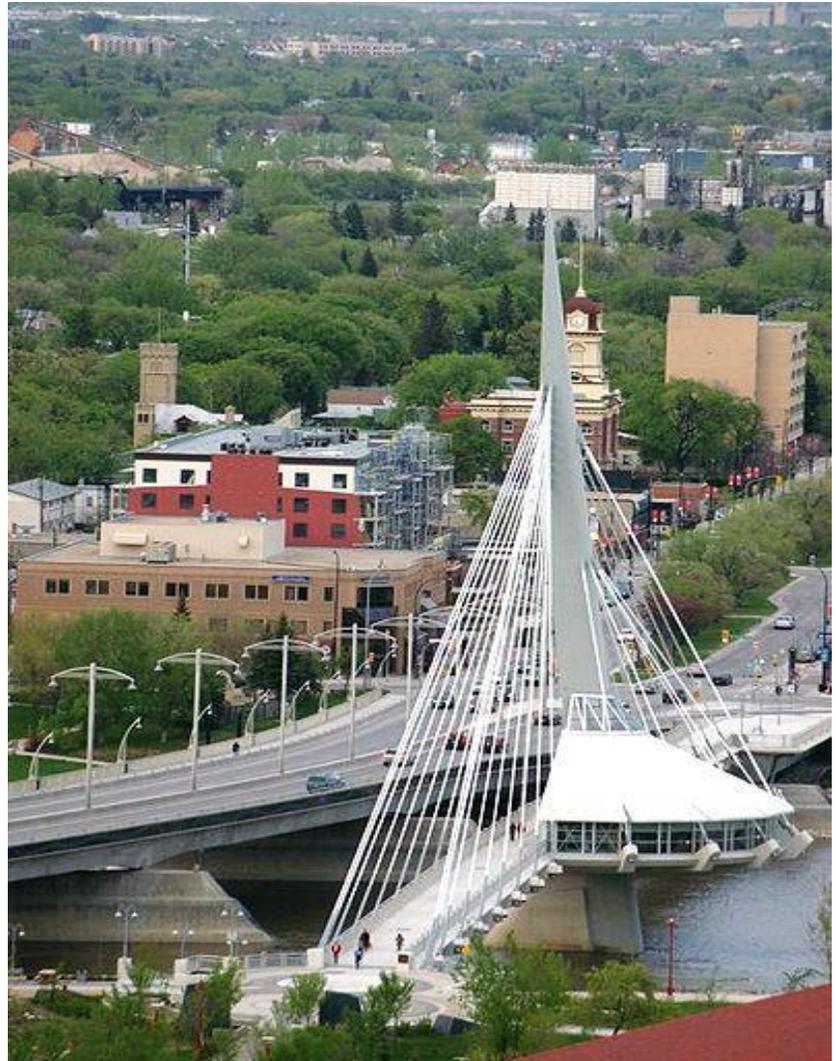


# Annual Report 2017-2018



**COLLEGE OF  
DIETITIANS OF MANITOBA**  
Registered Dietitians. Promoting Standards

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# Message from Chair of Council

The College of Dietitians of Manitoba (CDM) consists of 486 members, registered as Dietetic Interns, Graduate Dietitians and Registered Dietitians. CDM has a current Council of nine Registered Dietitians and two public members, a staff of three employees and many RDs who volunteer on our different committees. This diverse and enthusiastic group ensures that the College stays transparent and accountable to the province, its members and most importantly, the public. CDM's mission is to protect the public through regulation by setting standards of practice and monitoring competency of all registrants with the College. Together, our members, volunteers and staff strive to optimize health and well-being for all Manitoban's through excellence in nutrition practice.

Throughout the 2017-2018 year, CDM continued to work towards our strategic priorities and has successfully completed our three-year strategic year plan while fulfilling our mandate to regulate the profession and protect the public.

A new three-year strategic plan for 2018-2021 has been created and the College continues to set the standards for the delivery of safe, effective and ethical services to the public by dietitians and enhances the practice of dietitians within Manitoba. In addition to ensuring all members meet educational standards and practice in the public interest, CDM will continue to work towards:

- regulatory accountability of the College and its registrants
- staffing, council and succession planning
- meet the requirements of the Registered Health Professions Act
- develop policies to meet the requirements of the Office of the Manitoba Fairness Commissioner

I would like to extend a thank you to our staff and volunteers who have contributed to CDMs success over 2017-2018 through their expertise, commitment and passion. I also welcome Laura Toews RD who has returned to CDM Council to fill a six-month term and give thank-you and farewell to Anna Pohorecky who has stepped down from Council and to Lana Pestaluky RD upon completion of her four-years on Council.

On behalf of Council, I would like to extend a huge thank you to the College Registrar and Executive Director, Michelle Hagglund. Michelle has provided 22 years of devoted service to the College and transformed an association into a successful regulatory body. This year has been an exciting year as we prepare for transition and I am honoured to have had the opportunity to act as Council Chair, working alongside Michelle for the past two years.

This report provides an overview of the work of the College in the past year.

**Amanda Nash RD**

Chair – College of Dietitians of Manitoba

## Council of the College

The College of Dietitians of Manitoba's role is legislated under *The Registered Dietitians Act of Manitoba (2002)*. Dietetics is a self-regulated profession both in Manitoba and across Canada. Self-regulation acknowledges that members of the profession are in the best position to set standards for the profession. As such, there is an expectation of both the profession and public to ensure, through self-regulation, that the commitments within our legislation are met. The primary areas of accountability are:

- ✓ Registration (entry to practice)
- ✓ The assurance of quality practice (standards setting and continuing competence management)
- ✓ Investigation of complaints and management of disciplinary matters (professional misconduct)

The Council of the College is the link between the College and the public in the regulation of the profession of dietetics in Manitoba. In this year, Council was composed of two public members and nine registered dietitians. The Executive Director and Registrar of the College is ex-officio to the Council and a registered dietitian. The Council is tasked with setting the direction for the College's regulatory work and ensures all decisions are based on the mandate to govern in the best interest of the public. They are responsible for the oversight, planning and policy-making of the College.

Through oversight to the operations, programs and policies of the College, the Council can monitor the work of the College. The following are key ways in which Council ensures oversight on all Council activities:

- ✓ Strategic planning
- ✓ Annual planning
- ✓ Management reports
- ✓ Committee reports
- ✓ Budgetary planning

The College's Act, mission and vision statements guide Council and the planning and operations of the College. The Council is in the last year of a three-year strategic plan. In this plan, the Council established three strategic priorities to shape the scope of work of the College.

These priorities are:



**Public Protection**

**Engaging Members**

**Engaging the Public**

## Strategic Plan 2015-2018

ACTIVITY	ACTION TO DATE
<i>Goal 1: Satisfy Requirements of the Regulated Health Professions Act</i>	
<ul style="list-style-type: none"> <li>Develop policies to support mandate and role as they arise</li> </ul>	<ul style="list-style-type: none"> <li>✓ Ongoing project, but have written several policies and practice directions to support new legislation</li> </ul>
<ul style="list-style-type: none"> <li>Develop policy to meet new legislation requirements of RHPA</li> </ul>	<ul style="list-style-type: none"> <li>✓ Reviewed submissions that have been released for stakeholder consultation.</li> <li>✓ Received templates and workbook from Manitoba Health</li> </ul>
<i>Goal 2: Develop Policies to Meet Requirements of the Office of the Manitoba's Fairness Commissioner</i>	
<ul style="list-style-type: none"> <li>Incorporate new assessment for internationally educated dietitians into registration process</li> </ul>	<ul style="list-style-type: none"> <li>✓ Investigate the College of Dietitians of Ontario KCAT competency-based assessment</li> </ul>
<ul style="list-style-type: none"> <li>Benchmark dietetic practice</li> </ul>	<ul style="list-style-type: none"> <li>✓ Benchmark project with CCLB concluded</li> <li>✓ CDM met with the Winnipeg English Language Assessment and Referral Centre to ensure language proficiency is accurate and meets the requirements of the benchmark score.</li> </ul>
<i>Goal 3: Incorporate New Accreditation System</i>	
<ul style="list-style-type: none"> <li>Develop policy to incorporate new PDEP accreditation system</li> </ul>	<ul style="list-style-type: none"> <li>✓ Current policies updated to ensure incorporation of new process.</li> </ul>
<ul style="list-style-type: none"> <li>Develop policy of regulatory site representative within accreditation system</li> </ul>	<ul style="list-style-type: none"> <li>✓ Orientation and regulatory site representative manual developed</li> </ul>
<i>Goal 4: Engaging Members with enhanced communication and keeping well-informed</i>	
<ul style="list-style-type: none"> <li>Review and improve CDM website</li> </ul>	<ul style="list-style-type: none"> <li>✓ Website designer hired and creative brief received</li> <li>✓ Website new content/functions being developed</li> </ul>
<ul style="list-style-type: none"> <li>Develop competencies for advanced practice issues (i.e. Dysphagia)</li> </ul>	<ul style="list-style-type: none"> <li>✓ National survey completed</li> <li>✓ Competency framework developed and approved by Council.</li> </ul>

ACTIVITY	ACTION TO DATE
<i>Goal 5: Inter-professional Health Professionals and Stakeholders</i>	
<ul style="list-style-type: none"> <li>• Promotion of RD to other healthcare professionals</li> </ul>	<ul style="list-style-type: none"> <li>✓ Media campaign through MAHRC concluded</li> <li>✓ CDM staff serves on the MAHRC Collaborative Care Sub-committee</li> </ul>
<i>Goal 6: Improve Early, Easy Access to the “Right” RDs</i>	
<ul style="list-style-type: none"> <li>• Review process (formal/informal) for accessing RD services</li> </ul>	<ul style="list-style-type: none"> <li>✓ CDM assist callers with locating an RD</li> <li>✓ Website re-development will include RD directories, private practice, community listings, Media dietitians and speaker’s bureau that will be easy for the public to find.</li> </ul>
<i>Goal 7: Emphasize Value of Regulated Profession</i>	
<ul style="list-style-type: none"> <li>• Strategy for promotion of the RD as nutrition expert to combat regulated nutritional professionals</li> </ul>	<ul style="list-style-type: none"> <li>✓ Letter written to 3<sup>rd</sup> party insurance to outline difference between RD and RHN</li> </ul> <p><i>Dietitians of Canada has started campaign nationally</i></p>
<ul style="list-style-type: none"> <li>• Developed communication strategy to target audiences, which may include:               <ul style="list-style-type: none"> <li>○ Develop position statements</li> <li>○ Update website content</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Moved to a national project and tasked to the Alliance</li> </ul>
<i>Goal 8: Develop Comprehensive Strategic Communications Strategy</i>	
<ul style="list-style-type: none"> <li>• Conduct audit/inventory of existing communications materials/tactics</li> </ul>	<ul style="list-style-type: none"> <li>✓ Completed</li> </ul>
<ul style="list-style-type: none"> <li>• Develop plan for priority communications materials/tactics:               <ul style="list-style-type: none"> <li>○ Website updates (to optimize for public, members, other stakeholders)</li> <li>○ Resources to provide to members</li> <li>○ Resources directly intended for public</li> <li>○ Communication with other Colleges, professional associations, etc.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Included in the new website</li> <li>✓ Included in the new website</li> <li>✓ Included in the new website</li> <li>✓ Communication with other professional regulatory bodies or association is based on concerns/needs and always ongoing</li> </ul>

## Mandate

The College of Dietitians of Manitoba is a not-for-profit organization dedicated to regulating the practice of dietetics in the province. The College ensures all registrants meet the educational standards established by the Council and ensures all registrants are competent and practice in the public interest. The College sets the standards for the delivery of safe, effective and ethical services to the public by dietitians.

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### VISION:

Optimizing health and well-being for all Manitobans through excellence in nutrition practice.



### MISSION:

To protect the public through regulation, by setting standards of practice and ensuring competency of all registrants with the College of Dietitians of Manitoba



### COUNCIL'S MANDATE

To ensure public protection and confidence, Council members unite their diverse expertise to build and maintain a strong governance foundation, provide strategic direction to management and demonstration leadership to the College's shareholder and stakeholders.

These are the activities that the College has participated in 2017-2018.

## **Dysphagia Competencies**

The '*Competencies for Dysphagia Assessment and Management in Dietetic Practice*' have been completed and approved by the Alliance of Canadian Dietetic Regulatory Bodies. These national competencies set out the expectations for safe, ethical and effective dietetic practice in dysphagia assessment and management. Dysphagia assessment and management falls within the professional dietetic scope of practice in all jurisdictions across Canada. However, legislation differs in each province and therefore practice varies across Canada. Dietitians are accountable to practice dysphagia assessment and management according to their provincial regulatory body's standards and policies. Practice illustrations to accompany the competencies are currently under development.

## **Regulated Health Profession's Act (RHPA)**

CDM has been informed by Manitoba Health that it will be several years before we are to be brought under this legislation. A workbook has been developed that provides more detail to colleges regarding the requirements and process of being proclaimed under the '*Regulated Health Professions Act*'. Regulations for Audiologists and Speech Language Pathologists and Registered Nurses will be the template for other groups.

## **Registration Review – Meeting the Requirements of the Office of the Manitoba's Fairness Commission (OMFC)**

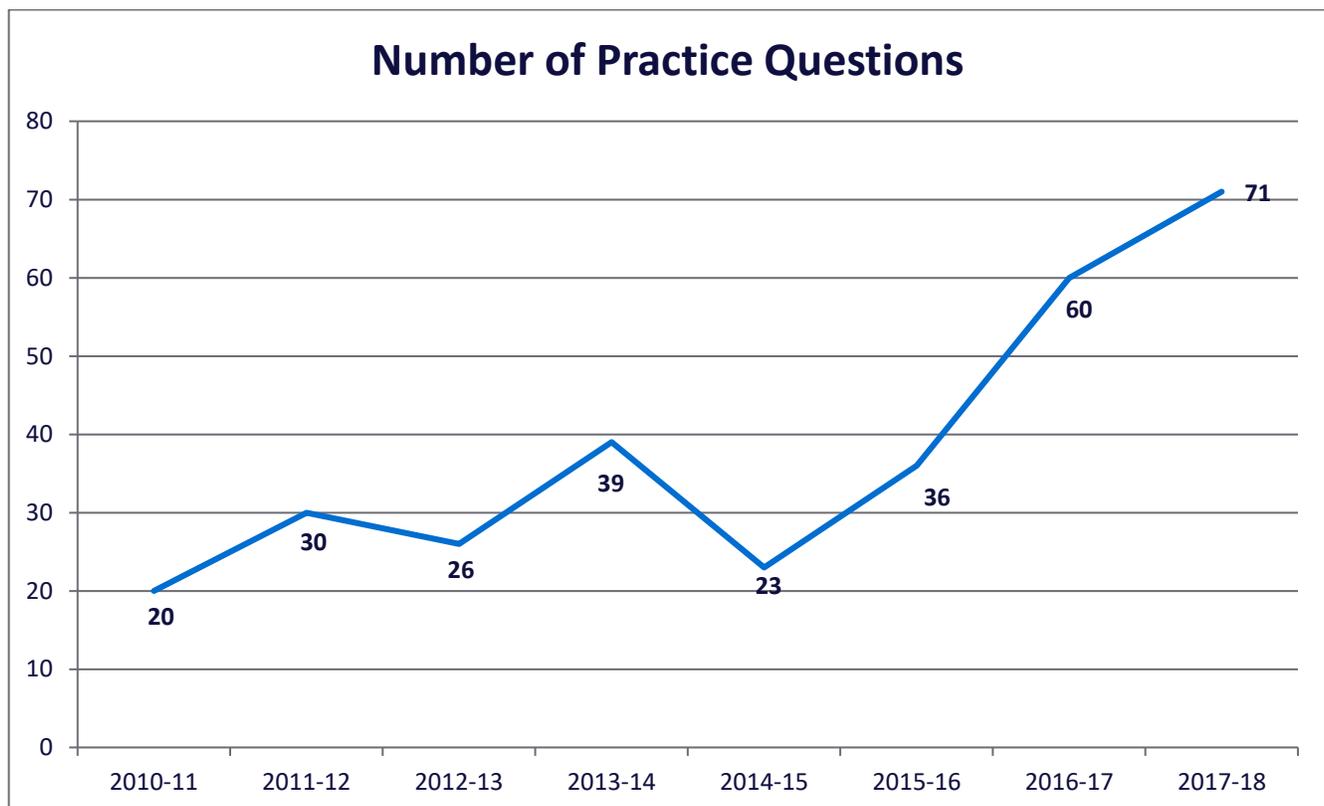
The College underwent a review on its registration process to ensure that they met the requirements of '*The Fair Registration Practices in Regulated Professions Act*'. Compliance to this Act refers both to the fairness of assessment and registration practices, with the attention to the fair consideration of those applicants who are educated outside of Canada.

This Act stipulates that the content of the registration review is to include an analysis of the relevance and necessity of registration requirements, the timelines of decision-making and registration of Internationally Educated Dietitians (IEDs). From the review, an action plan is developed, which is part of the College's strategic plan. The action plan included exploring a competency-based assessment. Currently, the College is using a document-based assessment and conducting panel interviews to determine competency. The College of Dietitians of Ontario (CDO) has developed a Knowledge and Competency Assessment Tool (KCAT).

The purpose of the KCAT is to assess the foundational knowledge and competency of IEDs against Canadian standards. The KCAT is a multiple-choice format exam with a knowledge-based competency and a competency-based, case scenario component. CDM will be exploring this alternative assessment to see if it is feasible for Manitoba IED applicants.

### Practice Advisory Service

The College receives inquiries from dietitians as well as employers, managers, insurance companies as well as other regulated health professions with respect to dietetic practice in Manitoba. Responses are provided based on existing legislation, scope of practice, code and ethics and practice guidelines. Over the past few years, there has been steady increase in the number of questions posed to the College. Practice is evolving, employers recognize the value that RDs can add to the health care team and are wanting RDs to work to full scope of practice. However, legislation has not kept pace resulting in challenges answering questions and providing direction within our current legislative structure.



### **Professional Standards Committee**

The Professional Standards Committee was re-established by the College to serve as a resource to Council on matters related to professional practice. The Professional Standards Committee will review and make recommendations to the College on standards of practice to enhance the quality of practice and reduce incompetent, impaired or unethical practice among Registered Dietitians. Practice Directions will be developed and reviewed by the Professional Standards Committee with final approval from Council.

### **Provincial Collaborative Framework Working Group**

CDM has participated in the Collaborative Framework Working Group. The purpose of this group is to advance best practices in collaboration practice in Manitoba. This is accomplished through education of members, integration of a collaborative framework, consultation and facilitating communication with stakeholders. This work also facilitates the transition of regulatory colleges governed under the *'Regulated Health Professions Act'*.

### **Re-Design of the CDM Website**

The College has hired a website development firm to re-design the CDM website. This re-design was necessary due to changes in technology. The goals of this project are to highlight that CDM is a regulatory body with a mandate of protecting the public, inform the public CDM's role and have a user-friendly tool for both the public and registered dietitians.

To meet the mandate of the OMFC, the website will better help IEDs understand what is required to become a registered dietitian in the province of Manitoba and be clearly informed about the registration process, registration requirements, fees and timelines. The website will also include a directory, which will allow employers and insurance companies to verify registration status of a registered dietitian.

## Summary of Council Motions for 2017-2018

### Motions Accepted:

Council Approved the following policies and practice directions:

- CDRE Policy 7.1 – Roles and Responsibilities
- CDRE Policy 7.2 – Fair, Valid, Reliable and Legally Defensible
- CDRE Policy 7.4 – Arrangements for Examination Administration
- CDRE Policy 7.5 – Accommodations for Religious Reasons
- CDRE Policy 7.7 – Security and Records Retention
- CDRE Policy 7.9 – Candidate unable to write Examination Due to Compelling Reasons
- CDRE Policy 7.10 – Administration of the Examination Related to Emergency/Disaster
- CDRE Policy 7.11 – Examination Results and Reports
- CDRE Policy 7.13 – Examination Disqualification – Cheating
- Practice Direction 16.12 Boundaries of Therapeutic Relationships

### **By-laws and Regulations:**

No revisions or additions were made to the by-laws and regulations in the 2017-2018 year.

## Council

The Council is elected by the membership of the College and is responsible for the governance and management of the regulatory and business affairs of the College. The Council and the College are accountable to the public in all areas of its business, as well as the Government of Manitoba, the Office of the Fairness Commissioner (OMFC) and the Provincial Ombudsman. The Council establishes the mission, vision and policy direction for the College, as well as hears appeals on registration and complaints issues as outlined by *The Registered Dietitians Act of Manitoba*. The Council is responsible for establishing standing committees as well as appointment of the Registrar. The Council consists of a minimum of 10 Registered Dietitian members as well as public members and must consist of one-third public representation.

### Council 2017-2018

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Amanda Nash RD (Chair)	Pamela Klassen RD	Laura Toews RD
Laura Creek Newman (Vice Chair)	Amy Hui RD	Steven Mintz, Public Member
Lana Pestaluky RD	Jenna Hart RD	Moses Nygonwa, Public Member
Ginette LeGal RD	Catherine Marshall RD	

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## Registrar

The Registrar works in compliance with related Acts, Regulations and By-laws and within the governance model established by the Council of the College of Dietitians of Manitoba. The Registrar develops and coordinates the activities of the College to achieve Council stated objectives.

## Professional Practice Coordinator

The Professional Practice Coordinator is responsible for the professional practice initiatives of the College that includes membership communication, development of practice directions and documents and policies are developed to support the CC program omnibus legislation and entry-to-practice competencies.

## COLLEGE COMMITTEES

### EXECUTIVE COMMITTEE

The Executive Committee is made up of four Council members, including the Chair, Vice Chair and Past Chair. The Registrar is ex-officio to the committee. The Executive Committee makes recommendations to Council on policies, by-law development or revisions or any other matters referred to it by Council for consideration. **Members:** Amanda Nash RD (Chair of Council); Ginette LeGal RD, Laura Creek Newman RD (Vice Chair), Catherine Marshall RD and Michelle Hagglund RD (ex-officio)

### FINANCE COMMITTEE

The Finance Committee is made up of four Council members, including the Chair, Past-Chair and a public member. The Registrar is ex-officio to the committee. The Finance Committee is responsible for developing the overall financial policies and accountabilities of the College. The Finance Committee reviews and designates financial documents and recommendations to Council as needed. **Members:** Pamela Klassen RD (Chair of Finance), Amy Hui RD, Jenna Hart RD, Moses Nygonwa, public member and Michelle Hagglund Registrar (ex-officio)

### COMPLAINTS COMMITTEE

The Complaints and Inquiry Committee members are appointed by Council and include a public member specific to the committee. The Complaints Committee receives and investigates complaints of unprofessional conduct from the Registrar and determines whether the complaint is dismissed or further investigated. If the complaint is found valid, it can be dealt with an informal complaint resolution or referred to Inquiry. **Members:** Vanda Racciatt RD (Chair), Angela Martens RD, Justine Hesselbart, public member and Zully Trujilo, Public Member (Inquiry)

### BOARD OF ASSESSORS

The Board of Assessors is appointed by Council and reviews applications referred by the Registrar for registration. The Board determines whether applicants are eligible for registration and whether any upgrading of academic or practicum qualifications is required; and if so, outlines the necessary requirements for registration. The Board reviews applications for reinstatement of registration where currency or competency is an issue. **Members:** Michelle Hagglund RD Chair (ex-officio), Gina Sunderland RD, Melanie Hart RD, Randi Bourke RD and Patrick Tremblay-Sabourin RD.

# Our People

## CONTINUING COMPETENCY – SCREENING COMMITTEE

The CC Screening Committee Chair is appointed by Council with a committee no less than four registered dietitian members. The CC Screening Committee reviews all College members continuing competence submissions to ensure the requirements of the program are met and provide feedback to members where necessary. **Members:** Anna Badenhorst RD (Chair), Lawrence Vande Vyvere RD, Sara Morry RD, Amanda Gemmill RD, Chantal Lavoie RD, Jodi Fernandes RD, Diane Yu, Trina Michalshyn RD and Patti Thomson RD.

## CONTINUING COMPETENCY – AUDIT COMMITTEE

The CC Audit Committee Chair is appointed by Council with a committee of no less than four registered dietitian members. Each year, five percent of the membership is randomly selected for audit, and the CC Audit Committee reviews the documentation sent to the College. Correspondence is confidential and any issues exposed are referred to the Board of Assessors for review. **Members:** Joanne Hamilton RD (Chair), Diane Unruh RD, Chelsey Walchuk RD, Janice Blanaru RD, Jennifer Bewza RD, Lauren Paquette RD and Colleen Walker RD.

## GOVERNANCE COMMITTEE

The purpose of the Governance Committee is to ensure that the Council fulfills its legal ethical and functional responsibilities through adequate governance policy development, recruitment strategies, training programs, monitoring of Council activities and evaluation of Council members' performance. Several items were outlined in the strategic plan for the Governance Committee to work on in the coming year. **Members:** Maria Baranowski RD, Steven Mintz, public member and Michelle Hagglund RD (ex-officio)

## PROFESSIONAL STANDARDS COMMITTEE

The purpose of the Professional Standards Committee is to serve as a resource to Council on matters related to professional practice. The Professional Standards Committee reviews and makes recommendations to the College on standards of practice to enhance the quality of practice. **Members:** Heidi Wong RD (Chair), Jorie Janzen RD, Julie Ruta RD, Kerri Cuthbert RD, Kim Smith RD, Savita Bector RD, Patrick Tremblay-Sabourin RD and Joanne Hamilton RD.

## Agents

Helga Van Iderstine, Solicitor  
Aikins Law

Tony Gauthier, Accountant  
Craig Ross Chartered Accountants

**April 1, 2017-March 31, 2018**

**Total Registrations**

**486 Registered Dietitians  
24 Graduate Dietitians  
23 Dietetic Interns**

**Age Groups**

**39 and under = 294  
40-59 = 216  
60+ = 23**

**Resignations**

**Moved out of province: 6  
Retired: 10**

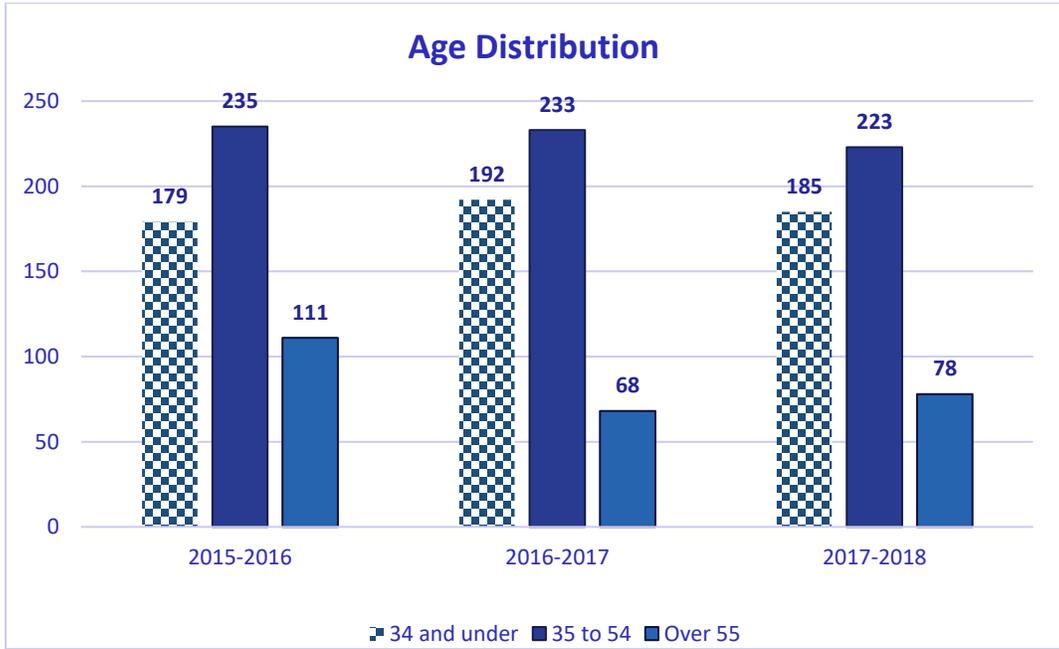
**Number of Applicants Received**

**Route of Entry:**  
Accredited Program Applicants = 23  
International Applicants = 5  
AIT Applicants (from other Canadian province) = 2

**International Applications:**

The College received five (5) international applications between April 1, 2017 to March 31, 2018. All applicants were asked to undergo significant academic upgrading and complete an internship.





The *'Registered Dietitians Act of Manitoba'* requires that CDM have a Continuing Competence Program in place to monitor the ongoing competence of their members and foster an environment of life-long learning for its members. The Continuing Competence Program of the College is also a necessary requirement to fulfill our commitment within the National Labour Mobility Agreement with Canadian dietetic regulators.

In addition to monitoring continuing competence the program is flexible; outcomes based and designed to support the professional growth and development of members to enhance their career and personal goals.

A summary of previous years' program statistics is as follows:

Year	Number of CC submissions reviewed <sup>1</sup>	Met Requirements	Did not Meet Requirements
2015	445	97%	3%
2016	424	94%	6%
2017	442	93%	7%

Those CC submissions that did not meet the requirements of the CC program involved, activities reported were not at a professional level, not geared towards professionals and/or were employment requirements instead of new learning activities. To meet the requirements of the CC program, members received a restriction on their license and were asked to provide additional professional development activities within a one-month period to meet the requirements of the CC program.

## Audit

Part of the Continuing Competence Program includes conducting a random audit of 5% of membership. Members who are audited are required to provide supporting documentation of their reported professional development activities. Their documentation is reviewed by the CC program Audit Committee.

Year	Number of CC submissions selected for Audit	Met Requirements	Did not Meet Requirements
2015	22	18	4
2016	23	15	8
2017	23	16	7

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<sup>1</sup> This number does not include CC submissions selected for random audit.

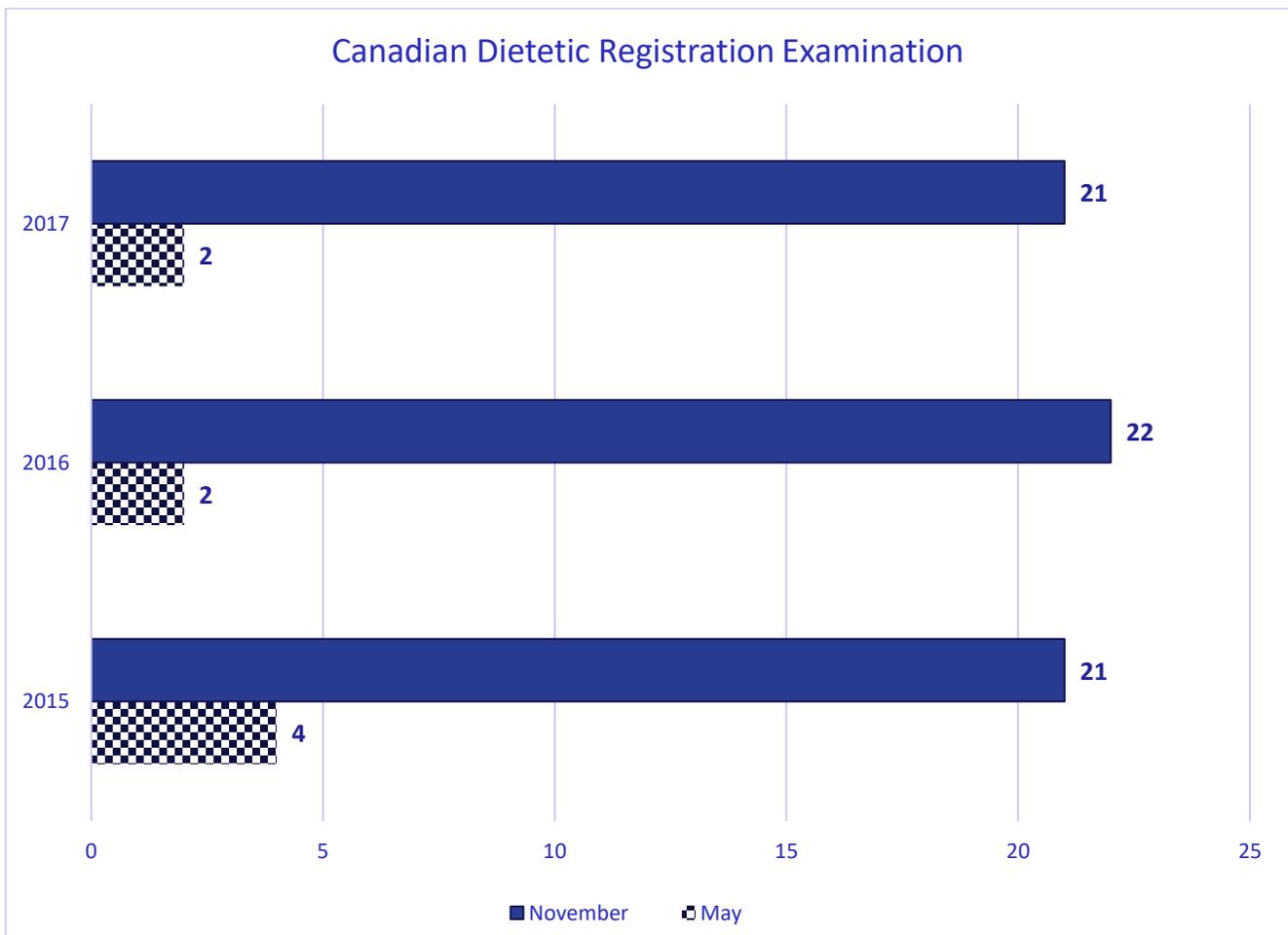
## Reasons for Incomplete Audit CC submissions included:

- Supporting documentation not submitted
- Activities reported were not at a professional level and/or geared towards the public and were considered an employment requirement and not new learning in dietetics.

To meet the requirements of the CC program, members received a restriction on their license and were asked to provide additional professional development activities within a one-month period to meet the requirements of the CC program.

# Canadian Dietetic Registration Examination

The Canadian Dietetic Registration Examination (CDRE) is a national registration examination administered by the College of Dietitians of Manitoba along with other Canadian Dietetic Regulators. Successful completion of the CDRE is required 'The Registered Dietitians Act' for registration with the College. The examination is held twice a year in May and November. Examination committees composed of registered dietitians from across the country work with a testing agency to develop questions, answers and sets the pass score.



## Complaints Report

The College of Dietitians of Manitoba is committed to protecting the public interest and ensuring trust in the profession through high standards of professional conduct and competency. The complaints process is an important aspect of self-regulation that gives a voice to patients and employers to provide feedback and concerns about CDM members.

CDM responds to all written communication from members of the public, employers or members of the profession about the practice or conduct of regulated members of the College. The complaints process ensures fairness to both the complainant and the practitioner. Complaints are thoroughly investigated and a decision is made to refer the complaint for further investigation, provide resolution or dismiss it.

In the year of 2017-2018 the College has not received any complaints.

# Appendix One

Financial Information

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**COLLEGE OF DIETITIANS OF MANITOBA**  
**Statement of Revenues and Expenditures**  
**Year Ended March 31, 2018**  
*(Unaudited)*

	2018	2017
<b>REVENUES</b>		
Membership fees	\$ 277,627	\$ 269,596
Exam fees	11,440	9,240
Miscellaneous	1,243	3,903
	<u>290,310</u>	<u>282,739</u>
<b>EXPENSES</b>		
Amortization	4,112	4,412
Conference/workshops	934	1,796
Examination fees	11,152	10,610
Insurance	2,160	2,160
Interest, bank charges and Moneris online payment fees	8,496	8,390
Internet, database and website charges	2,169	11,986
Marketing campaign (MAHRC television ad)	-	2,000
Meetings and conventions	11,127	10,388
Office	2,765	4,381
Professional fees and dues	15,581	11,213
Rental	24,484	23,642
Repairs and maintenance	1,392	112
Salaries and wages	166,277	167,120
Telephone	2,496	2,483
	<u>253,145</u>	<u>260,693</u>
<b>EXCESS OF REVENUES OVER EXPENSES FROM OPERATIONS</b>	<u>37,165</u>	<u>22,046</u>
<b>OTHER INCOME</b>		
Dividend	1,626	1,801
Interest	2,351	2,662
	<u>3,977</u>	<u>4,463</u>
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<u>\$ 41,142</u>	<u>\$ 26,509</u>