



To regulated members of the College of Acupuncturists of Alberta (College),

I am excited to report that significant changes have been happening at the College, and even more are planned throughout the 2022-2023 year.

As you know, the College became a part of the *Health Professionals Act* (HPA) in 2020, which resulted in the requirement for the College to improve oversight of the profession and management of the administration. In response to that, the Council and management have been hard at work building the College's foundation for the future. In 2021, the Council began a governance review; the report posted on our [website](#) highlights the recommendations needed to establish a strong governance model for the College.

As of the Council meeting in May, we have completed all the recommendations in the report. The attached update to the report is available on the [website](#). The Council and management are happy with the work that has created the structure for professional management, strong oversight, increased communication, and transparent practices within the College.

It was made clear to me that more communication from the College is needed, so I will be providing updates on the College's key activities, while always asking for your thoughts and suggestions on how we can improve the public's safety while enhancing the standards of the acupuncture profession.

Here are some of the changes that have been made and why we made them:

- HGA Chartered Professional Accountants has taken over the day-to-day accounting and payroll. This provides the College with expertise in accounting practices and enhanced financial controls. A full financial review of the income and expenses of the College has highlighted areas for better expense management, as well as for areas to improve efficiencies and member satisfaction.
- This summer, a more efficient and cost-effective phone system will be installed at the College, which will make it easier to connect with the College's employees.
- A simpler email system has been implemented, making info@acupuncturealberta.ca the one-stop access point for all email communication with the College. That email address is actively monitored by all employees, which ensures that emails are directed to the appropriate person and responded to in a timely fashion.
- A website overhaul is planned for 2022 to help the public and members find information easily. We are committed to using the website as the primary source of information, and we promise more information will be shared moving forward.
- Work will continue on the College's policies, standards of practice, and the College's processes and procedures, which will ensure that those who need information will have it in a clear, accessible format.

- Moving away from elections, the Council and regulatory committees will begin competency-based appointments this fall. The process will be transparent and clearly outlined beforehand. We want to encourage participation from committed members with a complementary set of skills to make the College and the profession the best it can be.
- Additional Alinity enhancements are planned before the end of our fiscal year, and they will improve the continuing competence program (CCP) and make renewal processes easier. The professional conduct module is also scheduled to be launched in 2022-2023. These releases will have training and support tools available before they go live. We will also be available to help you troubleshoot any technical problems you may have.
- The Council and management will work together to create a long-term strategic plan for the College, and we will revisit our vision, mission, and values. After that, management will begin the process of implementing annual planning, with goals publicly declared and shared.
- The College office is open by appointment only, Monday to Friday. College staff remain accessible via phone and email during regular office hours.

We have accomplished a lot in a brief period, but I know there is much more to do. I remain committed to hearing your suggestions on ways to make the College better. I also look forward to meeting many more of you and working with all of you over the coming months and years.

Thanks for your continued patience and support as we continue to evolve.

Sincerely,

