



COLLEGE OF CHIROPRACTORS OF ONTARIO

MEMORANDUM

To: Ms Jo-Ann Willson, Registrar and General Counsel

From: Mr. Joel Friedman, Deputy Registrar

Date: Approved by Council: June 14, 2024

Re: CCO's College Performance Measurement Framework (CPMF) Action Plan - 2024

The chart in this document summarizes the measures and required evidence from CCO's 2023 CPMF where CCO reported on partially fulfilling the listed measures. For each measure that was partially fulfilled, proposed objectives, relevant committees and target dates are summarized for addressing each measure. Council and committees will also continue their ongoing work in several areas that have been reported as met in 2023 (e.g., cyber security, enhancing communication with system partners and members).

CCO’s College Performance Measurement Framework (CPMF) Action Plan – 2024
 Approved by Council: June 14, 2024

CPMF Measure	CPMF Required Evidence	CCO Objective	CCO Committee	Target Date (approved by Council or other implementation)	Progress
<p>Council regularly assesses its effectiveness and addresses identified opportunities for improvement through ongoing education</p>	<p>a. Council has developed and implemented a framework to regularly evaluate the effectiveness of:</p> <ul style="list-style-type: none"> i. Council meetings; and ii. Council <p>b. The framework includes a third-party assessment of Council effectiveness at a minimum ever three years.</p> <p>c. Ongoing training provided to Council and Committee members has been informed by:</p> <ul style="list-style-type: none"> i. the outcome of relevant evaluation(s); ii. the needs identified by Council and Committee members; and/or iii. evolving public expectations including risk management and Diversity, Equity and Inclusion 	<p>CCO approved an evaluation form for Council meetings in April 2024 and will continue reviewing options for further assessment.</p> <p>CCO regularly provides educational opportunities for Council and committee members and staff and will assess future educational opportunities based on these criteria.</p>	<p>Executive Committee/ Council</p>	<p>Winter 2024</p>	<p>CCO approved and used an evaluation form for Council meetings in April 2024.</p>

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<p>The College has a Diversity, Equity and Inclusion (DEI) Plan</p>	<p>a. The DEI plan is reflected in the Council’s strategic planning activities and appropriately resourced within the organization to support relevant operational initiatives (e.g., DEI training for staff).</p> <p>b. The College conducts Equity Impact Assessments to ensure that decisions are fair and that a policy, or program, or process is not discriminatory.</p>	<p>CCO will continue to review and update its DEI plan, review and update standards of practice, policies and guidelines and CCO programs using a DEI lens, and participate and implement DEI-related resources from HPRO</p>	<p>All committees and Council</p>	<p>Ongoing</p>	<p>DEI continues to be an ongoing consideration in committee activities and review of documents.</p>

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<p>Council uses Key Performance Indicators (KPIs) in tracking and reviewing the College’s performance and regularly reviews internal and external risks that could impact the College’s performance.</p>	<p>The College regularly reports to Council on its performance and risk review against:</p> <ul style="list-style-type: none"> i. stated strategic objectives (i.e., the objectives set out in a College’s strategic plan); ii. regulatory outcomes (i.e. operational indicators/targets with reference to the goals we are expected to achieve under the RHPA); and iii. its risk management approach. 	<p>CCO will be conducting a strategic planning session in September 2024 to review and update strategic objectives.</p> <p>CCO will continue to apply a risk based approach in reviewing and updating KPIs and reviewing standards of practice, policies and guidelines, based on training received as part of September 2024 Strategic Planning.</p>	<p>All committees and Council</p>	<p>Fall/Winter 2024</p>	

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Council directs action in response to College performance on its KPIs and risk reviews.	Council uses performance and risk review findings to identify where improvement activities are needed.	CCO will continue to apply a risk based approach in reviewing and updating KPIs and reviewing standards of practice, policies and guidelines, based on training received as part of September 2023 Strategic Planning.	All committees and Council	Ongoing	