

BRIEFING NOTE

TO: Council

FROM: Fazal Khan, Registrar

DATE: February 26, 2020

SUBJECT: 2.0 Status of 2019 Council Self-Evaluation Workplan

☒ For Decision

☐ For Information

☒ Monitoring Report

Purpose:

To review the progress and outputs from Council's 2019 action plan stemming from the 2018 Council evaluations.

Background:

In December 2018, all Council members participated in a comprehensive self-evaluation of Council's overall effectiveness. Council reviewed the results of the evaluation and adopted an action plan recommended by the Governance Committee.

For Consideration:

An update on the progress of the action items identified by Council for 2019 is before Council for consideration (**APPENDIX A**).

Recommendations/Action Required:

That council provide feedback on the outputs of the 2019 action plan, and that it roll any action items in progress to the 2020 action plan.

APPENDIX A

2018 COO Council Effectiveness Evaluation 2019 Action Plan

In December 2018, all Council members participated in a comprehensive self-evaluation of Council's overall effectiveness. Council then met to review the results of the evaluation and develop an action plan. The following is a summary of the action items identified by Council for 2019.

Action		Status	Progress (at December 2019)	Next Steps
1.	Engage in a major strategic planning process beginning in January 2019 that will include: a. Comprehensive environmental scanning, and b. The creation of a Strategic Outcomes Policy that will identify the specific critical ends of the COO	Complete	Comprehensive Environmental Scanning completed January 2019. Council approved strategic outcomes policy in October.	n/a
2.	Undertake Council continuing education on: a. Appreciative Inquiry (how to ask challenging questions effectively). b. Troubleshooting complex governance and fiduciary duty scenarios (by case study).	2a. In Progress – deferred to 2020 2b. Complete	Training on complex governance scenarios completed on October 7, 2019.	Appreciative inquiry training deferred to 2020. Ongoing governance and fiduciary duty training to be completed in February 2020 as part of Council orientation.
3.	Create a list of other Council continuing education topics it wants to address in 2019.	Complete	Training completed in 2019 included: <ul style="list-style-type: none"> Complex Governance Scenarios Introduction to Diversity and Inclusion 	Proceed with list of continuing education topics for 2020 approved in December 2019 as part of council workplan.
4.	Review organizational values to ensure Council behaviours continue to match them.	Complete	Council reaffirmed organizational shared values policy October 7, 2019. COO Values are: Transparency, Accountability, Integrity, Efficiency	n/a

Action		Status	Progress (at December 2019)	Next Steps
5.	Set and evaluate Council's progress on specific goals for the year.	In progress	2019 Action plan in progress, will be complete in Q1 2020.	Roll over any unfinished action steps to 2020 action plan.
6.	Incorporate the following topics into the 2019 Council Strategic Agenda/Work Plan: <ol style="list-style-type: none"> Ensuring continued public confidence in optician regulation and regulation in general. Accountability to the public and to registrants through transparency and excellent, regular communication Strengthening governance through continuous learning, coaching, experience and reform. Preventing and addressing conflicts of interest and avoiding unconscious bias. Safe delivery of vision care as the primary role of the COO. Ensuring that all Council Members share a common understanding of where the COO wants to be in 5 years (strategic vision). Regularly assessing the effectiveness of Council's relations with stakeholder groups. 	Complete	A 2020 strategic agenda was approved by Council in December 2019. Amendments were made to the Strategic Agenda Policy in October and approved at Council meeting on December 2, 2019. These items are also captured in the Council's 2020 – 2022 strategic plan.	n/a
7.	Ensure that Council follows the agreed upon 2019 Council Strategic Agenda/Work Plan.	Complete	A 2019 strategic agenda was not completed by council, as amendments were made to the Strategic Agenda Policy in October, approved at Council meeting on December 2, 2019. A 2020 Strategic/Agenda Workplan approved by Council in December 2, 2019.	n/a

Action		Status	Progress (at December 2019)	Next Steps
8.	Refresh the Council process and policy on Registrar, CEO Performance Evaluation.	Complete	CEO Performance Evaluation Policy approved by Council on October 7, 2019.	n/a
9.	Develop an updated framework for the regular monitoring of policy achievement by the Registrar, CEO.	Complete	Council Information and Monitoring System Policy approved by Council on October 7, 2019.	n/a
10.	Ensure that Council Members are prepared to share informed perspectives in Council discussions.	Complete	On December 2, 2019, Council approved changes to the Council meeting rules of order which allows for consensus based meetings, facilitated by a professional facilitator to encourage effective meetings and informed perspectives.	Facilitated meetings to commence in February 2020.
11.	Update the Role of the President Policy to address how Council Members will provide input to the President and how that input will be used.	In progress – expected completion Q1 2020	In May 2019, Council agreed in principle about how the President will communicate and share information with the vice-president.	The Governance Policy on the role of Council officers (including the President and Vice-President) will be considered by Council in February 2020.
12.	Enhance the orientation process for new Council Member	In progress - expected completion Q1 2020	Council onboarding handbook developed for Council members, finalized in December 2019.	Comprehensive Council training to take place in February 2020.
13.	Enhance Council cohesion by prioritizing Council as the primary decision-making body as opposed to Executive Committee.	In progress - expected completion Q3 2020		Executive Committee terms of reference to be revisited this year to clarify the role of the Executive.
14.	Continued commitment to Council's own generative/exploratory discussion and developing Council thought-leadership.	In progress		Facilitated Council meetings to commence in February 2020, which may encourage deeper exploratory

Action		Status	Progress (at December 2019)	Next Steps
				discussions. Training on appreciative inquiry and governance and regulatory trends in 2020 will equip council members with the tools to develop thought-leadership.
15.	Build Council plan to link with public (and registrants) on informing critical outcomes.	Complete	The council's strategic Plan, which includes with KPIs on critical outcomes approved in October 2019, includes the strategic end of Public Trust – Collaborative relationships with stakeholders exist that demonstrate effectiveness and trustworthiness. The strategic goal is to enhance the College's effectiveness and trustworthiness through improved stakeholder awareness and engagement.	n/a

Council also identified the following future action item for 2020:

1. Develop a plan for Council to more broadly connect with the public, including registrants. Complete. This is reflected in Council's 2020 strategic plan.