

MINUTES
VIDEOCONFERENCE MEETING OF COUNCIL
ALBERTA COLLEGE OF PHARMACY
Thursday June 24, 2021

1. Introduction

1.1 Call to Order

President Lyons called the meeting of council to order at 8:00 a.m. She welcomed Council Members, ACP administration, observers, and Claudia Rijcken, joining the meeting for a discussion about “Pharmaceutical Care in Digital Revolution” from 8:00-9:30 a.m. Following these discussions, the business meeting of council convened at 9:45 a.m. Margaret Morley, Hearings Director joined the meeting at 10:00 a.m. for a discussion about the governance matrix; Loren Voice, Competence Committee Chair and Pamela Timanson, joined Council at 1:00 p.m. to provide a semi-annual report from the Competence Committee, and Shao Lee, Professional Practice Director and James Krempien, Complaints Director, joined the meeting at 1:30 p.m. for discussions about their respective core programs.

President Lyons asked Council Members to reflect on governance policy GP-8 Code of Conduct and consider any potential conflicts of interest they may need to disclose. No conflicts were disclosed.

1.2 Roll Call

Registrar Eberhart called the roll and identified the following individuals in attendance:

- District 1 - Peter Macek (President-Elect)
- District 2 - Patrick Zachar
- District 3 - Fayaz Rajabali (Past-President)
- District 4 - Stan Dyjur
- District 5 - Shereen Elsayad
- District A - Don Ridley
- District B - Dana Lyons (President)
- Public Member - Irene Pfeiffer (Executive-Member-at-Large)
- Public Member - Christine Maligec
- Public Member - Carmen Wyton
- Public Member - Aquaeno Ekanem
- Public Member - Deb Manz

Also in attendance

- Greg Eberhart - Registrar
- Kaye Moran - Deputy Registrar
- Jeff Whissell - Deputy Registrar
- Rob Vandervelde - Senior Operations and Finance Director
- Leslie Ainslie - Executive Assistant
- Barry Strader - Communications Director
- Claudia Rijcken – Editor “Pharmaceutical Care in Digital Revolution” (8:00-9:30am)
- Observers (8:00–9:30am)
- Margaret Morley – Hearings Director (10:00-1:30pm)
- Loren Voice – Competence Committee Chair (1:00-1:30pm)
- Pamela Timanson – Competence Director (1:00-1:30pm)
- James Krempien – Complaints Director (1:30-2:30pm)_
- Shao Lee – Professional Practice Director (1:30-2:30pm)

1.3 Invocation

President-elect Peter Macek read the invocation.

1.4 Adoption of the Agenda

1.4.1 Consent Agenda

Council reviewed the Consent Agenda material submitted by the Registrar under Agenda Item 1.4.1.1 and 1.4.1.2.

1.4.1.1 Policy Update

Registrar Eberhart provided an update on two evolving topics not on the Consent Agenda when circulated to Council. The first is with respect to the proposed amendments to the pharmacy and drug regulations. The Registrar will meet with Alberta Health on June 25, 2021 to address questions about the proposed amendments. Of concern is that the department is not prepared to proceed with the Ministerial Regulation required for us to enter into an agreement for interjurisdictional services. There was a national meeting of the registrars and their legal counsels to create a path forward for interjurisdictional services, with ACP legal counsel playing a key role in moving the path forward. He also briefed Council on preliminary “return to office” planning, post COVID-19. ACP will transition with hybrid work arrangements (home: office), and will adjust policies and procedures as required.

MOTION: to lift the issue of Standards of Practice from the Consent Agenda.
Moved by **Peter Macek**/Seconded by **Irene Pfeiffer**/CARRIED

Work is underway to modernize ACP’s Standards for the Practice of Pharmacists and Pharmacy and the Standards for the Operation of Licensed Pharmacies. This project arises from Goal No. 2 within ACP’s Strategic Objectives. A project plan has been developed and work is starting. As part of the project plan, principles and drafting considerations in the form of descriptive statements have been developed to guide our work. Council received a copy of the project plan, and a copy of a global environmental scan that provides ACP with insight to the approaches and architecture used by other organizations, and insights to unique attributes that appear in other models. This information will inform us to modernize our standards in the context of Alberta’s health system, with a view to the dynamic changes forthcoming.

Registrar Eberhart requested that Council review the “Principles and Drafting Considerations for updating the Standards of Practice for Pharmacists and Pharmacy Technicians, and the Standards for the Operation of Licenses Pharmacies” provided as Agenda Item 1.4.1.1(b). The principles are important to modernizing the standards and making them more relevant in a rapidly changing future. As time is of the essence to move forward with this work, Registrar Eberhart requested that Council submit their comments to Deputy Registrar Jeff Whissell by the middle of July.

MOTION: to approve the Consent Agenda Policy Update provided by the Registrar
Moved by **Deb Manz**/Seconded by **Christine Maligec**/CARRIED

1.4.1.2 Update Report

MOTION: to accept the Information Update report presented by Registrar Eberhart.
Moved by **Deb Manz**/Seconded by **Don Ridley**/CARRIED

1.4.2 Additions to the Agenda

MOTION: to adopt the approve the agenda as circulated.

Moved by **Christine Maligec**/Seconded by **Fayaz Rajabali**/CARRIED

1.5 Minutes from Previous Meetings

1.5.1 Minutes – May 13, 2021 Videoconference Meeting

MOTION: to approve minutes of the May 13, 2021 council meeting.

Moved by **Christine Maligec**/Seconded by **Deb Manz**/CARRIED

1.5.2 Ratification of e-Ballot – June 3, 2021

MOTION: to ratify the e-ballot of June 3, 2021 appointing inspectors under the Health Professions Act.

Moved by **Shereen Elsayad**/Seconded by **Irene Pfeiffer**/CARRIED

1.6 Disposition of Directives

The Disposition of Directives was provided for information. President Lyons invited questions from Council. Council asked when the virtual care guidelines approved by Council at the last meeting, will be available to registrants. An implementation date was not set by Council as these are guidelines. Registrants were introduced to the Opiate Use Disorder Guidelines approved by Council in the June 23, 2021 addition of The LINK. Therefore communication about the virtual care guidelines will be communicated and introduced in the July 7, 2021 edition of The LINK. As follow up on the Opiate Use Disorder Guidelines, Registrar Eberhart and President-elect Peter Macek, will meet with Associate Minister of Health Jason Leung on July 6, 2021, to discuss government's path forward with mental health and addiction programs and to share the many ways that pharmacy professionals support patients with mental health or addiction issues.

MOTION: to accept the Disposition of Directives as information.

Moved by **Peter Macek**/Seconded by **Christine Maligec**/CARRIED

1.7 In Camera

1.7.1 CR-5 Review of Registrar's Performance

Council reviewed the performance of the Registrar during the past year in context with policy CR-5 Monitoring Registrar Performance. The Registrar and other members of the administrative team excused themselves from the meeting during the review and deliberation about the policy.

MOTION: that Council move "In Camera" at 11:26 a.m.

Moved by **Christine Maligec**/Seconded by **Stan Dyjur**/CARRIED

MOTION: that the Registrar has complied with policy CR-5 Monitoring Registrar Performance.

Moved by **Peter Macek**/Seconded by **Don Ridley**/CARRIED

MOTION: that Council move "Out of Camera" at 12:04 p.m.

Moved by **Christine Maligec**/Seconded by **Irene Pfeiffer**/CARRIED

President Lyons will meet with Registrar Eberhart to discuss and present a written synopsis of Council's discussion and assessment.

2. Generative

NIL

3. Strategic

3.1 Ownership Linkage - Engagement with Albertans

Council identified the importance of Council's engagement with the public and registrants. The following issues were introduced and discussed during this forum:

- In the course of the first six months of COVID, ACP experienced about a 20% increase in Issues of Public Concern (IPCs), about pharmacy practice. The public policies around COVID vaccination generated a significant increase in the concern and confusion for the public, resulting in a substantive workload for the complaints department. ACP will analyze these issues to be more informed, and to evaluate these trends to support the alignment of resources that may be required to support administration and meet the needs of the public.
- Concern was raised about the potential for compromised care in light of pharmacies serving the needs of the COVID pandemic over other health related needs.
- The government through its Health Digital Health Transfer Team are building a system and patient portal for patient information and access. For this, they are seeking ways to obtain and list specialties of healthcare professionals in the portal.
- Levels of care may have been impacted at the beginning of the pandemic as barriers of protection were introduced to protect not only the pharmacy teams but the patients they serve. The belief is that complaints and anxiety will continue to rise due to the pandemic, but not as a result of care by pharmacists being compromised.
- A CBC program highlighted how pharmacists moved to the frontlines of healthcare during the pandemic, while many physician offices closed. We have to celebrate and recognize the valuable contributions and sacrifices of pharmacy professionals, and as regulators, we should communicate this with registrants and the public.

3.2 Pharmaceutical Care in a Digital Revolution–Engagement with Claudia Rijcken

Over the past four years, through generative and strategic discussions, Council identified the evolution of technology amongst the most significant environmental factors that will change pharmacy practice, and by extension the operation of the Alberta College of Pharmacy.

Council was joined by Claudia Rijcken, editor of “Pharmaceutical Care in Digital Revolution” Published in 2019. The book provides one of the most comprehensive insights to the impact and opportunities of digitalization on pharmacy practice. Change is occurring so quickly that Ms. Rijcken is preparing to write a second version of the publication, as some digital solutions have grown more rapidly than others, while others have slowed.

Council's discussion centered around the role of the college, and its core businesses of establishing ethics, competencies, standards, and monitoring compliance with them. Success depends on “person centeredness.” ACP programs and processes must be relevant to this future. Digitalization is nurturing new possibilities and probabilities faster than the evolution of education and policy development. This gap will grow, and therefore it is important to continue learning so as to prepare pharmacy professionals, practices, and the operation of the college for a much different future.

Council through its continued generative and strategic discussions will consider:

- If the principles, values, and ethics that define practice in an analogue system, are the same as those important to effective practice in a digital system?
 - Are there traditional beliefs and behaviors that we need to let go of,
 - Are there current beliefs or behaviors that require nurturing, or are there new beliefs or behaviors important to enabling and regulating in a digital health system,
- How does the content and context of pharmacy education need to change for the future?
 - Are there new competencies required of pharmacists and pharmacy technicians?
- What new indicators and processes are important to monitoring pharmacy practices and the operation of pharmacies in a digital system?

3.3 Competence Committee Report

Loren Voice, ACP Competence Committee Chair, and Pamela Timanson, ACP's Competence Director provided a semi-annual report to Council about the Competence Committee's activities and trends. This report focused substantively on observations of the Committee about pharmacy technicians based on findings through the past three annual Continuing Competence Program (CCP) cycles. The CCP requires that registrants:

- Complete at least 15 Continuing Education Units (CEUs) during the CE cycle and document each learning activity on one or more Learning Records;
- Implement at least one CEU worth of learning into their practice and document this on an Implementation Record; and
- Complete any required learning that has been assigned by the Competence Committee.

The Committee observed that there continues to be a lack of understanding by pharmacy technicians about why they must complete professional learning, maintain competence and actively participate in the Continuing Competence Program. As a result, pharmacy technicians do not identify well with the program and have suggested that the CCP is a “pharmacists program”, not theirs. In addition, some believe there is a struggle to find learning opportunities that align with their work in order to implement learning, compared to those available for pharmacists, and this struggle may have an impact on completing the implementation record and an understanding as to why they must complete it.

Professionalism is the current prescribed learning activity for pharmacy technicians during the 2020-21 CE cycle. It is recommended that building upon professionalism, providing opportunities to develop leadership, communication and collaboration skills, should be in the 2021-2022 CE cycle. To address the concerns with pharmacy technicians not identifying with the CPP, the Committee recommends establishing an advisory group to consider ways to shift the thinking about supporting continuous learning through professional development and continuing education.

Council reiterated concern that the timelines between when a registrant is first identified as having deficient implementation records and ultimate remediation is too long. They encouraged processes within the new Practice Improvement Program to be more responsive.

3.4 Discussion with Program Directors

Program directors from ACP's professional practice and complaints departments provided Council an environmental scan of what is being experienced in their programs, reflected on achievements, and discussed trends observed within their programs.

Professional Practice

The role of the professional practice department is to support and monitor pharmacy practice and operations through pharmacy assessments and inspections by ensuring patients have access to care, ensure pharmacies have safe and effective practice environments and systems, and ensure registrants comply with legislation, standards and ACP's Code of Ethics.

Pharmacy practice consultants (PPCs) role and authority arises from the *Health Professions Act* (HPA) and the *Pharmacy and Drug Act* (PDA). They are appointed as field officers by the Registrar under the PDA and as inspectors by the Council under the HPA. They are experienced pharmacists who assess quality assurance and quality control, and nurture quality improvement as Pharmacy practice consultants help registrants apply their knowledge and skills to the pharmacy workplace with a goal of changing organizational practice and operations, to better support and enhance patient care. The PPCs perform three types of pharmacy inspections:

1. Routine Inspections – ordered by the Registrar to inspect a pharmacy practice and operations on a routine bases once every 2 to 3 years.
2. Non-Routine Inspections – ordered by the Registrar as needed to address emergent concerns.
3. Registration Inspections – ordered for renovation inspections, pharmacy closures, or other inspections requested by the Registrar or Registration Director.

In 2020, ACP conducted 1225 inspections. Of these 49 were non-routine inspections, and 49 were registration inspections. Initiatives created in response to the pandemic included establishing protocols to receive pre-inspection digital evidence to ACP, prior to onsite verification, the scheduling of inspection dates in advance, and the development of COVID-19 and virtual care guidelines.

Practice Trends - Success in 2020

- The pre-opening inspection process has enhanced pharmacy practice and operations.
- More pharmacies are embracing their full scope of practice.
- Increased consistency in accessing and using Netcare to evaluate information and assess patients.
- Implementation of the non-sterile compounding and sterile compounding standards.

Practice Trends – Opportunities

- Drug Error Reporting - Support registrants to:
 - Implement active and robust incident reporting, and
 - Improve identification of contributing factors
- Monitor Implementation of Non-Sterile Compounding Standards
 - Continue assessing compliance by:
 - Prioritization of pharmacies with compounding and repackaging licenses, and
 - 1,545 pharmacies provide Level A compounding at a minimum
- Patient Assessments
 - Support pharmacists to:
 - Discuss and document goals of therapy with patients,
 - Consider treatment options and document rationale to support clinical decisions, and
 - Monitor and follow-up patients (re-assessment)
 - Support pharmacy technicians to refer to pharmacists appropriately.

Plans for 2021

- Create assessments that support awareness and compliance with standards.
- Continue inspections with a focus on pharmacies requiring additional support.

- Continue sterile and non-sterile compounding inspections for full compliance after July 1, 2021 deadline.
- Measure and analyze improvements in pharmacy performance.
- Collaborate with other departments to support programs and policies.
- Use practice data to support development of ACP policies.

Plans for the Future

- Drug Error Management:
 - Support the development of a program for documenting, collecting, monitoring, & analyzing medication incidents.
 - Communicate expectations to registrants.
- Standardize reporting on pharmacy team performance:
 - Help define effective performance indicators of successful teams
 - Collect data through pharmacy assessments
- Inter-departmental collaboration:
 - Support the development of indicators and processes to enable the transfer of regulated members between core ACP programs.
 - Support and implement proactive requirements to ensure effective interventions.

Complaints

The statutory authority of the ACP's complaints department falls under the *Health Professions Act* (HPA) and the *Pharmacy and Drug Act* (PDA).

- *Health Professions Act*
 - Addresses conduct (Part 4) and capacity (section 118) of registrants
 - Defines “unprofessional conduct” and “incapacity”
- *Pharmacy Drug Act*
 - Addresses conduct of pharmacy licensees, proprietors, and owners of licensed pharmacies
 - Defines “misconduct”
 - Scheduling of drugs

The scope and goals of the complaints department are to:

- fulfill its duties under Part 4 and section 118 of the HPA and various sections of the PDA,
- to receive and resolve “issues of public concern (IPCs) that are received regarding registrant practice, the operation of licensed pharmacies and other related pharmacy matters (~800-900/year),
- Maintain a quality assurance and evaluation programs for the handling of and issues raised during the IPCs.
- Receive and resolve “formal complaints” and fulfill the complaints and discipline duties under Part 4 of the HPA (~50+/year)
- Prosecute complaints that are referred to hearing and appeal (~10-15/year)
- Manage the reinstatement, monitoring, and support for registrants with incapacities (~6-12 at any given time)
- Coordinate ACP collections panel activities (~5/year)

Council's responsibilities under Part 4 of the Health Professions Act include:

- Hearing appeals of Hearing Tribunal decisions,
- Hearing appeals of section 118 (incapacity) directions,

- Appointing members for the complaint review committee and Hearing Tribunal membership pool,
- Appointing the Complaints Director and Hearings Director, and
- Propose and approve Standards of Practice, Code of Ethics, and other parts of the regulatory framework that are then enforced through complaints.

Complaint Trends in 2020

ACP received 46 formal complaints. Amongst these some new trends included the following:

- Eight formal complaints from members of the public, pharmacy employers, and Alberta Health about pharmacists' use—and in some instances disclosure—of patient health information from Netcare,
- Five notices from pharmacist or pharmacy technician employers; treated as formal complaints as required in s.57 of the HPA,
- Three formal complaints about pharmacists' noncompliance with ACP's COVID-19 guidelines:
 - These matters were all resolved through education and undertakings,
- Maintained high overall satisfaction of surveyed complaint respondents and complainants,
- No Ombudsman, Human Rights Commissioner, Office of Information & Privacy Commissioner complaints, and no complaint review committee reviews,
- Two Hearing Tribunal appeals to Council received in 2019 were heard and decided in 2020,
- Increased workload (COVID-19 related) but relatively high satisfaction and lack of external dissatisfaction:
 - Increased use of external contracted investigators,
- More complainants and respondents seem inflexible, unreasonable, and overly aggressive when interacting with complaint processes,
- ACP held eight discipline hearings in 2020, versus 18 in 2019:
 - All hearings heard by a Hearing Tribunal were open to the public, except for portions of some when personal health information was disclosed,
- Seven of the eight hearings were completed by video conference due to gathering restrictions caused by the COVID-19 pandemic,
- There has been an increase in Issues of Public Concern in recent years due to in part, the public awareness of the role of pharmacists and pharmacy technicians; an increased number of concerns received from pharmacists about the practice and conduct of other pharmacy professionals, primarily related to the offering of inducements or the transfer of patients' pharmacy services; and the scheduling of the COVID-19 vaccine (Q1 of 2021).

Departmental Initiatives for 2021-2022

- Timely and appropriate response to ever-increasing complexity of complaints,
- Training and use of contracted investigators, and
- Implementation of Merlin.

Gaps in Policies, Behaviors and Practices

What are registrants doing well?

- Better response to traditional drug errors.
- Better/more thoughtful response to a complaint (including investigation) using ACP quality assurance tools.

Where are the areas for improvement?

- Pharmacist self-awareness – providing service (e.g., assessment and prescribing) outside of their personal competence and or the practice of pharmacy (e.g., aesthetics services) .
- Pharmacist proactive collaboration with physicians (et al).

- Pharmacist/proprietor recognizing patient choice for health care providers – more education about being a professional (not a business owner), more collaboration between RPh's (transfer of care).
- Pharmacists/technicians using appropriately private areas of the pharmacy.
- "Personal" social media usage.

4. Fiduciary

4.1. ENDS Policy Review

4.1.1 Policy E-2 (Resource Allocation) – Priorities for 2022

Registrar Eberhart provided a status update on priorities for 2021 (appendix 1), identified potential priorities for 2022, and updated Council on business plan development; identifying critical success factors, and risks that could impact the plan.

4.2 Governance Policy Review for Compliance

4.2.1 Executive Limitations Policies (EL)

Reports from the Registrar were provided for the following Executive Limitation policies.

4.2.1.1 EL-4 Financial Condition, Internal

Council received internal Financial Statements and a Statement of Variances for the month ending April 30, 2021.

MOTION: that the Registrar's compliance report on EL-4 Financial Condition of the College be approved.

Moved by **Don Ridley**/Seconded by **Christine Maligec**/CARRIED

4.2.1.2 EL-11 Emergency Executive

This policy addresses the ability of the college to continue fulfilling its mandate and business responsibilities if a key member is absent for an extraordinary period of time or is displaced

MOTION: that the Registrar is in compliance with policy EL-11 Emergency Executive.

Moved by **Peter Macek**/Seconded by **Irene Pfeiffer**/CARRIED

4.2.2 Council-Registrar Relationship Policies (CR) Compliance Reports

Council-Registrar Policies (CR) define the working relationship between the Council and the Registrar. Council reviewed policy CR-4 Delegation to the Registrar and CR-5 Monitoring Registrar Performance and reflected on its compliance with the policies.

4.2.2.1 CR-4 Delegation to Registrar

MOTION: that Council is in compliance with CR-4 Delegation to the Registrar.

Moved by **Stan Dyjur**/Seconded by **Don Ridley**/CARRIED

4.2.2.2 CR-5 Monitoring Registrar Performance

This agenda item was considered under Agenda 1.7.1.

4.3 Governance Matrix

Council reviewed the governance matrix dashboard focused on aggregate data from May 2019-April 2021. The dashboard is a report to support discussions about current trends. Use of the matrix is a valuable tool from a governance perspective; however Council observed the matrix needs to be updated to align with ACP's strategic goals. An updated governance matrix will be guided by ACP's core businesses and regulatory mandate. It will be more output and outcome focused, with fewer and more meaningful indicators. ACP's Strategic Plan will provide the framework for an updated governance matrix report.

4.4 ACP Operational Plan

In June 2020, Council approved ACP's Strategic Plan. The plan takes into account ACP's mandate in an environment where technology is rapidly changing, there's a rise in inconsistent pharmacy practice, and a change in the public's expectations of pharmacy professionals and pharmacy services. Registrar Eberhart and Senior Operations and Finance Director Rob Vandervelde presented a high-level overview of the operational plan developed to support implementation of the strategic plan (appendix 2). The plan provides the map upon which ACP program and business planning will be built over the next 4.5 years.

Implementation of the plan will require substantive program and system development, revisions to the legal and legislative framework, development of internal expertise, and fostering current and new partnerships. Success will be achieved when:

- The legislative framework has been updated to be relevant and effective in a constantly changing health environment, where new technologies and other innovations invite new opportunities for patients and changing expectations of regulated members.
- ACP's core programs have been enhanced to provide better assurance that pharmacy professionals are prepared for success in Alberta's health system, creating more consistent patient experiences and expectations.
- ACP and pharmacy professionals have become more proficient in collecting, analyzing, and using data to make more informed decisions that contribute to the health and wellbeing of Albertans.

Council agreed that this was the right plan, but noted it was an aggressive plan to be fully achieved in 5 years. No amendments to the plan were proposed.

4.5 Business of Council

4.5.1 Corporate Appointments

Council considered and approved the following recommendations for corporate appointment for the 2021-2022 council term.

4.5.1.1 Legal Counsel

MOTION: that the legal firm of Shores Jardine LLP, be appointed as ACP's legal counsel for the 2021-22 council term; and that Mr. Jim Casey from Field Law LLP, and Mr. Fred Kozak from Reynolds Mirth Farmer, be appointed as legal advisors to ACP's Hearing Tribunals.

Moved by **Don Ridley**/Seconded by **Fayaz Rajabali**/CARRIED

4.5.1.2 Auditors

MOTION: that the accounting firm of KPMG LLP be appointed as ACP's auditors for the 2021-22 council term.

Moved by **Deb Manz**/Seconded by **Don Ridley**/CARRIED

4.5.1.3 Banking Institution

MOTION: that TD Canada Trust be appointed as ACP's financial institution for the 2021-22 council term.

Moved by **Christine Maligec**/Seconded by **Peter Macek**/CARRIED

4.5.1.4 Investment Counsel

MOTION: that Scott Ponich from TD Waterhouse be appointed as ACP's investment counsel for the 2021-22 council term.

Moved by **Don Ridley**/Seconded by **Christine Maligec**/CARRIED

4.5.1.5 Signing Authority

MOTION: that Greg Eberhart, Kaye Moran, Jeff Whissell, Rob Vandervelde, and Peter Macek be granted signing authority on behalf of the College for the 2021-22 council term. All cheques require two signatures and for cheques issued over \$15,000, one of the two signatures must be that of the Registrar or one of the Deputy Registrars.

Moved by **Irene Pfeiffer**/Seconded by **Christine Maligec**/CARRIED

4.5.2 Committee Appointments

4.5.2.1 Membership List for Making Appointments to Hearing Tribunals and Complaint Review Committees

The Hearing Tribunal Pool consists of pharmacists and pharmacy technicians from which ACP's Hearings Director selects panels to consider hearings under the *Health Professions Act* and the *Pharmacy and Drug Act*; pursuant to referral from the Complaints Director. The Complaints Review Committee considers recommendations of the Complaints Director about interim conditions or suspensions on a registrant's practice permit, pending a Hearing. Registrar Eberhart recommends the following appointments to the Hearing Tribunal Pool and the Complaints Review Committee.

- That Kelly Boparai, Kamal Dullat, Rick Hackman, and Ted Szumlas, be reappointed to the Hearing Tribunal Pool for an additional three-year term, commencing July 1, 2021 and ending June 30, 2024.
- That Anjali Acharya, Jenny Edwards, Peter Eshenko, Gillian Hansen and Kory Sloan, be appointed to the Hearing Tribunal Pool to serve a three-year term, commencing July 1, 2021 and ending June 30, 2024.

4.5.2.2 Nominating Committee

The Nominating Committee is responsible for nominating council members to executive positions for the college and to provide stewardship over the nomination and selection process for public members. It was recommended that Irene Pfeiffer (Chair), Stan Dyjur, Don Ridley, and Deb Manz be appointed to ACP's Nominating Committee for the 2021-22 council term. This recommendation is aligned with the committee's revised Terms of Reference approved by Council at the January 28, 2021 meeting.

4.5.2.3 Competence Committee

The Competence Committee is responsible for filling its role within the Continuing Competence Program established in the *Health Professions Act*, and as approved by Council. Registrar Eberhart recommended the following appointments to the Continuing Competence Committee.

- That the appointment of Hugo Leung to the Competence Committee be repealed.
- That Jill Hall be appointed to serve as chair of the Competence Committee for a one-year term commencing July 1, 2021 and ending June 30, 2022,
- That Melissa Dechaine be appointed for a one-year term as vice-chair of the Committee commencing July 1, 2021 and ending June 30, 2022.
- That Jennifer Teichroeb be reappointed to a second three-year term, commencing July 1, 2021 and ending June 30, 2024.
- That Michael Wolowyk and Bonnie Serroul, be appointed for a three-year term, commencing July 1, 2021 and ending June 30, 2024.

OMNIBUS MOTION: to approve the committee appointments identified in agenda items 4.5.2.1 - 4.5.2.3.

Moved by **Christine Maligec**/Seconded by **Deb Manz**/CARRIED

4.6 Hearing Tribunal Decisions

4.6.1 Hugo Leung - Registration Number 7555

A copy of the Hearing Tribunal Committee decision was provided to Council for information.

MOTION: to accept the report from the Hearing Tribunals for information.

Moved by **Patrick Zachar**/Seconded by **Fayaz Rajabali**/CARRIED

4.7 ACP Leadership Development Award

Council has identified leadership as a critical attribute to the success of pharmacy practice, and the college. In the interest of inspiring and nurturing aspiring pharmacist student leaders, the Leadership Development Award was established. It provides the successful candidate up to \$5,000 to attend a learning experience or international conference of their choice, that will expand their horizons as a leader.

The Executive Committee met with two applicants for the Leadership Development Awards and recommended that Ayush Chadha be the recipient of the 2021 Leadership Development Award. The award will be presented at the Celebration of Leadership reception to be held the evening of September 29, 2021, in Edmonton.

MOTION: to approve the recommendation of the Executive Committee that Ayush Chadha receive the 2021 Leadership Development Award.

Moved by **Deb Manz**/Seconded by **Irene Pfeiffer**/CARRIED

NOTE: while Council supports the work and recommendation of the Executive Committee, it was requested that future recommendations be supported with background information about each candidate (i.e. Bio) and a description of the process undertaken.

4.8 Report from the President

President Lyons reflected on her experience during the past year. COVID added many new challenges and through this, created many opportunities. President Lyons missed the opportunities to engage in-person at council meetings and with registrants at ACP Connect. Upon reflection, it was a year of resilience, and learning how to lead council in thoughtful ways through Zoom meetings. COVID could have been an excuse to do less, and not in a bad way, however President Lyons shared how impactful it's been to experience the resilience and courage of Council and ACP Administration during these most turbulent times.

President Lyons gave special thanks to Councillors Fayaz Rajabali and Irene Pfeiffer for their support and mentorship. She thanked new council members Shereen Elsayad and Patrick Zachar for their contributions through the Zoom meetings, and to new public members Deb Manz and Aquaeno Ekanem, she thanked them for embracing the virtual orientation and meeting processes.

President Lyons and Council recognized the valuable contributions of Don Ridley while serving as council member for District A (Northern Alberta), for the past three years. Don thanked the ACP administration for their support. He thanked the pharmacy members on council, appreciating the many different points of view from different parts of Alberta. He expressed his appreciation for the knowledge and views of the public members; and how this is very beneficial to the business of Council. He wished everyone all the best in the future.

5. Evaluation of Meeting

Council reflected on Council as a whole and their personal performance at each meeting.

5.1 Evaluation of Council Member Performance

Council members are requested to review their personal performance using the tool from the Governance Centre of Excellence. Council discussed the need to readdress the tool and consider the best methodology to inform and evaluate council member performance. It was agreed that Council will meet for a full day of board development and will engage in orientation as needed. The Executive Committee will review the current tool used for personal council member evaluation.

5.2 Summary of Results from the May 13, 2021 Council Meeting

A summary of the May 13, 2021 council meeting evaluation was circulated with the agenda for information. Council reflected on the feedback received from Councillors and requested that the Executive Committee review and reevaluate this tool along with the Council Issue Sheet provided to Council Members prior to each meeting.

5.3 Aggregate Results from Council Evaluations During the 2020-21 Council Year

A summary of the aggregate results for the 2020-21 council meeting evaluations was provided to Council for information.

5.4 Self-Evaluation of Council Performance

President Lyons extended her appreciation to Council for their candor and investment of time to the quality improvement of council members and council meetings.

6. Adjournment

6.1 Forthcoming Events and Council Meeting Dates

- September 28-29, 2021 - Council Meeting, Edmonton
- September 29, 2021 - Installation of the President and Celebration of Leadership (evening)
- September 29-October 1, 2021 - ACP Leadership Forum (EC members only), Edmonton

6.2 Adjournment

Council will reconvene at 4:15 p.m. for the virtual installation of Peter Macek, as President for the 2021-2022 council term. Council and registrants were provided with a link to the live stream event. The event was also recorded and made available to registrants who were unable to view the event during this time.

MOTION: To adjourn the business meeting of council at circa 3:56 p.m.

Moved by **Don Ridley**/Seconded by **Christine Maligec**