



16. Operations

Member's Questions

1. Rebranding the College – what will be the cost to update the College logo, website, stamp, etc.?
2. Does council see any concern with having the same individual acting as Complaints Director as well as the Interim Registrar and Executive Director. Please explain how this is not a conflict of interest.
3. As indicated in meeting minutes on July 28th, 2021, a special council meeting was scheduled for Thursday, August 5, 2021, at 7:00 PM, yet the meeting minutes from this meeting have not been posted. In the spirit of transparency, please explain why the minutes from the August 5th, 2021, meeting have yet to be published while the September 11th, 2021, meeting minutes have been published.
4. Will you also speak to the process for how the interim Executive Director/Registrar was subsequently appointed into the position? What motions were passed by Council for each of these key roles, what were the vote tallies, and was there any in-camera discussion? Most importantly, were any motions passed in the absence of required quorum?
5. Will Council speak to why the previous Executive Director/Registrar was relieved of the role and what reasons are known for why Council members recently resigned?
6. What is the longer-term Secretariat labor strategy for the Executive Director position, and any other key roles, so that stakeholders may have confidence the activities of the College will be fully supported, and that the College may rise to meet its fiduciary obligations?
7. In the spirit of transparency, please indicate what the expenses have been for the following:
 - a. The “state of the art” online platform for membership renewals, complaints, etc. Is this platform intended to replace the current website? What are the ongoing costs (annual fees, etc.) to maintain this system?

The initial cost for re-branding the College and the new website was approximately \$1000.00 not including monthly website fees. Every effort was made to ensure that this was done in a cost-effective manner. There will be further costs to replace our signage.

This was an oversight following the transition of the Interim Executive Director/Registrar. The September 5, 2021 minutes have now been approved by Council at the November 20, 2021 Council meeting and will be posted on the Website.

The interim ED/Registrar was appointed by Council to fill the vacant position. The vote was unanimous. There were no procedural irregularities.

Regarding our current staffing arrangement, while this is not a conflict of interest, it is acknowledged that this is not an ideal situation. Council and the Interim Registrar /Executive Director/ Complaints Director will be using recommendations of the governance and organizational review, in addition to their experience, to restructure the organization in the New Year to meet the needs of the College and provide the best possible operations structure to ensure high level governance.

The circumstances surrounding the departure of the previous ED/Registrar are confidential and protected by a legally binding agreement. Any council member who resigned had their own personal reasons for doing so. It is neither appropriate nor respectful to disclose this information to Registrants or the general public.

The CAA has the results of a third party operational, procedural and governance review. Based on the outcome of this review (which is posted on the new website), Council will be having generative discussions regarding what the most appropriate governance structure to support the needs of the College will look like. We anticipate defining and refining roles for all of the key positions designated in the new College operational and governance structure.

The Alinity implementation cost is:

- 1) A fixed price of \$50,000 for implementation of a standard configuration applying Alinity solutions used by most Healthcare regulators, and to avoid a large up-front cost, the \$50,000 implementation fee will be paid over 4 years. A monthly charge of \$1100 will be added to the subscription cost reflecting an interest rate of just under 3%. We will further reduce your risk by allowing you to opt-out of the agreement after the first year, and at the end of each calendar year (December), leaving the remaining portion unpaid if you are not satisfied.

- 2) After the application goes into production use, a subscription fee of \$1100/month will be charged