

July 10, 2020



To: All Stakeholders Including Members

Re: CCO's 2019 Annual Report

Although the purpose of an annual report is to summarize a year in review, the CCO's 2019 Annual Report is being published in mid-summer 2020 while we continue to battle a global pandemic. These days, the future commands our attention more than the past.

Chiropractors have returned to work after nearly four months and are now ensuring the safety of patients and their staffs as they resume their practices. As I write this, the province has entered phase two of its re-opening framework. But we continue to face challenges as a result of COVID-19. As I said in a message to CCO members and the public in April, "it remains an evolving situation with no immediate end in sight."

Nevertheless, what I see when I look back on 2019 is a regulatory college committed to — and delivering on — core values that include transparency, accountability, and leadership. Most important, this annual report evidences a regulatory body that puts the protection of the public as its pre-eminent driver.

Although there are many positives to note about the work of the CCO in 2019—including its strong financial stewardship, its rigorous investigations, complaints, reports and discipline processes and its transformed 2.0 quality assurance program—I'm struck most by the tenacity with which CCO Council maintained and improved its governance structures and processes to ensure the highest standards of conduct from both its elected and public members.

Governance training undertaken in 2019, delivered by Canadian leaders in the field, stressed a number of core values that CCO Council has endeavoured to pursue — confidentiality in order to develop trust amongst its members; constructive and collegial discussion that takes place in open view of the public as proof of transparency; accountability to the public and the province's licensed 5,000 chiropractors; and active engagement in consultation with public, government, and chiropractic stakeholders affected by CCO decisions.

It reinforced for me the merit of many steps Council took in 2019, including adjusting the composition of Council to create a truly representative balance of professional and public members while reducing real or perceived conflicts of interest, as well as reinforcing the pledge of all Council members to diligence, confidentiality and loyalty in their dealings with each other, the public and CCO chiropractic members.

While I am pleased to reflect on these substantive Council achievements over the past year, I can assure you that neither I, nor CCO Council, has any intention of growing complacent. We will continue to build on this momentum as we move forward on the College's strategic objectives and public interest priorities —pandemic notwithstanding.

Sincerely,

Dr. Dennis Mizel,

President