

16th Annual General Meeting – April 6, 2017

Registrar's Report

I'd like to start by thanking all of you. As always and throughout the year, I remain sincerely appreciative of all our volunteers. We have a very involved Council and active committees, all volunteers with considerable time invested, and to which I directly benefit. Thank you!

OFFICE RELOCATION

To those present at the AGM: Welcome to the new office! The Association relocated in late December to the Diamond Plaza on Franklin. We now share a space with various consultants in a quiet and professional environment. The move also provided motivation for cleaning out our old financial records and other old files. And, speaking of motivation, the many portraits of council members – past and present – now leer directly over my desk.

CNAR

I had the privilege of attending the Canadian Network of Associations for Regulation's (CNAR) annual conference in November. It was refreshing to be around so many senior staff from other regulators, as well as with my counterparts from SAA and AAA. Although the weight of participants and programming revolved around the medical profession, there was enough programming that was relevant to our association. Perhaps the best take-away was in learning we are certainly not alone as a relatively new regulator, and that our challenges and obstacles are not unique.

FINANCES & OPERATIONS

Echoed by our Treasurer, I'm happy (and relieved) that our auditor, Crowe MacKay LLP, is once again confident in our operations. Also echoed by our Treasurer, we continue to adjust and shift our finances and operations in small ripples to find efficiencies and easier methods in our day-to-day functions. We have also begun to simulate and explore disaster/crisis management to better understand our thresholds for survival as a regulator. Conversely, the hit-by-a-bus scenario is a constant reminder to keep this office in a state where Council can instantly take the reins.

BYLAWS & POLICIES

I had hoped in vain to push bylaw revision suggestions to Council in time for proposing amendments at this meeting. I will now only report that some necessary house-keeping is ready-to-go, and more significant revisions are currently being refined or invented. It is anticipated that all revisions can be addressed at one sitting and with plenty of review time, either at the next AGM or at a special meeting later this year.

A number of policies are also being finessed to align and guide Council and committees (and the office) on a wide range of items. Every aspect of the Association is being scrutinized, resulting in everything from a formal brand identity guide to the details of travel expenses and other Council policies, to

complaint review procedures. Some of this work is simply transforming our legal counsel's advice on various matters into formative positions for Council and our members to reference. One such example, a practice bulletin regarding file retention and destruction, will soon be approved by Council and circulated to members.

CALA SUPPORT

Last year, I reported on CALA's development of an administrative support position to assist with the national workload currently shared by staff of all associations. Progress has been gradual, but we are nearing the summit. NWTAA has been working with AIBC and NSAA to develop the position, and a couple of associations have expressed interest in hosting the position on behalf of CALA. Once all associations are on board, we will sign the necessary agreements, the workload transfer will start, and we will all breathe a little easier.

I look forward to another year of serving this profession and the public, and to working with all of you.

Cheers,

Ben Russo