures competency and ensures the safety of those seeking TCM care. The examination should also be fair and accessible to members.

Further updates were provided on Bill 87, as well as the OFC audit which was completed in the spring, with positive results. Staff were thanked for their commitment and commended on the recognition by the OFC and invitation to present at the CNAR conference.

The By-Laws are currently being reviewed, and work on the Doctor Title is ongoing. Council members were also commended for their work on committees, with a final note that the success of the College requires the commitment and dedication of many people.

7. Registrar and CEO Remarks

The Registrar provided the following updates:

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PLAR: The assessment was closed as of June 1, 2017. It is expected that by October 31, 2017 the process of those re-taking PLAR will be concluded. Grandparented members have until November 1, 2017 to transfer to the General class, and the Grandparented class will expire by April 1, 2018, as will the certificates of those who have not yet transferred. As of the current date, 1,300 Grandparented members have completed PLAR, and it is anticipated that there will be 2,100 to 2,200 General class members by April 1, 2018.

Pan-Canadian examination: The competencies are currently being updated, and will be circulated for feedback. Current discussions are focused on improvements to the examination for the future, as well as format changes.

Schools: College staff met with TCM schools to explain the Student class. The meetings with the schools, teachers and students has been very positive.

Community outreach: The College reached out to various stakeholders, politicians and community leaders to share information on PLAR and to clear any misconceptions about the College and its processes. The outreach has been very helpful and provided the College with future important contacts.

Doctor Title: It was expected that a consultant for Stage 1 would be approved at the current Council meeting.

Financial audit: The Registrar reported that the audit process was successful and was more efficient than previous years.

Elections: Mr. Mak reported that the election date was changed due to postal issues, and a motion regarding the date change was to be ratified at the day's meeting. The new elected members, Ms. Zeng and Mr. Perras were welcomed, as well as Ms. Lang, who was re-elected in her district. Welcomes were also extended to the new public members, Ms. Blackwood and Mr. Haywood.

All participants were thanked for their commitment, expertise and experience, with a final note that the College is moving rapidly in response to the regulatory environment and changing legislation. This will involve such items as By-Law changes, as well as an update in member education and internal processes on committees.

8. Elections Update, New Council Members

- a) Briefing Note
- b) Election Report

Mr. Mak provided a brief overview of the Council election timeline. The deadline for the submission of ballots was extended to August 18 due to postal issues. Counting was conducted by external auditors and three staff members.

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MOTION: H. Maeots – T. Hui

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario ratify the movement of the election date from August 14, 2017 to August 18, 2017.

CARRIED

9. RHPA - Bill 87

- a) CTCMPAO Submission
- b) 2017.05.31 FHRCO News Release
- c) 2017.06.19 Memo from MOHLTC

Bill 87 was passed on May 30, 2017 as the *Patient Protection Act*. The Act amends the *RHPA* and was created in response to the findings of the Sexual Abuse Task Force Group report. The purpose of the Act is to ensure regulatory colleges respond quicker to sexual abuse complaints, and with it, a number of changes have come into immediate effect. The list of sexual abuse acts has been expanded, the Minister can immediately access information from colleges. Colleges also have an obligation to report any conduct issues.

In addition, provisions regarding the definition of “patient” are expected in the future, as well as changes to the public registry to increase transparency. It is also expected that the By-Laws will be amended to ensure all processes are implemented.

At present, colleges do not have to fund therapy fees until a finding has been made. It is expected that the amendment regarding immediate access to funding is imminent. At that time, colleges will be mandated to have funding in place for patients to immediately seek therapy once a complaint has been made.

10. OFC Assessment

- a) Final Report June 12, 2017

Mr. Kefalianos provided an update on the OFC Assessment. The OFC’s mandate is to ensure registration practices of regulatory colleges are fair, open and transparent. Colleges are expected to adhere to a baseline of best practices, provide evidence and response to queries. The OFC is to be provided with an annual report and colleges undergo an audit every three years. As the College was first proclaimed in 2013, the current assessment was its first. At its initial review, the College was given 13 recommendations, which were brought down to two by the end of the audit.

The Registration team has created a number of policies and initiatives to comply with the recommendations. The OFC was impressed with the College’s work and invited staff to present with them at the CNAR conference in Halifax.

Staff were commended for their work on the recommendations and annual report.

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11. Examinations Appeals Committee

- a) Briefing Note
- b) Exam Appeals Policy

Mr. Kefalianos explained that one of the recommendations from the OFC report was to create a non-statutory Examination Appeals committee.

The Committee will deal with appeals in three areas: emergency, sickness and procedural irregularity. It was emphasized that the Appeals Committee cannot pass a candidate, but only determines whether an examination attempt should be counted or not.

Terms of Reference have been created, which define the purpose and structure of the Committee. Those on the Registration Committee cannot become members of this Committee.

The Committee has been approved in principle by the Registration Committee and is seeking approval by the Council.

MOTION: M. Cha – F. Huang

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approves the creation of a non-statutory standing committee, the Examinations Appeals Committee along with its Terms of Reference.

CARRIED

12. Work Plan

- a) Updated Work Plan

Mr. Mak provided an overview of the work plan, reporting on ongoing and completed items. An overview was provided of decision-making tools, oversight mechanisms, budget and the Doctor Title. Reports were also provided on Board governance tools, the QA program, the PLAR timeline, RFP for the registration examination, updates to the website and news of the communication outreach.

The following items are of note:

- Acupuncture standards: The College has met with the College of Naturopaths of Ontario (CONO) to discuss perspectives on the practice of TCM, by the practitioners within both Colleges. While scopes of practice differ in each profession, the consensus was reached that there are no concerns, as long as practitioners in both professions have adequate training, as well as the knowledge, skills and judgement to provide TCM care within their respective scopes of practice.

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- Value based organization: A commitment to a healthy workplace was demonstrated by a walking challenge with staff, and presented an opportunity for team work and exercise. Mr. Mak has also instituted the Mak Café, which provides staff with an opportunity to connect one-on-one with the Registrar.

13. By-Laws

- a) Briefing Note
- b) Amended By-Laws

Mr. Kefalianos reported that the By-Laws, which were created from 2012 to 2013, are currently undergoing a complete revision. An environmental scan of changes by other colleges has been conducted, and Council members were referred to the proposed amendments.

Fees have not been reviewed as the College is still in transition due to the close of PLAR and transfers to the General class. Once the final membership numbers have been obtained, a detailed analysis can be conducted on fees. Proration of fees have also been proposed as they allow the member to pay a percentage based on when they joined the College, instead of paying full registration amount.

Once legal counsel has prepared the By-Laws, they will be sent back to the Executive Committee for review. It is expected that the final version will be submitted to Council at its December meeting. As stipulated by the *RHPA*, once the By-Laws are approved by Council, a 60-day consultation period follows. Final approval is expected by the first meeting of 2018, with the By-Laws taking effect by April 2018.

MOTION: T. Hui – H. Maeots

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario directs that the By-Law Changes as presented be sent to Legal Counsel to prepare the rewritten By-Laws.

CARRIED

14. Annual Report

- a) Draft Annual Report

Mr. Mak reported that the activities of the fiscal year are summarized in the Annual report. Council members were asked to review the Report and send in their feedback.

15. Insurance Matter

- a) Letter to FSCO
- b) Response from FSCO

As a follow-up to the discussion in previous Council meetings about group benefits companies no longer accepting acupuncture claims from this College's members, Mr. Mak

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reported that the Canadian Life and Health Insurance Association (CLHIA) had been contacted, and responded that the selection of benefit coverage is up to individual employers. The Financial Services Commission of Ontario (FSCO) was subsequently contacted, and referred the College back to CLHIA.

Suggestions were made to contact individual insurance companies, as well as human resources representatives who select the plans that are offered to employees.

The College's move to deal with the situation was commended, as there are concerns about public safety if allied health professionals provide treatments out of their scope.

The opinion was also expressed that the College should ensure it does not cross the line from a regulatory function to that of advocacy, as it is the responsibility of individual associations to promote their members' interests. It was further emphasized that the College is dealing with the issue from a public safety standpoint.

16. Registration Update

a) Registration Numbers

Mr. Kefalianos provided an overview of the College's member demographics which outlined the total membership number, membership categories, gender, age of members, breakdown of titles, electoral districts, language of care, number of renewals, employment status, primary role, areas of practice activity, dual registrants, and age range of patients.

In comparison to other colleges, this College has a low percentage of members under the age of 40. Such figures will be helpful when determining future fees, as it could point to a lower number of incoming new members.

The demographics will be presented annually and will highlight trends in membership.

17. Communication Outreach

a) Briefing Note

b) Media Clippings

Mr. Mak provided an update on the communication outreach initiative whose target market was primarily the Chinese community. Information was provided on the PLAR process, the Grandparented class and language issues. MPPs spoken to were fully supportive of the College's activities. Meetings were also conducted with community leaders, association and program leaders. Overall, it was perceived that the meetings had been positive and helped to dispel inaccurate information.

18. Manifold Data Mining Survey

a) Emails and FB Clips

b) Survey

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It was reported that a survey had been sent out to some College members by Manifold Data Mining. Members who inquired were assured that the College had not sent out the survey. Manifold claimed to have been hired by the Chinese Professional Association of Canada, who in turn denied sending out the survey.

A message has been placed on the College website informing members that the survey was not endorsed by the College. There is currently no knowledge of what information was collected or its purpose.

19. Canada Free Trade Agreement

a) Briefing Note

The Council was informed that Agreement on Internal Trade (AIT) has now been rebranded as the Canada Free Trade Agreement (CFTA). The new branding does not impact regulatory health professions, and labour mobility provisions will remain as is.

20. Appointment of Committee Members

The following new members were appointed to committees by the Executive Committee. All committees will be reviewed in 2018 after the election of Executive committee positions.

The following members have been added to the committees for the 2017-2018 year:

ICRC

Yvonne Blackwood, Public Member

Jackie Zeng, Professional Member

Patient Relations Committee

Yvonne Blackwood, Public Member

Barrie Haywood, Public Member

Martin Perras, Professional Member

Quality Assurance Committee

Martin Perras, Professional Member

Registration Committee

Barrie Haywood, Public Member

Jackie Zeng, Professional Member

Examination Appeals Committee (non-statutory)

Yvonne Blackwood, Public Member

Christine Fung, Professional Member

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Cal McDonald, Public Member

All Council members are members of the Discipline and Fitness to Practice committees. No changes were made to the non-statutory Doctor Title working group.

MOTION: T. Hui – C. Lang

That the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approves the composition of committees as presented.

CARRIED

21. Financial Training Session

- a) Financial Checks & Balances
- b) Reading Financial Statements

Mr. Ortale provided an overview of the financial checks and balances, while Ms. Bell of Hilborn LLP provided an explanation of the different components of the financial statements.

22. Audited Statements & Appointment of Auditors

- a) Audited Statements
- b) Audit Engagement Letter
- c) Audit Finding Letter
- d) Internal Control Review Letter

Ms. Bell provided an overview of the audited statements, and referred Council members to the engagement, finding and control review letters. The Council is in a good cash position. Of note are the cash awards in accounts receivable, which are collectable. In addition, funding provided by MOHLTC is now recognized over same period as when capital assets are written off.

The opportunity to divide unrestricted net assets into different reserves will be discussed at future meetings. It was also noted that there was less litigation for unauthorized practice this year.

MOTION: Y. Blackwood – T. Hui

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approve the 2016-2017 Audited Financial Statements as presented by Ms. Liana Bell on behalf of Hilborn LLP.

CARRIED

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Appointment of Auditor

MOTION: C. Lang – H. Maeots

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario appoint Hilborn LLP to conduct the 2017-2018 financial audit for the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario.

CARRIED

Ms. Bell and Ms. Zou were thanked for their participation, and left the meeting at 1:38 p.m. The observers left at 1:39 p.m.

IN-CAMERA SESSION

Council members were reminded of the rules of confidentiality. The reason for going in-camera (to discuss financial, personnel, legal matters) was explained to new members, as well as the need to ensure that Section 36 of the *RHPA* is not breached.

MOTION: M. Moreau – Y. Blackwood

THAT, in accordance with Sections 7.(2)b and 7.(2)d, of the Health Professions Procedural Code, the meeting will now move in-camera (at 1:44 p.m.)

CARRIED

MOVING OUT OF CAMERA

MOTION: H. Maeots – M. Moreau

THAT the meeting will move out of camera at 3:02 p.m.

CARRIED

28. Business arising from In-Camera session

MOTION: C. Fung – M. Moreau

THAT the In-Camera Minutes of the Meeting of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario, held on May 8, 2017 be approved as presented.

CARRIED

Abstained: Y. Blackwood, B. Haywood, F. Huang, M. Perras, J. Zeng

MOTION: M. Moreau – H. Maeots

THAT the Council of the College of Traditional Chinese Medicine Practitioners and

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Acupuncturists of Ontario accept Think Lounge as the consultant to conduct phase one, an environmental scan, for the Doctor Title.

CARRIED

MOTION: T. Hui – X. Yu

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approve the Professional Services and Exam Administration Agreement with YASI as presented.

CARRIED

29. Risk Management

- a) Briefing Note
- b) Risk Management Plan – vs 2 April 2017

Mr. Kefalianos provided an update on the risk management plan, noting that the College has now developed a registry to identify risk, as well as strategies to mitigate such risks. An update on the plan will be provided at each Council meeting.

An update was provided on the following three areas:

- 1) Governance: this risk has now been lowered to medium, as new public and elected members have been appointed.
- 2) Human resources: The College is now in compliance with the Employment Standards Act as well as the Occupational Safety Act. All the policies and documentation by law are now posted on a board in the office. A health and safety representative has also been appointed.
- 3) Under statutory obligation (registration): This risk rating has been reduced from high to medium as six new policies have been created.

30. Other Business

Council members were asked to review the annual report and provide feedback to Ms. Cook.

31. Meeting Self-Assessment Form

- a) Meeting Self-Assessment Form

Ms. Woolcott provided an overview of the self-assessment form, which is designed to evaluate the Council meeting and is not specific to individual members. At the Executive

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meeting, it was decided that staff will not be involved in the evaluation process. Forms will be submitted to the President, who will compile and summarize the findings for review by the Executive Committee.

Further discussion will be held on how those members who participate remotely can submit their evaluations.

32. Next Meeting

The next meeting will be held on December 13, 2017.

33. Adjournment

The meeting was adjourned at 3:45 p.m.

MOTION: Y. Blackwood – J. Zeng

THAT the meeting of the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario of September 25, 2017 be adjourned until the next meeting, December 13, 2017 or at the call of the President.

CARRIED



FOR: Information

SUBJECT: Executive Committee Report

The Executive Committee met once in person on October 25, 2017 and once by teleconference on November 21, 2017 since the previous Council meeting held September 25, 2017 at which the last Executive Committee report was given.

FOR INFORMATION

1. By-Law Amendments

Over the course of two meetings, the Executive Committee reviewed the By-Laws as revised by legal counsel. The amendments were based on an overall update to the By-laws including signing authority, election processes, committee compositions and the public registry. The proposed changes will be reviewed by Council at the December 13, 2017 meeting. Council may then decide to submit the By-Law Amendments to the members for a 60-day consultation period. Following review of the feedback from stakeholders and subsequent changes, it is expected the By-Laws will take effect as of April 1, 2018.

2. Committee Composition

The Executive was made aware of the resignation of a Non-Council Committee member from the Inquiries, Complaints and Reports Committee. The Committee reviewed the committee membership and recommended the reassignment of Mr. Martin Perras from the Quality Assurance Committee to the Inquires, Complaints and Reports Committee.

To seek additional assistance the College will send out an invitation to Members of the College to participate on the statutory committees as Non-Council Committee members.

3. Election of Officers

The Executive was made aware the Annual Election of Officers will take place at the first regular meeting of Council in the new year in accordance with the College By-Law #62.

4. Council Meeting Effectiveness Form

The Executive Committee was made aware of the results of the first Council Meeting Effectiveness Form from the September 25, 2017 meeting. Overall members of Council were satisfied how the meeting was conducted, with some noting more time for discussion might be helpful.



FOR: Information

SUBJECT: Inquiries, Complaints and Reports Committee Report for
2017 – Q3 (October – December) as at November 24, 2017

Committee Members:

Panel 1

C. Lang, R. TCMP, Professional Member (Committee Chair, Chair of Panel 1)
Y. Yang, R. TCMP, Professional Member
J. Zeng, Professional Member (as Of September 25, 2017)
M. Hopman, Public Member
Yvonne Blackwood, Public Member (as Of September 25, 2017)

Panel 2

C. McDonald, Public Member (Committee Chair of Panel 2)
X. Yu, R.Ac, Professional Member
M. Perras, R. TCMP, Professional Member (as of October 25, 2017)
P. Chiang, R. TCMP, non-Council Member
N. Wright, R. Ac, non-Council Member

The Committee is divided into two main Panels to accommodate the number of ongoing matters, and to accommodate the selection of Panel members, should the need arise for a discipline hearing. Collectively, the two Panels met eight times in Q3. Teleconferences were held on October 2 and 12, November 1 (two Panel meetings), 7, 24. An ICRC training session was held on November 10, 2017 via teleconference. An in-person ICRC Panel meeting is scheduled for December 5, 2017, and a teleconference on December 8, 2017.

The ICRC imposed 2 interim orders, because the ICRC is of the opinion that the members conduct exposes or is likely to expose their patients to harm or injury.

New Cases and Nature of Concerns

Complaints	Nature of Concerns	Registrar Report Investigations	Nature of Concerns
6	4 – Falsifying Documents 2- Record Keeping	6	1 – Practicing while suspended 3-Performing Controlled Acts not authorized 1-Sexual Abuse 1-Holding out, performing controlled a


Completed Cases and Outcomes

Complaints	Outcomes	Registrar Reports Investigations	Outcomes
4	1-SCERP and Oral Caution 1- SCERP & Written Caution 1-Referral to Discipline 1-Take No action due to Undertaking	1	1-Undertaking

Complaints cases before Health Professions Appeal and Review Board

New Cases	Pending Cases
0	0

Pending Cases

Complaints	Registrar Report Investigations	Incapacity Inquiries	Total # cases
15	24	0	39

Note: This information is current to November 25, 2017. A final Q3 report will be disclosed at the next Council meeting.



FOR: Information

SUBJECT: Registration Committee Report

Registration Committee Members

Terry Wai Tin Hui (Chair)
 Ferne Woolcott
 Martial Moreau
 Ming C. Cha
 Feng Li Huang
 Maureen Hopman
 Jin Qi Zeng
 Barrie Haywood

Since the last Council meeting held, the Registration Committee met once, on November 1, 2017 for training. The Registration Committee held two additional panel meetings on October 5, 2017 and November 23, 2017.

COMMITTEE APPOINTMENTS

The Executive Committee has appointed Barrie Haywood and Jin Qi Zeng to the Registration Committee.

FOR INFORMATION

1. UPDATE ON PLAR COMMUNICATIONS

To ensure Grandparented members have access to required information and be able to fulfil their obligation to transfer to General Class in due time, the Committee undertook the following communication plan:

- The College continued to send out weekly PLAR reminders to all Grandparented members until the PLAR deadline of October 31, 2017.
- The College contacted members who had passed PLAR, but had not submitted a transfer application, to remind them to submit their transfer application by November 1, 2017.

2. REGISTRATION COMMITTEE TRAINING

On November 1, 2017, the Registration Committee met for a full day training session provided by legal counsel and College staff.



In the morning session, provided by legal counsel, the Committee received an overview of the functions of the Registration Committee, the regulatory framework. The Committee also received training on conflict-of-interest and confidentiality.

In the afternoon, College staff provided training on the current registration processes and procedures. Staff also went over a number of decision making tools that have been prepared for the Committee members.

3. 2017 PAN-CANADIAN EXAMINATION

The Written Component of the 2017 Pan-Canadian Examination was held on October 14, 2017.

Of the 220 candidates who registered to write the 2017 Written Component, 134 successfully passed the exam, 83 were unsuccessful, and 3 did not write.

4. APPEAL TO HEALTH PROFESSIONS APPEAL AND REVIEW BOARD (HPARB) AND HUMAN RIGHTS TRIBUNAL OF ONTARIO COMPLAINTS (HRTTO)

The College currently does not have any outstanding HPARB or HRTTO appeals on Registration Committee decisions.

5. REGISTRATION COMMITTEE PANEL UPDATES

In accordance with Section 15 (2) of the *Health Professions Procedural Code*, the Registrar refers an application for registration to the Registration Committee if the Registrar has doubts, on reasonable grounds, about whether the applicant fulfills the registration requirements.

The Registration Committee Panel has met twice since the last Council meeting to discuss applications referred by the Registrar. Registration Committee Panel Members deliberated on:

- 12 Transfer Applications and approved all with TCLs.
- 3 requests for title variation and approved all 3 requests.
- 1 application for Transfer from the Inactive Class which was approved

6. REGISTRATION UPDATES AS OF DECEMBER 1, 2017

Total Registered Members: **2639**

Grandparented Members		General Members	
R. TCMP	R. Ac	R. TCMP	R. Ac
214	384	1068	933



Inactive Members	Resigned	Suspended	Revoked
37	240	401	94

Grandparented Members practising with Written Language Plan: **112**

General Members practising with Written Language Plan: **95**

Members practicing with terms, conditions and limitations: **447**

2017 JURISPRUDENCE COURSE TESTS

Passed	Failed	Total
115	1	116

2017 SAFETY PROGRAM TESTS

Passed	Failed	Total
104	0	104

PLAR RESULTS:

Successful	Unsuccessful	Total
1926	139	2127

2017 Pan-Can Examinations - Results

	Pass	Fail	Did not Write
R. Ac	85	59	2
R. TCMP	49	24	1
Total	134	83	3

This report is current to December 1, 2017 in anticipation of the Council meeting scheduled for December 13, 2017.



FOR: Information

SUBJECT: Quality Assurance Committee Report

Quality Assurance Committee Members

Ming C. Cha	Professional Member (Chair)
Christine Kit Yee Fung	Professional Member
Terry Wai Tin Hui	Professional Member
Xianmin Yu	Professional Member
Heino (Henry) Maeots	Public Member
Cal McDonald	Public Member
Ferne Woolcott	Public Member

Since the last Council meeting, the Quality Assurance Committee met once on November 3, 2017.

Committee Orientation

Rebecca Durcan of Steinecke Maciura Leblanc lead an orientation outlining the role and the powers of the Committee, the QA Program and the legislation. There was also an emphasis on the separation and confidentiality of the QA Committee from other Committees of the College.

Terms of Reference

Terms of Reference were approved by the Committee to outline the purpose, structure and operation of the Committee. These also define a shared set of expectations, and builds accountability for members and staff.

Advertising Guidelines

The Advertising Guidelines were posted onto the College's website on November 20, 2017. Members were notified by mail chimp, Twitter and Facebook. The Committee has received positive feedback from members regarding the guidelines.

2016 Self-Assessment Selection

From the 2016 self-assessment selection, there are 19 outstanding submissions. Many of these members did not attempt the PLAR process and will no longer be members of the College on April 1, 2018. Two members with outstanding submissions have passed the PLAR process and will be given a final notice to comply with the QA Program when their application to transfer to the General Class have been received.

2017 Non-Compliance Declaration

Sixteen members declared non-compliance with the annual requirements of the QA Program on their registration renewal. These members were asked to submit their self-assessment and professional development forms. As of December 4, 2017, 14 submissions were reviewed and approved. One member who did not respond also did not attempt PLAR. The other member asked for more time which was granted by the Committee.



2017 Self-Assessment Selection

On November 15, 2017, 260 members, equivalent to 10% of the membership, were selected at random to submit their 2017 self-assessment forms. Grandparented members and those who have successfully participated in the QA Program were excluded from the random selection pool. The member will be submitting the new 2017 self-assessment forms which have been updated to include the Standard of Practice (7): Advertising and Bill 87, Protecting Patients Act, 2016. The deadline to submit is February 16, 2018.

QA Program Policies

On November 3, 2017, the Committee approved 13 policies that would provide transparency to members and the public on the Committee's processes and programs. More specifically, these policies define the Committee's Communication, Confidentiality and Referrals to the ICRC processes, and the Self-Assessment and Professional Development, and Peer and Practice Assessment Programs.

Essential Competencies

The Committee is looking to create a set of Essential Competencies to form the foundation for the QA Program. Essential competencies are minimum requirements needed to practice and exceed entry-level competencies. Several other regulatory health colleges have also adopted essential competencies as a framework for evaluating members.

Next Meeting

An in-person meeting is planned for February 2018.

This report is current to December 4, 2017 in anticipation of the Council meeting scheduled for December 13, 2017.



FOR: Information

SUBJECT: Patient Relations Committee Report

Patient Relations Committee Members

Christine Kit Yee Fung	Professional Member (Chair)
Christine Lang	Professional Member
Feng Li Huang	Professional Member
Martin Perras	Professional Member
Heino (Henry) Maeots	Public Member
Martial Moreau	Public Member
Ferne Woolcott	Public Member
Yvonne Blackwood	Public Member
Barrie Haywood	Public Member

FOR INFORMATION

Funding for Therapy

There was no application for funding for therapy and counselling related to sexual abuse in this reporting period.

Next meeting

A Patient Relations Committee orientation is anticipated to be scheduled for February 2018.

This report is current to December 4, 2017 in anticipation of the Council meeting scheduled for December 13, 2017.



FOR: Information

SUBJECT: Discipline Committee Report by Quarter (Q3- October 1, 2017 – Present)

Every member of Council is a member of the Discipline Committee.

The Committee held 2 discipline hearings in Q3. Of the two cases, one involved closing submissions and one contested hearing is still in progress.

The Committee completed and released their decisions in five cases: [CTCMPO v. Steve Stewart](#), [CTCMPO v. Tanya Holtzman](#), [CTCMPO v. Dina Ifraimov](#), [CTCMPO v. Svetlana Kurkina](#), [CTCMPO v. Rochel Yakobov](#). All decisions are available on the College's website.

Four pre-hearing conferences were scheduled in this quarter.

The table below summarizes the members before the Discipline Committee in the quarter:

Member Name	Hearing Dates	Format/Type of Hearing	Nature of Allegations
Li, George	December 1, 12, 2017	Contested Hearing	<ul style="list-style-type: none"> Failing to keep records in accordance with the Standards Submitting an account or charge that the members knows is false and misleading
Micu, Dan	October 3, 4, 10, 26, 2017 November 9, 2017	Contested Hearing	<ul style="list-style-type: none"> Sexual abuse of a patient Verbally, physically, psychologically and/or emotionally abused patient Contravened a standard of practice of the profession

This report is current to November 24, 2017. As of this date, there were 10 open cases which have been referred to the Discipline Committee by the Inquiries, Complaints and Reports Committee.



FOR: Information

SUBJECT: Fitness to Practice Committee Report for 2017 - Q3 (September – December)

Pursuant to the College Bylaw, every member of Council is a member of the Fitness to Practice Committee.

The committee has not had a meeting since the last Council report. There have not been any referrals in Q3.

Cases referred to Committee

New Cases	Pending Cases
0	0

This report is current to September 14, 2017 in anticipation of the Council meeting scheduled for September 25, 2017.



Meeting Date:	December 13, 2017
Issue:	Election of Officers
Reported By:	Allan Mak
Action:	Discussion/Motion

Annual Election of Officers

In accordance with the Procedures for the Election of Officers under section 62-68 of the College By-Laws, the College holds the election of officers at the first Council meeting in the calendar year. The Registrar is proposing the date of Monday, March 5, 2018 as the date of the first meeting of Council in the new year and the date of the Election of Officers.

Procedure for the Election of Officers

The following is section 62-68 of the College By-Laws which details the procedures for the Election of Officers:

Procedures for the Election of Officers

Nomination Procedure

62. Before the first regular meeting of the Council each calendar year or any other Council meeting designated for the purpose by Council resolution, the Registrar shall send an invitation to all Council Members requesting any person wishing to stand for election to the offices of the President, Vice-President and Executive Committee Member to indicate so in writing to the Registrar.

63. A Member's written intent must be supported by the signatures of two other Council Members and be returned to the Registrar no later than 5:00 p.m. seven days before the meeting of the Council when the election of officers shall take place.

Election of the President

64. At the meeting of the Council when the election of officers shall take place, the Registrar shall present the names of candidates who have indicated their interest for the position of President.

65. Where there is only one candidate, the Registrar shall declare the candidate elected by acclamation.



COUNCIL

66. Where there is more than one candidate for the office, voting shall be conducted by secret ballot and for this purpose, the Registrar shall, with the concurrence of the Council, appoint three (3) returning officers to count the ballots and report the results to the Council. The candidate who receives a majority of the votes cast on a ballot shall be declared elected. Where no candidate receives a majority of the votes cast on the ballot, the one receiving the lowest number of votes on the ballot shall be deleted from the next ballot and a fresh vote shall take place. If there is a tie on the lowest number of votes for two members, there shall be a recount. If there is still a tie, the Registrar shall break the tie by lot and one member shall then proceed to the next round of the election process until one candidate receives a majority of votes. This procedure shall be followed until one candidate receives a majority of the votes cast on a ballot. Where an issue arises during an election that is not governed by this paragraph, the Registrar shall, with the concurrence of the Council, adopt a fair and democratic process including, where appropriate, selection by the Registrar by lot.

Election of the Vice-President

67. The election of the Vice-President shall be conducted following the same procedures as election of the President.

Election of Executive Committee Members

68. The composition of the Executive Committee is subject to the by-laws. The

President and Vice-President shall be Members of the Executive Committee. Each of the remaining Members of the Executive Committee shall be elected following a procedure similar to the election of the President. Where two or more positions are available for a Professional Member or Public Member of the Council, they may be elected on one ballot.

Decision Options:

- Approve the proposed March 5, 2018 date as the first meeting of Council in the new year and the date for the election of officers.
- Approve an alternative date for the first meeting of Council in the new year and the date for the election of officers.

DRAFT MOTION:

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approves the Election of Officers to be held at the first official meeting of Council of the calendar year Monday, March 5, 2018.



Meeting Date:	December 13, 2017
Issue:	Committee Composition
Reported By:	Allan Mak
Action:	Discussion/Motion

Background:

The Executive Committee is responsible for the appointment of members to Statutory Committees.

At the October 25, 2017 Executive Committee meeting, the Committee was made aware that:

- Poney Chiang, Non-Council Member appointed to the Inquires, Complaints and Reports Committee (ICRC), tendered his resignation from this Committee effective January 31, 2018;
- Martin Perras, Professional Member, requested a reassignment from the Quality Assurance Committee to ICRC.

Decision:

The Executive Committee discussed the information provided to them and decided to reassign Mr. Perras from the Quality Assurance Committee, and appoint him to the ICRC.

An updated Composition of Committees is attached.

DRAFT MOTION:

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approves the composition of committees as amended.



2017-2018 COMPOSITION OF COMMITTEES
As of October 2017

Executive Committee

President	Ferne Woolcott	Public Member
Vice-President	Terry Wai Tin Hui	Professional Member
Executive	Ming C. Cha	Professional Member
	Christine Lang	Professional Member
	Heino (Henry) Maeots	Public Member

Registration Committee

Chair	Terry Wai Tin Hui	Professional Member
Members	Ming C. Cha	Professional Member
	Jackie Zeng	Professional Member
	Feng Li Huang	Professional Member
	Maureen Hopman	Public Member
	Martial Moreau	Public Member
	Ferne Woolcott	Public Member
	Barrie Haywood	Public Member

Inquiries, Complaints and Reports Committee

Chair	Christine Lang	Professional Member
Members	Maureen Hopman	Public Member
	Cal McDonald	Public Member
	Yvonne Blackwood	Public Member
	Yuqi Yang	Professional Member
	Xianmin Yu	Professional Member
	Jackie Zeng	Professional Member
	Martin Perras	Professional Member

Non-Members of Council

Noel Wright	Professional Member
Poney Chiang	Professional Member (until Jan. 31, 2018)

Quality Assurance Committee

Chair	Ming C. Cha	Professional Member
Members	Christine Kit Yee Fung	Professional Member
	Terry Wai Tin Hui	Professional Member
	Xianmin Yu	Professional Member
	Heino (Henry) Maeots	Public Member
	Cal McDonald	Public Member
	Ferne Woolcott	Public Member



Patient Relations Committee

Chair	Christine Kit Yee Fung	Professional Member
Members	Christine Lang	Professional Member
	Feng Li Huang	Professional Member
	Martin Perras	Professional Member
	Heino (Henry) Maeots	Public Member
	Martial Moreau	Public Member
	Ferne Woolcott	Public Member
	Yvonne Blackwood	Public Member
	Barrie Haywood	Public Member

Discipline

Chair	All Council Members Heino (Henry) Maeots	Public Member
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Fitness to Practice

Chair	All Council Members Martial Moreau	Public Member
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Examinations Appeals Committee – Non-Statutory

Cal McDonald	Public Member
Yvonne Blackwood	Public Member
Christine Fung	Professional Member

Dr. Title Working Group – Non-Statutory

Chair	Ferne Woolcott	Public Member
	Terry Wai Tin Hui	Professional Member
	Ming C. Cha	Professional Member
	Christine Lang	Professional Member
	Heino (Henry) Maeots	Public Member
	Martial Moreau	Public Member

Non-Member of Council

Joanne Pritchard-Sobhani	Professional Member
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College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

CTCMPAO Work Plan April 1, 2016 – March 31, 2019

The purpose of this Work Plan is to set the targets of the College for the period of April 1, 2016 – March 31, 2019. The work plan is a high level document that outlines what is needed to accomplish each goal (collaboration, resources, target dates, anticipated obstacles and solutions).

Strategic Direction	Key Activities	Anticipated Resources	Additional Costs	Priority (Year 1, 2, 3)	Current Status
Confidence in Governance	a. Risk Management Framework	<ul style="list-style-type: none"> Registrar Mentor 3 months 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> High Year 1 Feb 2016 Completed Ongoing updates 	<ul style="list-style-type: none"> Training on Risk Management provided to Council in December. Framework was presented to Council and May and quarterly updates will be provided.
	b. Decision Making Tools	<ul style="list-style-type: none"> Registrar Mentor 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> High Year 1 Completed 	<ul style="list-style-type: none"> Briefing notes implemented The College by-laws have been revised. A draft will be presented to Council in Dec and circulated for consultation
	c. Ensure Oversight Mechanisms in Place and reported	<ul style="list-style-type: none"> Registrar Staff Council 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> High Ongoing 	<ul style="list-style-type: none"> Ongoing reporting to Council and Executive Committee President and Registrar have weekly meetings Annual Financial Audits are conducted. OFC assessment completed in June 2017 with minimal recommendations.

	<p>d. Budget prep/approval Registrar report on:</p> <ul style="list-style-type: none"> Financial controls HR Controls (HR review/ 	<ul style="list-style-type: none"> Registrar Staff Council HR Consultant 	<ul style="list-style-type: none"> N/A \$20,000 	<ul style="list-style-type: none"> High Year 1 Completed 	<ul style="list-style-type: none"> Budget approved at the February Council Meeting HR review conducted in August 2016 Annual audit completed in June 2016. Audited statements will be presented to Council in September A budget for 2018-2019 at the Mar 2018 Council meeting
	<p>e. Dr. Title- Work Plan</p> <ul style="list-style-type: none"> Working Group Meetings Hire a Consultant Consultations with Council and Decision 	<ul style="list-style-type: none"> Registrar Working Group Council Consultant 	<ul style="list-style-type: none"> \$74,000 1st year 	<ul style="list-style-type: none"> High 2017-2021 	<ul style="list-style-type: none"> The working group will be meeting on April 28th. Consultant hired. Kick-off meeting held in Oct 2017
	<p>f. Acupuncture Standards</p>	<ul style="list-style-type: none"> Registrar Staff Communications Consultant Consultations with Members and other professions 	<ul style="list-style-type: none"> \$50,000 	<ul style="list-style-type: none"> Mid – High Dec 2017 	<ul style="list-style-type: none"> Will create communications for public on acupuncture. E.g. What is acupuncture? What can you expect from your practitioner? Under the public section of the website, there is information about TCM, acupuncture, the various modalities and the expectations when seeing a practitioner. Will have ongoing discussions with other Regulatory Health College on acupuncture standards. Met with CONO to discuss TCM and acupuncture and how naturopaths use the principles and modalities within their scope of practice.

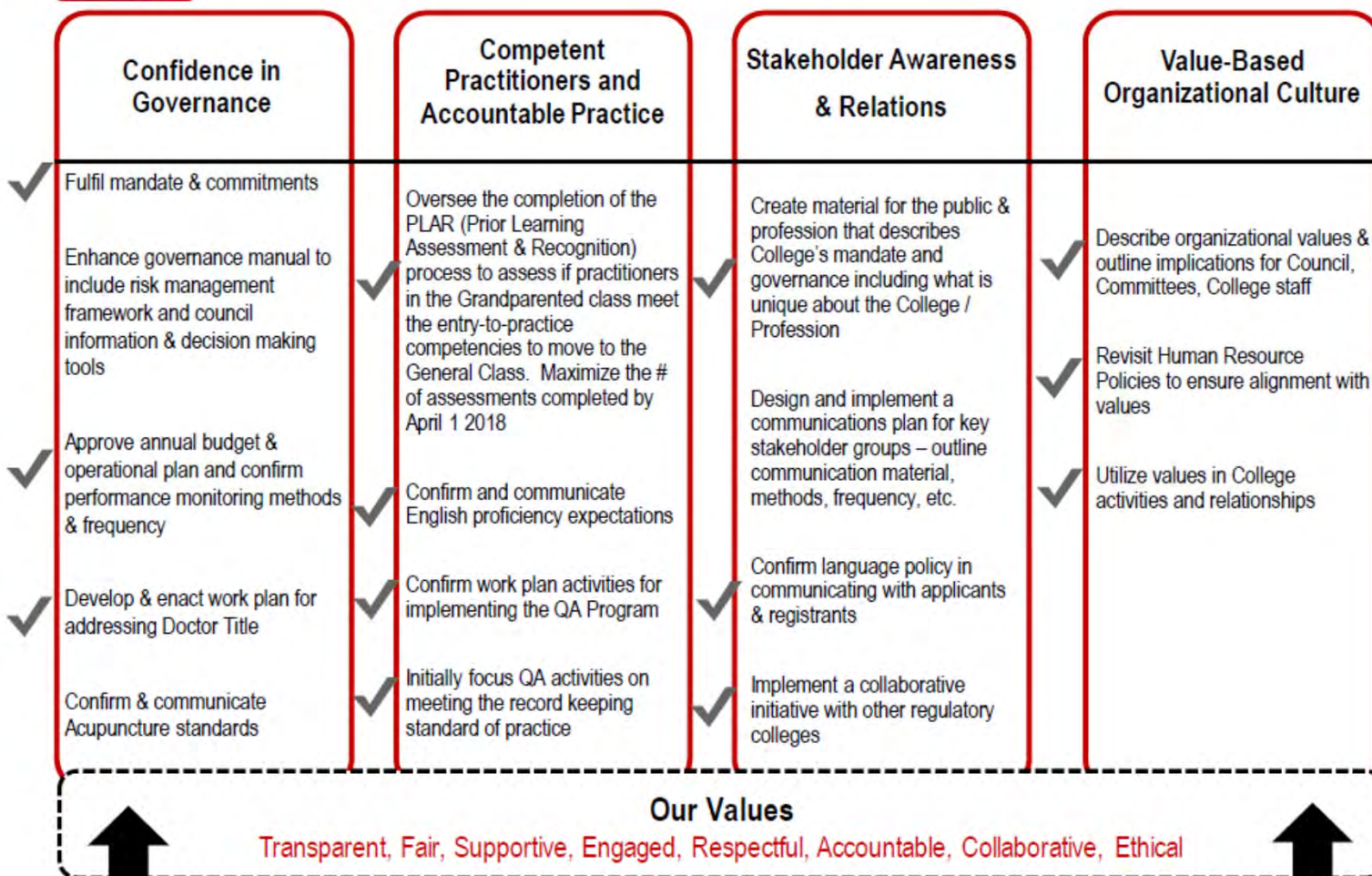
	<p>g. Board Governance, Development and Excellence</p> <ul style="list-style-type: none"> • Education Sessions • Evaluation Tools 	<ul style="list-style-type: none"> • Council • Registrar • Consultants to provide training 	<ul style="list-style-type: none"> • \$5,000 annually 	<ul style="list-style-type: none"> • High • Ongoing 	<ul style="list-style-type: none"> • Council Provided with presentations and training on different areas <ul style="list-style-type: none"> ◦ Risk Management ◦ Governance ◦ Oversight tools • Council conducted its first evaluation at the Sept 2017 Council meeting.
Competent Practitioners/ Accountable Practice	<p>a. Oversee Completion of PLAR</p> <ul style="list-style-type: none"> • Increase Registrant Base • Risk Implications if numbers decrease • If fee needs to increase, clear notice/communications plan and consultation is critical 	<ul style="list-style-type: none"> • Registrar • Staff • Council <ul style="list-style-type: none"> • Budget may need to increase if registrants based anticipated to be much lower • Communication/ Consultation 	<ul style="list-style-type: none"> • Potential Fee increase cost of translation, consultation communications 	<ul style="list-style-type: none"> • High • 2016-2017 	<ul style="list-style-type: none"> • Increased volume of communications to members about PLAR. Will be sending out a mailout • Held workshops • Hired a communications consulting firm to develop communications strategy to do an outreach with members, community leaders and politicians. • PLAR is now complete. Staff are reviewing the transfer applications into the General Class.
	<p>b. QA Program</p> <ul style="list-style-type: none"> • Record keeping • Standards of practice • Self-assessment • Online assessment/reporting • Recruit and training of assessors 	<ul style="list-style-type: none"> • QA Committee • Staff • Registrar • IT consultant 	<ul style="list-style-type: none"> • \$35,000 	<ul style="list-style-type: none"> • Mid – High • Ongoing 	<ul style="list-style-type: none"> • Record Keeping templates, policy and guidelines have been updated and finalized. They are now available to the membership. • Ongoing recruitment and training of assessors. Hired 3 new assessors with a total of 9. • A fillable self-assessment form is available on the College Website. • An electronic form will be developed for the Self-Assessments in 2018 • QA committee reviewed a workplan for the next few years to enhance the program.

	c. RFP for Registration Examination	<ul style="list-style-type: none"> Psychometric and/or Exam Consultants 	\$200,000	<ul style="list-style-type: none"> High Completed 	<ul style="list-style-type: none"> RFP closed on November 4, 2016. Examination Consultant selected and to begin in early February 2017 The Consortium recruited Project Manager oversee the development and administration of the Pan Canadian Examination Entry-level competencies are updated and was circulated for consultation. Contract with Examination consultant has been signed. Will transition to Computer Based Testing and will look to offer additional examination attempts.
Stakeholder Awareness and Relations	a. Enhance public portion of website <ul style="list-style-type: none"> Easy to access, navigate, understand Reliable public register, easy to search 	<ul style="list-style-type: none"> Registrar IT Staff 		<ul style="list-style-type: none"> Completed Ongoing updates 	<ul style="list-style-type: none"> New website launched on October 11, 2016. Will be reviewing website material to ensure accessible and easy to understand.
	b. Communications Strategy	<ul style="list-style-type: none"> Registrar Council 		<ul style="list-style-type: none"> Year 2-3 	<ul style="list-style-type: none"> We have a Communications Associate on staff to look at communications strategies. Continuous outreach to professional associations to ensure they are able to keep their members informed and engaged. Continuous outreach to universities to reach prospective members to ensure understanding of the College's role and why regulation matters. Regular outreach meetings and educational sessions through professional associations, TCM schools, and other events as presented.

	c. Interaction/Collaboration with Other Regulatory Colleges	<ul style="list-style-type: none"> Registrar Staff 		<ul style="list-style-type: none"> High Ongoing 	<ul style="list-style-type: none"> Working with members of FHRCO to Bill 87 submission by the Ministry of Health and Long-Term Care
Values Based Organizational Culture	a. HR Review	<ul style="list-style-type: none"> Registrar Mentor HR Firm 	\$20,000	<ul style="list-style-type: none"> High Completed Ongoing 	<ul style="list-style-type: none"> Completed Performance Evaluation Process has been implemented. Ms. Elizabeth Ceci joined the College in November 2017 as a Professional Conduct and Hearings Assistant
	b. Organizational Plan	<ul style="list-style-type: none"> Registrar Staff 		<ul style="list-style-type: none"> Completed Ongoing 	<ul style="list-style-type: none"> The plan will be reviewed and updated for the 2017-2018 year. Items have been identified in the Risk Management analysis Strategic planning is scheduled for March 2018



Strategic Directions & Key Activities 2016-2018





Meeting Date:	December 13, 2017
Issue:	Risk Management Report
Reported By:	Stamatis Kefalianos
Action:	For Information

Background:

A Risk Management Plan was created by staff and reported to Council by the Deputy Registrar on May 8, 2017. As indicated in the plan, the Deputy Registrar jointly working with the Registrar, are task to identify organizational level risks. The Deputy Registrar is to report to Council quarterly on the status of the risk management plan and any updating that is required. This report captures that activity.

Overview

While the College's Risk Management Plan in its entirety follows, the vision and approach are repeated below for guidance on this Risk Management Report:

Risk Management Vision

CTCMPAO is committed to building and fostering an enterprise risk management culture that clearly faces reality through systematic process of risk identification, assessment, and management and will affect this through its strategic planning process. CTCMPAO's value of serving and protecting the public interest, providing quality service, accountability and transparency, teamwork, and collaboration are the foundation of the organizational risk culture and will guide our actions.

Approach to Risk Management

College staff engage in a collective and joint process to identify types of risks that are likely to affect the achievement of business goals. For each risk, staff consider what would happen, how and why it could happen, and the consequence of said risk.

Types of Risks Identified

1. Governance
2. Loss of Confidence in CTCMPAO
3. Finance
4. Information Management
5. Facility/Site Safety and Security
6. Human Resources



7. Statutory Obligations
8. Exam

The Registrar/Deputy Registrar works with the various entities in the organization to identify and evaluate risks and create appropriate risk management plans. Working together, the College will develop protocols, program standards, policies and incident response plans.

Activity, 2017 – Q3

Statutory Obligations (QA)

Risk Description: Ensuring the College's registration process is fair, open and transparent.

	Risk Likelihood	Risk Impact	Risk Priority
Previous	3 (Possible)	4 (Major)	12 (High)
Current	3 (Possible)	2 (Minor)	6 (Medium)

- The QA Committee in November approved 13 new policies that would provide transparency to members and the public on the QA processes and programs.
- The 2017 Self-Assessment is currently underway. The new form was updated to include the new Advertising standard of practice and the *Protecting Patients Act*.

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMAO) Risk Management Plan

Risk Management Vision

CTCMAO is committed to building and fostering an enterprise risk management culture that clearly faces reality through systematic process of risk identification, assessment, and management and will affect this through its strategic planning process. CTCMAO's value of serving and protecting the public interest, providing quality service, accountability and transparency, teamwork and collaboration are the foundation of the organizational risk culture and will guide our actions.

Stakeholder Roles and Responsibilities

Role	Risk Management Responsibility	Assignment
Council	Responsible for approving Risk Tolerance Evaluation, reviewing Risk Management Plan and periodically reassessing success of Risk Management strategies.	Council Members
President	Responsible for leading Executive Committee and Council in reviewing the Risk Management Plan, implementing certain procedures needed in specified emergency situations, ensuring action is taken as necessary to protect the separation of Council from operations.	Ferne Woolcott
Registrar and CEO	Responsible for ensuring comprehensive risk assessment within the organization, development and implementation of mitigation strategies, and ongoing evaluation of effectiveness of risk management by the organization.	Allan Mak
Deputy Registrar	Responsible for identifying risk factors relevant to statutory programs and for jointly working with the Registrar to identify organizational level risks. Responsible for implementing, evaluating and adjusting risk mitigation strategies.	Stamatis Kefalianos
Director, IT, Finance and Corporate Services	Responsible for identifying risk factors relating to financial management policies and procedures, adhering to sound financial risk management and mitigation policies and strategies. Champions organization-wide effort to protect the vital assets of the College and engage key stakeholders in risk management activities.	Francesco Ortale
Program Managers	Responsible for complying with obligations outlined in the Health Professional Procedural Code respecting procedure, timelines, transparency, objectivity and fairness.	Michele Pieragostini, Ann Zeng



Risk Management Process and Activities

The CTCMPAO regularly undertakes risk management activities to protect the interests of the public, its members and the Government of Ontario to which it is accountable. Risk management involves complex processes of risk assessment, development and implementation of mitigation strategies and evaluation of effectiveness, change and opportunity. Effective risk management requires the active engagement of everyone actively engaged in the organization and may include consultation with external experts such as auditors. The College adheres to a Risk Management Policy which requires regular review, evaluation and reporting to Council.

Risk Analysis Matrix

College staff engage in a collective and joint process to identify types of risks that are likely to affect the achievement of business goals. For each risk, staff consider what could happen, how and why it could happen, and the consequences of said risk.

Staff systematically review the following to identify potential risks and to categorize potential risks using a risk occurrence matrix:

- each function performed within the College,
- records and reports generated or retained by the College.
- business processes, policies and procedures.
- resources of the College including knowledge of history, processes and legislative, operational and policy environment, staff, furnishings and equipment.

Types of Risk Identified:

1. Governance
2. Loss Confidence in CTCMPAO
3. Finance
4. Information Management
5. Facility/Site Safety and Security



6. Human Resources

7. Statutory Obligations

8. Exam

Risk Occurrence Matrix

<div> <div>Likelihood (probability of occurring)</div> <div>Consequence/ Impact</div> </div>		Rare The event may occur in exceptional circumstances. (0 – 5 %)	Unlikely The event has happened at some time. (6-33%)	Possible The event has happened periodically (34-65%)	Likely The event has happened previously and could reasonably occur again. (66-79%)	Almost Certain The event is extremely likely to occur (80-100%)
		1	2	3	4	5
Negligible Low financial/reputation loss, small impact on operations	1	1	2	3	4	5
Minor Some financial loss, moderate impact on business	2	2	4	6	8	10
Moderate Moderate financial loss, moderate loss of reputation, moderate business interruption	3	3	6	9	12	15
Major Major financial loss, several stakeholders raised concerns, major loss of reputation, major business interruption	4	4	8	12	16	20
Extreme	5	5	10	15	20	25



Complete cessation of business, extreme financial loss, irreparable loss of reputation						
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Risk Rating	Risk Priority	Description
1-3	L	Low Risk: May require consideration in any future changes to the work area or processes, or can be fixed immediately
3-6	M	Medium Risk: May require corrective action, planning and budgeting process
8-12	H	High Risk: Requires immediate corrective action
15-25	E	Extreme Risk: Requires immediate prohibition of the work, process and immediate corrective action

Risk Assessment

This step involved analysing the likelihood and consequences of each identified risk using the measures provided in the table above. The staff looked at the existing controls for each risk and identified what we would do to control the risk. Then, using the chart, they rated the effectiveness of existing controls in preventing the risk from happening or minimising its impact should it occur.

- Likelihood is a qualitative description of probability and frequency, asking the question ‘what is the likelihood of the risk occurring?’
- Consequence was described as the outcome of the event, being a financial loss, loss of reputation, or business interruption, asking the question, ‘what is the consequence of the risk event?’
- The risk rating was the sum of the consequence rating times the likelihood rating.
- The risk priority chart provides an indication of urgency to how soon the staff needed to implement a strategy to address the risk.



Meeting Date:	December 13, 2017
Issue:	TCM Conference and Chinese Delegation
Reported By:	Allan Mak
Action:	Discussion/Motion

TCM International Conference

The 3rd Annual International Traditional Chinese Medicine Conference of Canada was held at the Markham Civic Centre on October 8 – 9, 2017. Delegates from across Canada and around the world gathered to share information and learn from experts in the field.

Ms. Ferne Woolcott, Terry Hui and Allan Mak were invited to attend the conference on behalf of the College. Ms. Woolcott was also invited to be an Honorary Chair Person for the Conference. Mr. Mak provided remarks on behalf of the College, welcoming delegates and provided an overview of regulation of the profession of TCM and acupuncture in Ontario.

Visit from Chinese Delegates

Following the TCM Conference, the College hosted an information session for delegates at the College office on Wednesday, October 11, 2017.

The College welcomed the following delegates:

- Shengliang Wang, President, Guangzhou University of Chinese Medicine;
- Nenggui Xu, Vice-President, Guangzhou University of Chinese Medicine;
- Xianghong Jing, Director, Institute of Acupuncture, China Academy of Chinese Medicine Science;
- Tong Chun Zhi, Dean, College of Acupuncture, Guangzhou University of Chinese Medicine;
- Wenbin Fu, Director, Department of Acupuncture, Guangdong Hospital of Chinese Medicine;
- Jianhua Liu, VP, Guangdong Acupuncture Association;
- Chuanquan Lin, Professor, Guangzhou University of Chinese Medicine;
- Jieying Fun, Guangzhou University of Chinese Medicine;
- Jing Wu, Professor, Guangzhou University of Chinese Medicine;
- Huimin Bian, Professor, Nanjing University of Chinese Medicine;
- Yu Li, Professor, Nanjing University of Chinese Medicine;
- Zhongyuan Shen, Professor, Hu Bei University of Chinese Medicine;
- Liangbin Cheng, Professor, Hu Bei University of Chinese Medicine;
- Min Li, Hong Kong Baptist University, School of Chinese Medicine;
- and, Danny Li, Professor, Humber College TCM Program



The session involved an interactive presentation about self-regulation of TCM and acupuncture in Ontario, the entry to practice requirements, the examination process, the current College membership and the structure of the College.

The delegates were most appreciative of their time at the College as this was their first visit to a regulatory body. They were impressed by the number of registered members and the process for registration in the College. The College's Manager of Registration and Exams, Ann Zeng, provided translation throughout the evening.

As an appreciation, Mr. Shengliang Wang, President, Guangzhou University of Chinese Medicine presented a plaque to Ms. Woolcott which represented the 5-ram sculpture in Guangzhou, China.

非藥物療法合作平台剪綵儀式



第三屆加拿大中醫針灸國際學術研討大會暨首屆白求恩故鄉中醫節

2017年10月8-11日，在加拿大感恩節之際，數百名來自加拿大，中國及世界各地的中醫專家和從業者雲集安大略省，參加由廣州中醫藥大學，世界針灸聯合會科學技術委員會，加拿大漢博公立理工學院中醫系和廣州中醫藥大學加拿大校友會共同主辦為期4天的第三屆加拿大中醫針灸國際學術研討會、第一屆世界針灸聯合會科技委員會學術交流會和第一屆白求恩故鄉中醫節。廣州中醫藥大學王省良校長率中國專家代表團光臨，共同研討中醫針灸人類健康的創新性對策與臨床特色技術。



贈送紀念品給白求恩小鎮市長

學術研討大會是多倫多萬錦市議會廳舉行。王省良校長和加拿大國會議員伍鳳儀，安省議會副議長黃素梅，安省中醫師針灸師管理局主席 Ferns Woolcott 女士，安省中醫師針灸師管理局總監 Allan Mak 先生，加拿大漢博健康學院長 Jason Powell，世界針灸聯合會副主席張金達教授，世界針灸聯合科技委員會主席、廣州中醫藥大學副校長許能貴，廣州中醫藥大學加拿大校友會會長李燦輝、共同會長蔡理平等出席大會並致辭。

漢博健康學院長 Jason Powell 在大會開幕式致辭中指出，疼痛是人類身心健康的一個永恆的問題，而西方國家卻在止痛藥的使用方面陷入危機。美國、加拿大等西方國家正開展這一場「新鴉片戰爭」，遏制鴉片類止痛藥的過度使用。中醫藥針灸作為行之有效的非藥物療法，無疑能為解決這個醫學難題發揮巨大作用。漢博學院去年建立起北美洲第一個由政府資助的公立中醫系，在致力培養高素質中醫師和針灸師的同時，還開

展中醫藥針灸臨床科研，創辦英文版的中醫藥針灸雜誌。王省良校長等貴賓為「中加合作疼痛非藥物療法研究平台」剪綵，他在致辭中表示，本屆大會及時地把學術研討主題聚焦在疼痛這個重大的醫學難題，把中醫針灸作為疼痛非藥物治療的最佳方法向西方社會進行推廣，有著重要的現實意義。許能貴、景向紅等數十位專家應邀作大會演講，在大量中醫針灸臨床實踐效果的科學研究和臨床證據基礎上，研討中醫針灸在臨床替代鴉片類藥物，減少藥物用量的方法和技術，以及在內科、外科、婦科等臨床各科更大範圍的應用，兩天的學術報告和針灸技術現場演示精彩紛呈。

適逢加拿大感恩節，大會在白求恩故居所在地 Gravenhurst 市舉辦首屆白求恩故鄉中醫節。王省良校長率代表團參觀白求恩故居，並拜訪了

Gravenhurst 市長 Paisley Donaldson，並贈送了象徵廣州的木棉花軸畫。中國專家代表團在白求恩故居紀念館紛紛留言、捐款，表達對白求恩國際主義精神和締結中加兩國人民友誼的感恩之請。

本次活動期間，中國專家代表團還分別訪問了多倫多大學、多倫多聖米高醫院李嘉誠知識研究

所、漢博學院中醫系和加拿大安大略省中醫師針灸師管理局。

本次活動得到加拿大政府和社會各界的大力支持。感謝萬錦市政府，加拿大漢博學院，香港培力藥業集團，國盛行藥業有限公司，漢邦金融的贊助和眾多義工及協辦機構的支持。



大會開幕式



在安省中醫管理局