

MEETING GUIDELINES

Inquiry Committee

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In-person

In-person meetings are the most usual type of meeting for committee members, predominantly because committee meetings involve significant discussion, planning, problem solving and decision-making. This is the best type of meeting to hold when it is important to reduce distractions and fully engage participants; being face-to-face with colleagues helps build shared understanding, co-operation and empathy.

Teleconference/videoconference/hybrid meetings

The option to attend a meeting remotely, either by teleconference or videoconference, is available to anyone unable to participate in person. This might mean that a meeting becomes a hybrid meeting where some members are attending in person and some are attending virtually. Members will be encouraged to meet in person if it is a designated “in person” meeting. If a committee member cannot attend in-person, they will be required to seek consent of the committee chair to attend virtually and ensure that the staff member organizing the meeting is notified. Remote meetings tend to work best for straightforward discussions, where no group work is taking place or controversial decisions are being made.

Email

Email meetings are convened for one specific purpose only: either when information needs to be disseminated quickly, or an urgent decision is required that cannot wait until the next scheduled committee meeting.

The meeting: before, during and after

Before the meeting

Agenda

Agendas are prepared by staff and reviewed with the chair and are based upon the Inquiry Committee’s activities since the last meeting and emerging issues.

Agendas follow a standard template, including:

- the time, date, location and type of meeting
- the names of participants who have confirmed their attendance or forwarded their regrets, the names of staff and guests attending the meeting
- a formal acknowledgment of the territory on which the meeting is taking place, and for those not in person are located
- for each agenda item:
 - the time estimated for each discussion
 - whether the committee is receiving the item for information, discussion or decision
 - a reference to the briefing note number and supporting material
- When developing agendas, staff and committee chair need to be confident that
 - the committee is spending the most amount of time on the most important issues,

For Panels B and C, registrant members of the panel are assigned files in advance and asked to provide a summary of the complaint and whether they feel criticism is warranted at the meeting.

For Panel E, registrant members of the panel are assigned files in advance and asked to provide a summary of the practice investigation and whether they feel the registrant is meeting the minimal expected standard for their specialty.

Logistics for remote participants

To maximize meeting effectiveness for participants joining remotely, they should:

- inform the chair in advance if they plan to join the meeting late or leave early
- test equipment ahead of time
- make sure internet access is available and working
- have a contingency in place in the event one mode of technology does not work
- if on camera, dress appropriately, avoiding stripes or bold patterns which can be visually distracting
- if on camera, try to have a natural light source in front of the screen and turn off any light sources behind them
- minimize background noise
- try to call from a landline if possible (cell phones are prone to static interference)
- have the dial-in number, codes or login details ready
- keep audio on mute unless speaking
- join the meeting at least 10 minutes early to resolve technical glitches
- not place the call on hold, in case the call plays news or music as part of its hold system

During the meeting

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- speak clearly
- address participants by name if asking specific questions
- ask for clarity if any part of the discussion is unclear
- be patient if there is a slight delay in transmission
- mute the line when not speaking

After the meeting

All committee members are required to complete an online evaluation of how the meeting was conducted. The survey link will be sent electronically to each committee member and

registrar staff to discuss the learnings from the complaint and any practice changes made.

- For matters meeting the charging standard, the panel may authorize the registrar to issue a c

discussions can take place and clear decisions can be made. The chair opens the meeting with a First Nations land acknowledgement.

During the meeting

- For remote participants, check they are available to start the meeting and have the relevant material.
- Verify that remote participants can see and hear properly and review the general guidelines with them (e.g. muting the line when not speaking, identifying themselves, etc.).
- At the outset of the meeting (or, if need be, at any time during), ask attendees if they know of any conflicts of interest with agenda items under discussion.
 - If a conflict of interest is identified by an attendee, allow time for them to leave the room, log off or disconnect their call, and then later rejoin the meeting.
- Remember that every agenda item has a purpose. Encourage participants to express their opinions but make sure that any decision reached is based on facts, and close the discussion ensuring that either its purpose is achieved, or another process has been triggered.
- Take time to seek views from each committee member. If discussion stalls, ask questions to unearth why, to ensure there are no gaps in understanding that need to be addressed.
- Actively promote good debate by asking for alternative or dissenting views when decisions are not straightforward.
- Acknowledge participants who ask an uncomfortable question or continue to ask questions because they are not yet satisfied or comfortable with the response.
- Draw attention to the College and PRP mandate to ensure committee members stay on track.
- If a question is asked, allow participants a moment to think of an answer, perhaps even giving them the opportunity to spend time formulating questions on their own or in pairs.
- Go around the table, asking participants by name for their comments or answers.
- Make sure there are sufficient pauses after asking a question to someone attending remotely.
- Ask a specific person a specific question rather than asking open-ended questions to the group (to avoid multiple people speaking up at once, which can happen on teleconferences).
- Read the room—if energy is low or conversation is waning, call a short break.
- When a resolution has been put forward, make sure that everyone understands what is being asked of them.
- Keep a list of issues that are more appropriately discussed offline or at another meeting.

- Remember to formally close the meeting, thanking all participants, including those attending remotely.
- Most importantly, inject warmth, humour and fun into the meeting wherever appropriate.

After the meeting

It is always good practice for the chair to debrief regularly with management and support staff as soon as possible to maintain strong and trusting relationships, and ensure that meetings continue to be managed effectively.