# Governance Problem Solving Risk Management

Public Policy

Public Relations

Collaboration

Regulatory

Human Resource

rategic Thinking

Cultural Humility

Critical Thinking



# Saskatchewan Dietitians Association Annual Report 2020-2021



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Regina, SK S4R 1C2

www.saskdietitians.org

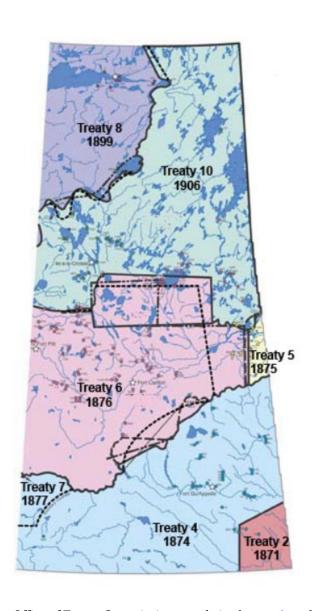
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# **Land Acknowledgment**

We acknowledge that the SDA office is located on Treaty 4 territory and that our members live, work and play on treaty 2, 4, 5, 6, 7, 8 and 10 territory and the homeland of the Metis.

We acknowledge the harms of the past and pay our respect to the Indigenous and Metis ancestors. We are dedicated to the spirit of the treaties to reaffirm our relationship with one another.



Map from Office of Treaty Commissioner website (access here.)

# We are all treaty people.

# SDA SASKATCHEWAN Dictitians ASSOCIATION

### Who We Are

The Saskatchewan Dietitians Association (SDA) is the regulatory body for Registered Dietitians (RD or PDt) in Saskatchewan. SDA exists to protect the public by ensuring those who practise as Registered Dietitians are both qualified and competent.

In practice, SDA receives and reviews applications for licensure in Saskatchewan, licence dietitians annually and administers the complaints management process related to professional conduct and competency.

#### SDA fulfills this role by:

- setting and monitoring the standards for dietetic practice to ensure the public receives safe, competent and ethical nutrition services; and.
- investigating complaints about the performance or ethical conduct of a Registered Dietitian; and, recommend the appropriate remedial or disciplinary action.

# Values, Vision and Mission Statement

#### Values:

*Trust-* Expertise and commitment to safe and evidence-based practice.

**Innovation**- Commitment to advanced practice.

Collaboration- With our members, other health care providers and key partners.

*Integrity*- Commitment to the protection of the public through principled stewardship of licensure and enforcement of professional standards of practice.

**Vision:** Optimizing health for all residents of Saskatchewan through excellence in dietetic practice.

<u>Mission</u>: Protecting the public by licensing competent Registered Dietitians through setting and enforcing the standards of the profession.

#### **Our Services**

The services provided by SDA revolve around our core activities of licensure, registration and complaint management.

#### Membership

Being issued a dietetic licence verifies that an individual has met the requirements for being a dietitian in Saskatchewan.

#### **Annual Licensure**

The annual licence renewal process allows dietitians to declare their continuing commitment to the dietetic profession by maintaining the standards of the profession and keeping public confidence strong. The resulting public registry informs the public which dietitians are licensed to practice in Saskatchewan. Services related to annual licensure include approval of registration renewal applications and the maintenance of the SDA public registry.

### **Complaints Investigation or Management**

Complaint management, including concern/complaint intake, coordination of investigations, and disposition of matters, provides accountability and transparency as it relates to the conduct and competence of dietitians.

# Board Members 2020-2021

| Name              | Position                         | Term                    |
|-------------------|----------------------------------|-------------------------|
| Shawn Smith       | President                        | Year 1 of 2             |
| Bronwyn Bone      | Past President                   | Year 1 of 1             |
| Tracy Sanden      | MAL of Professional Conduct      | Year 2 of 2 Second Term |
| Orina Onyskevitch | MAL of Professional<br>Standards | Year 1 of 2 Second Term |
| Nicole McLennan   | MAL of Discipline                | Year 1 of 2 Second Term |
| Krista Loessl     | MAL of Legislation               | Year 2 of 2 Third Term  |
| Robin Hartl       | MAL of Registration              | Year 1 of 2 Second Term |
| Stuart Webb       | Public Member                    | Year 3 of First Term    |
| Barbara Jiricka   | Public Member                    | Year 3 of Second Term   |



Top Row (Left to Right): Shawn Smith, Lana Moore, Robin Hartl Middle Row (Left to Right): Krista Loessl, Barb Jiricka, Nicole McLennan Bottom Row (Left to Right): Stuart Webb, Bronwyn Bone

# **SDA Employees**

Lana Moore–Executive Director/Registrar Kim Askin - Bookkeeper Jean Coleman - Office Assistant

## **Committees**

## *Legislation:*

**Role:** This committee identifies and provides input into draft amendments for the Dietitians Act and/or SDA Bylaws.

Activities in 2020-21: SDA submitted proposed amendments to Dietitians Act to the Ministry of Health in the Fall of 2018 with updated proposals in 2019 and 2020. Proposed amendments to the SDA Admin and Fee Bylaws have been drafted in response to work done by SDA Board on governance best practices and will be presented to the Board in May 2021 and to members at the AGM.

SDA Legislation Committee: Krista Loessl (MAL), Janelle Gordon, Roseann Nasser, Larissa Swityk Conacher, Leah Barth, Laurel Leuschen, Myrna McDiarmid, Martina Richmond, Angela Mueller, Pam Cherkewich, Shari Tremaine, Jennifer Oldford, Renee Nagus

# Registration:

**Role:** This committee makes recommendations to the Board regarding policies and issues that impact registration and feedback to Registrar with respect to specific registrations.

Activities in 2020-21: Revised entry to practice competencies (ICDEPs) approved by SDA Board in September 2020. Deadline for implementation established nationally as August 31, 2023. Revised process for assessment of substantial equivalence of internationally educated dietitians approved by the Board and became effective January 1, 2021. SDA continues to work with the College of Pharmacy and Nutrition and Saskatchewan Health Authority on a pathway to licensure for internationally educated dietitians.

**SDA Registration Committee:** Robin Hartl (MAL), Julie Bunney, Shanda Boehm, Alicia Oliver, Shari Tremaine, Jennifer Miller.

## Professional Standards:

**Role:** This committee makes recommendations to the Board regarding the Continuing Competence Program. Subcommittees are responsible for the review learning plans and completing the quality assurance audit.

Activities in 2020-21: The continuing competence quality assurance audit was cancelled for the 2019-20 year, but the committee still performed the review of all new learning plans.

SDA Professional Standards Committee: Nina Onyskevitch (MAL), Denise Bilan, Bethany Boutilier, Danielle Campbell, Allison Kapp, Julie Kozmeniuk, Darci Climenhaga, Darci Halbgewachs, Candace Kopec, Tammy Taylor, Andrea Toogood, Tracey Hornung, Michelle Way.

# Professional Conduct:

**Role:** This committee investigates complaints.

**Activities in 2020-21:** The committee did not do training nor was required to investigate any complaints from April 1, 2020-March 31, 2021.

**SDA Professional Conduct Committee:** *Tracy Sanden (MAL), Julie Kozmeniuk, Allison Cammer, Janice Hayden, Dena Webb-Listwin* 

# Discipline:

**Role:** This committee reviews the report submitted by the Professional Conduct Committee and if required conducts a formal hearing to determine if the member is guilty of professional misconduct and/or professional incompetence.

**Activities in 2020-21:** The committee did not do training nor was required to be active from April 1, 2020-March 31, 2021.

SDA Discipline Committee: Nicole McLennan (MAL), Joy Ang, Melanie Dubyk, Jolene Rommelaere, Leanne Banman, Carrie Hnatiw, Tracy Bielinski, Barb Wright, Barbara Jiricka, Stuart Webb

#### Finance:

**Role:** This committee prepares financial reports for Board review and recommends budget/investment strategies to the Board.

**Activities in 2020-21:** In addition to its regular activities, the committee also worked on updating the finance policies, creating an etransfer option for members/applicants and drafting the clarifications fee bylaw amendments.

Members: Barbara Jiricka, Bronwyn Bone, Lana Moore, Shawn Smith

# Communication (ad hoc):

**Role:** This committee plans, develops and distributes SDA communications to members and the general public.

**Activities in 2020-21:** 3 newsletters were produced and distributed. The SDA website was updated to embed the self-assessment form for the CCP. Work has begun to create a portal for internationally educated dietitians (IED) on the SDA website.

Members: Laurel Leuschen, Poppy Lowe, Julie Kozmenuik, Lana Moore

# *Nominations (ad hoc):*

Role: This committee directs Board succession planning.

Members: Shawn Smith, Bronwyn Bone, Lana Moore

# Board Governance (ad hoc):

**Role:** This ad hoc committee was created to provide leadership to the Board's work on governance.

**Activities in 2020-21:** The committee lead the board through the ELEVATE modules on board governance, developed a board governance manual and proposed changes to the SDA Administrative Bylaws to align with best practices.

**Members:** Robin Hartl, Nicole McLennan, Shawn Smith, Stu Webb, Lana Moore

# "Other Nutrition Providers" Working Group

Activities in 2020-21: This working group was disbanded in May 2020 due to the re-organization of Dietitians of Canada staff which resulted in abolishment of the provincial support to this and other committees through the Regional Executive Director positions. Thanks to working group members who contributed to this working group: Denise Bilan, Brooke Bulloch, Danielle Campbell, Holly Hallikainen, Sara Langely, Dr. Leslie Moisey, Lana Moore, Charidy Torgerson, Carrie Verishagen, Stacey Wiens, Jennifer Wojcik

# Message from the President and Executive Director/Registrar

Although the pandemic continues to impact almost every aspect of our life, there is a collective sense that we are turning the corner and that we will reach group immunity and a return to "normalcy" in the months ahead.

Dietitians have risen and continue to rise to the challenges presented by the COVID-19 pandemic. A year ago, we could have never imagined all of the challenges we would face and the roles that we would be asked to take on. Whatever your role, SDA acknowledges the contributions of dietitians and thanks you for being an essential part of the COVID-19 pandemic response.

Dietitians were authorized to do COVID-19 testing in 2020 and many have taken on this role. When the Ministry of Health approached us in January of 2021 about dietitians becoming COVID-19 vaccine providers, the Board did not hesitate to provide its endorsement. We know that it is not something that was part of your training or is normally a part your dietetic practice, but we believe that you have the foundational knowledge and skills that can be leveraged to quickly learn how to safely and competently provide COVID-19 vaccinations. Time will tell how



many dietitians in Saskatchewan will actually administer COVID-19 vaccines, but we believe the Government of Saskatchewan's endorsement of dietitians as vaccine providers demonstrates their confidence in the dietetic profession.

We want to leverage this endorsement to achieve the amendments we have been proposing for the Dietitians Act for the past three years. Among other things the amendments include adding nutritionist and registered nutritionist as protected titles and creating certified dietetic practices. We are hoping that one of the silver linings of the COVID-19 pandemic will be reform in professional self-regulation legislation and a willingness to let health care professionals (including Dietitians) work to their full scope of practice and contribute their advanced knowledge and skills for the benefit of residents of Saskatchewan.

The SDA Board has spent a lot of time and effort over the past year doing a governance review. We have realized that we have evolved from a working board to a governance board, and that our structure must reflect this. Although it has been time consuming, we believe the governance review was overdue and that making the clear distinction between operations and governance will strengthen us as an organization. We have also spent time learning and reflecting on equity, diversity and inclusion (EDI) and Cultural Humility and Safety (CHS). On page 11 of this report, you will find some of the actions we have taken to date and we look forward to sharing more details with you at the AGM and the year ahead.

Navigating SDA through the past year was a challenge and it would not have been possible without the dedication of our board of directors and support of members. We also wish to also thank our volunteers for their many contributions.

Sincerely,
Shawn Smith

Shawn Smith (President)

Lana Moore (Registrar/Executive Director)

Lara Moore

# Public Members' Report

Currently there are two public representatives serving on the Saskatchewan Dietitians Association (SDA) Board of Directors. Public representatives are recommended by the Minister of Health and appointed by an Order in Council of the Lieutenant Governor with the consent of the provincial government Executive Council. Representatives serve for three-year terms which can be renewed once.

Currently, Barbara Jiricka and Stuart Webb serve as public members on the Association's Board. Barbara is in the third year of her second term and Stuart is in the third year of his first term.

Each board or council of a self-regulating health profession in Saskatchewan includes representation from the public to improve transparency and accountability. A public representative, in addition to participating in regular board meetings and the Annual General meeting also serve as a member of the Association's Discipline Committee, the Finance Committee, as well as a member of the ad hoc Board Governance Committee.

Public representatives bring a public perspective on issues of concern presented to the SDA Board. They ask questions and seek clarification from Board members and the Registrar/Executive Director in the public interest. As a member of the Board, a public representative works to ensure the profession:

- Acts fairly;
- Follows the appropriate legislation and bylaws;
- Fosters appropriate standards of practice and professional ethics; and
- Serves to protect the public interest.

As public representatives who participate in regular Board meetings and deliberations, we are privileged to work with the engaged and hard-working professional dietitians that make up your Board. We have found them to be a group of principled, knowledgeable individuals who are committed to maintaining high standards of practice for registered dietitians in the province of Saskatchewan. The Board consistently demonstrates a commitment to the organization's mission, vision, and values as a regulatory body. They are good stewards of the organization's finances and have consistently demonstrated governance in the best interest of public health promotion and protection.

Respectfully submitted-Barbara Jiricka and Stuart Webb

# Registration Reports (Reported at March 31, 2021)

SDA continued its growth with a moderate increase in its overall number of members over the 2020-21 year.

# **Membership Statistics**

|  | 2020/21 | 2019/20 | 2018/19 | 2017/18 | 2016/17 |
|--|---------|---------|---------|---------|---------|
| Members with Full Practicing Licence                             | 397     | 393     | 385     | 378     | 371     |
| Members with Restricted Licences                                 | 0       | 0       | 0       | 0       | 2       |
| Members with Temporary<br>Licences                               | 0       | 0       | 0       | 0       | 0       |
| # of members moved to inactive (unlicensed) category on March 31 | 11      | 9       | 4       | N/A     | N/A     |

In the past two years we have had seen growth in the number of members considered inactive. A person becomes an inactive member if they don't renew their SDA licence prior to March 31 but also don't formally resign. **As an inactive member they are unlicensed.** They do not pay fees or participate in CCP, but they also can not use any of the protected titles (Dietitian, Registered Dietitian, Professional Dietitian, RD, PDt). Unlicensed members can return to being licensed members within 36 months by submitting a request to the Registrar and paying the applicable fees. If it is longer than 36 months, an assessment will be required to ensure the member's knowledge and skills are current before they can receive an SDA licence.

# Resignations

|   | 2020/21 | 2019/20 | 2018/19 | 2017/18 | 2016/17 |
|---|---------|---------|---------|---------|---------|
| Transfer to another Jurisdiction          | 10      | 16      | 8       | 12      | 6       |
| Retired or no longer in dietetic practice | 2       | 2       | 4       | 15      | 9       |

# Source of New Licensed Members to SDA

|  | 2020/21 | 2019/20 | 2018/19 | 2017/18 | 2016/17 |
|--|---------|---------|---------|---------|---------|
| Move from unlicensed to licensed category      | 0       | 2       | N/A     | N/A     | N/A     |
| Transfers from Other Provinces                 | 4       | 11      | 8       | 9       | 8       |
| Accredited Program Applicants                  | 23      | 22      | 17      | 22      | 20      |
| Substantial Equivalency to<br>Approved Program | 0       | 0       | 0       | 1       | 2       |

The main source of new SDA members continues to be graduates from the accredited Nutrition program at the University of Saskatchewan. As described in the Registration Committee report, SDA revised its process for assessing the substantial equivalence of the training of internationally educated dietitians (IEDs) as of January 1, 2021. SDA's updated process are part of a collaborative effort with the College of Pharmacy and Nutrition and Saskatchewan Health Authority to develop a pathway to licensure for IEDs. Work on this project will continue into 2021/22 and in the future, we hope to see an increase in the number of new members licensed through this route.

# Continuing Competence Program Report (Reported at March 31, 2021)

As part of the mandatory continuing competence program of SDA, all registrants are required to submit a learning plan with a minimum of two goals. During the licence renewal process, <u>all</u> members learning plans are reviewed to ensure they contain at least two learning goals and that the goals are learning goals related to dietetics.

The Professional Standards Committee reviewed all of the 20-21 learning plans, but cancelled the quality assurance audit due to the COVID-19 pandemic. To ensure we are meeting our public protection mandate, the quality assurance audit will resume in 2021/22.

|   | 2020/21 | 2019/20 | 2018/19 | 2017/18 | 2016/17 |
|---|---------|---------|---------|---------|---------|
| Total Number of CCP participants  | 420     | 420     | 404     | 405     | 385     |
| Number of Learning Plans reviewed by SDA  | 420     | 420     | 404     | 405     | 385     |
| Number of Learning Plans that received "second" review by Professional Standards Committee member     | 393     | 385     | 378     | 0       | 0       |
| Number of Learning plans that received feed back and/or required revision                             | 7       | 40      | 30      | 2       | 3       |
| Total number of Members selected for Quality Assurance Audit  | N/A     | 20      | 19      | 19      | 19      |
| Number of Members selected for audit who did <u>NOT</u> meet standards who were referred for coaching | N/A     | 0       | 1       | 2       | 0       |

# Complaint Investigation and Discipline Report (Reported at March 31, 2021)

One of the ways that SDA protects the public is through the investigation of complaints regarding the conduct and/or competence of its members and discipline of members. In the 2020/21 year, no new formal complaints were received and no discipline hearings conducted.

| Type of Request                                      | 2020/21 | 2019/20 | 2018/19 | 2017/18 | 2016/17 |
|--|---------|---------|---------|---------|---------|
| Requests for the Complaint Investigation Application | 0       | 0       | 2       | 0       | 0       |
| Pre-investigations                                   | 0       | 0       | 0       | 0       | 0       |
| Investigations                                       | 0       | 0       | 2       | 0       | 0       |
| Discipline Hearings                                  | 0       | 0       | 0       | 0       | 0       |

# Equity, Diversity & Inclusion (EDI) and Cultural Humility and Cultural Safety (CHS)

Over the past year the SDA Board and staff have been listening and learning. Although the board did not specifically amend the strategic plan for 2020-23 to include, the organization has been taking action and, in the year ahead, we will look to formalize actions in these important areas into a work plan that we will share publicly. SDA intends to report on its actions annually through the Annual Report so that stakeholders will be aware of the actions we are taking and as a demonstration of our commitment to systemic change in these important areas.

#### Some of SDA's actions in 2020-21:

• Approval of the updated national entry to practice competencies (ICDEPs) including the following:

| 2.03     | a. Act with sensitivity and humility with regard to diverse cultural groups          |
|----------|--|
| Practice | b. Demonstrate awareness of Indigenous values and ways of knowing related to         |
| in a     | health and wellness  |
| manner   | c. Demonstrate awareness of the ongoing impact of colonization / residential schools |
| that     | / intergenerational trauma / systemic racism on Indigenous peoples in Canada         |
| promotes | d. Demonstrate awareness of the role of self- determination in supporting capacity   |
| cultural | development  |
| safety   | e. Act with awareness of how one's own biases, beliefs, behaviours, power and        |
| Surcey   | privilege may affect others  |

- New section on the Member's Only side of website for cultural competence resources
- New section of SDA Newsletter for Indigenous reconciliation and cultural competence resources
- SDA application/renewal forms amended to include "non-binary" and "prefer not to answer" options for gender
- Agreement to participate in (and write letter of support for) national research project to examine race in dietetics in Canada. Research which will be conducted in 2021 will include a survey to gather information on the demographic profile and perceptions of race and racism in dietetics as well as focus groups to explore these issues in more depth.
- Competency matrix for SDA Board created to reflect the need for board to have diversity in culture, gender, geography, length of time in practice and area of dietetic practice. In our call for nominations for the Board, we specifically encouraged expression of interest from members who identify as First Nations, Métis and Inuit peoples, members of visible minorities, persons with disabilities, and those who identify as 2SLGBTQ+.
- Addition of land acknowledgement to Annual Report and other SDA materials

In the year ahead you as members can expect:

- Invitation to participate in survey and focus groups on race and racism in dietetics in Canada;
- Update to demographic questions on application/renewal. We are looking at the questions being used in the 2021 Census so that we can more easily compare how our membership profile compares to demographic profile for the province.
- Review of and improvements to SDA Standards of Practice, Code of Ethics, website, internal policy/procedure documents using the lens of inclusivity, anti-racism and cultural safety.

# Strategic Plan 2020-23

In developing their strategic plan for 2020-23, the SDA board acknowledges that SDA will **continue with the core work** that is delegated to the organization through the Dietitians Act. This includes **registration of new members, licence renewals for existing members, the continuing competence program and quality assurance audit, complaints investigation and disciplinary processes.** 

See our progress to date on the priorities for 2020-23, noting that the COVID-19 pandemic has impacted our progress and priorities.

| Priority     | 1 Scope of Practice- Advanced Pract  | cice                                   |   |  |
|--------------|--|--|---|--|
|              | Outcome: Legislative framework in  |  |   |  |
|              | ently perform certified practices and  | l clarity on the ro                    | le of the die                                   | etitian in advanced  |
| practice     |  | D 11111                                | m: 1:   |  |
| Strateg      |  | Responsibility                         | Timeline  | Progress   |
| Action<br>1: | Follow up with Ministry on proposed amendments to the Dietitians Act (submitted Fall 2019) to permit creation of regulatory bylaws to define certified practices | SDA Board and<br>Registrar/ED          | 2021  | Proposal updated for point of care testing (POCT) and resubmitted to Ministry in Fall of 2020. |
|              | Continued consultation with other regulatory bodies on certified practices including competency profiles and standards of practice.                              | Registrar                              | 2020  | No action as our proposal did not move forward in 2020.  |
|              | Draft and submit amendments to<br>Med Lab Licensing Regulations  | SDA Registrar                          | Once<br>Dietitians Act<br>amended can<br>submit | No action as our proposal did not move forward in 2020.  |
|              | Draft and submit amendments to Drug Schedule Regulations   | SDA Registrar                          | Once<br>Dietitians Act<br>amended can<br>submit | No action as our proposal did not move forward in 2020.  |
| Action 2:    | Development of regulatory bylaws and policies/procedures for registering members to undertake certified practices.   | SDA Board and<br>Registrar             | 2020  | No action as our proposal did not move forward in 2020.  |
| Action 3     | Development of competency profile and standards of practice for each certified practice.   | Legislation<br>Committee               | 2020  | No action as our proposal did not move forward in 2020.  |
| Action 3:    | Education of members, educators and employers regarding framework for certified practices.   | Legislation<br>Committee,<br>Registrar | Ongoing   | No action as our proposal did not move forward in 2020.  |
| Action<br>4: | Develop an implementation plan   | Legislation<br>Committee,<br>Registrar | 2021  | No action as our proposal did not move forward in 2020.  |
| Action 5:    | Investigate the development of online jurisprudence module to support members in the implementation of certified practices                                       | Legislation<br>Committee,<br>Registrar | 2021  | No action as our proposal did not move forward in 2020.  |

**Priority 2: Quality and Safe Dietetic Practice/Competence** 

Desired Outcome: Reliable processes for assessment of competence at entry to practice and a continuing competence program that is relevant for all members.

| continuing competence program that is relevant for all members. |  |  |             |   |  |  |  |
|---|--|--|-------------|---|--|--|--|
| Strategy  |  | Responsibility                                       | Timeline    | Progress  |  |  |  |
| Action 1:   | Review of substantial equivalence assessment processes   | Registrar and<br>Assessment<br>committee             | 2020        | Partnership formalized with University of Alberta to provide substantial equivalence assessment. SDA Board approved amended policy and resources for IED updated. |  |  |  |
| Action 2:   | Incorporate updated ICDEPs (entry to practice competencies) into SDA processes and resources                                     | Registrar and<br>Registration<br>Committee           | 2020/21     | Updated ICDEP approved by SDA board in Sept 2020. PDEP has set 2023 as implementation deadline. SDA documents/processes will not be updated until this date.      |  |  |  |
| Action 3:   | Create a working group to review SDA continuing competence program by exploring best practices and feedback from members survey. | Registrar,<br>Professional<br>Standards<br>Committee | 2020        | SDA participated in national working group to review CCP best practices. Due to pandemic, this has not been prioritized. Timeline shifted to 2021 and beyond.     |  |  |  |
| Action 4:   | Working group to present at least two options to Board for consideration.  | Registrar,<br>Professional<br>Standards<br>Committee | End of 2021 |   |  |  |  |
| Action 5:   | Board to review and select a framework for the CCP   | Registrar  | 2022        |   |  |  |  |
| Action 6:   | Develop an implementation plan   | Registrar  | 2022        |   |  |  |  |
| Action 7:   | Engage and support members in transition to new ccp and ongoing quality assurance  | Registrar  | 2023        |   |  |  |  |

# Priority 3: Protection of public from "other" nutrition providers providing inaccurate or misleading nutrition information

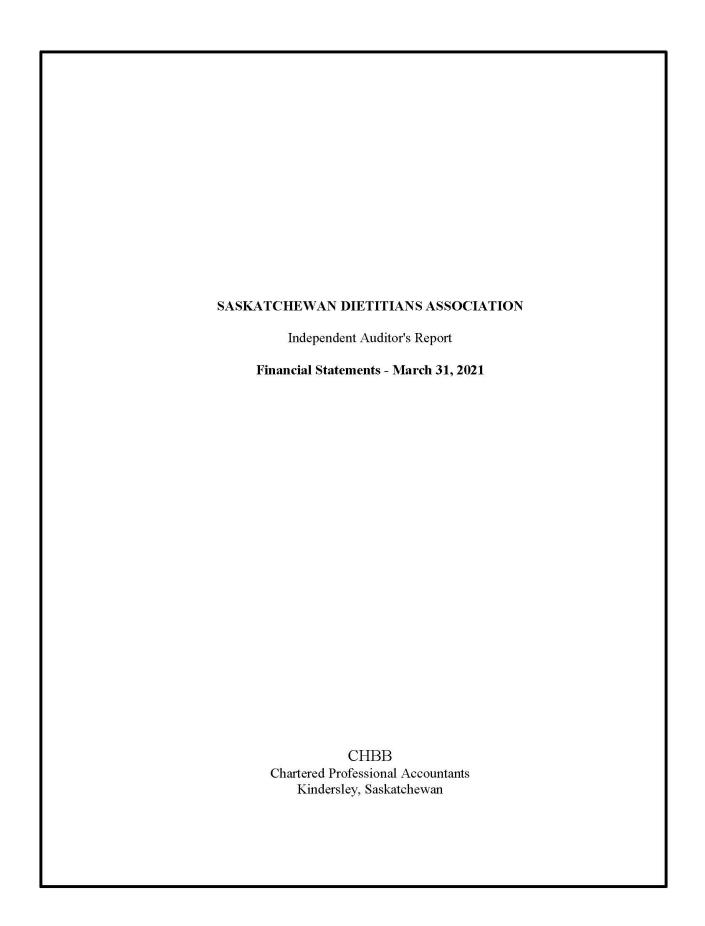
Desired Outcome: That the public is protected from harm from other nutrition providers (regulated and unregulated) who may not be providing evidence based nutrition advice.

| Strategy  | and unregulated) who may   | Responsibility                  | Timeline | Progress   |
|-----------|--|---------------------------------|----------|--|
| Action 1: | Submission and follow up with Ministry on proposed amendments to the Dietitians Act (submitted Fall 2019) to protect the titles nutritionist and registered nutritionist | Registrar                       | 2020     | Dietitians Act amendments (including protection of the titles nutritionist and registered nutritionist) resubmitted in Fall 2020.  |
| Action 2: | Financial and administrative support for "other nutrition provider" working group to support the achievement of their action plan.                                       | Registrar "Others" Action Group | Ongoing  | Due to the elimination of the Regional Executive Director position, this committee was disbanded as it was determined it could not continue without the financial and admin support of Dietitians of Canada. |
| Action 3: | Participation on steering committee for Eat Well Saskatchewan contact center   | Registrar                       | Ongoing  | Regular participation as a steering committee member meetings.   |
| Action 4: | Research Project with practicum students in 2019/20 with follow up steps to be determined  | Registrar                       | 2020-21  | Research project complete and subsequent student project to develop infographic on when to refer to a dietitian.   |
| Action 5: | Maintenance of Private<br>Practice List, RD Directory<br>on SDA website  | Registrar                       | Ongoing  | Regular updating of private practice list for website and RD Directory for SDA website.  |

| Priority 4:            | Branding and Communication  | n   |  |   |
|------------------------|---|---|--|---|
|                        | utcome: Increased awareness a   | among members a                           | nd public of ro  | ole/mandate of our  |
| organizati<br>Strategy | on.   | Responsibility                            | Timeline   | Progress  |
| Action 1:              | Survey members on how and what they want to receive from SDA and interest in working group  | Registrar                                 | April 2020   | Work on this goal suspended during pandemic.                                |
|                        | Working group to take information from consultation to develop a communications strategy and/or identify any additional info or supports needed | Registrar,<br>Communications<br>Committee | Summer/Fall<br>2020                                    | Work on this goal suspended during pandemic.                                |
|                        | Implement communications strategy   | Registrar,<br>Communications<br>Committee | Winter 2020/21   | Work on this goal suspended during pandemic.                                |
| Action 2:              | Consider options for name change  | Registrar, SDA<br>Board                   | 2020   | Our proposed amendments for Dietitians Act include request for name change. |
|                        | Initiate development of brand/logo, etc for new organization  | Registrar, SDA<br>Board                   | Once we have indication our amended will be considered | No action as our proposal did not move forward in 2020.                     |
| Action 3:              | Continue to educate members on SDA activities and how they support public protection  | Registrar,<br>Communications<br>Committee | Ongoing  | Work on this goal suspended during pandemic.                                |
| Action 4:              | Continue to educate the public on how we fulfill our public protection mandate  | Registrar, NIRO                           | Ongoing  | Work on this goal suspended during pandemic.                                |
| Action 5:              | Continue to educate stakeholders on how we fulfill our public protection mandate  | Registrar, NIRO                           | Ongoing  | Work on this goal suspended during pandemic.                                |
| Action 6:              | Explore use of media to connect with SDA stakeholders   | Registrar                                 | 2022   |   |

| Priority 5: SDA Board Governance  |   |                         |          |   |  |  |
|---|---|-------------------------|----------|---|--|--|
| Desired Outcome: SDA is a well-run organization that applies appropriate policies and |   |                         |          |   |  |  |
| governance tools.   |   |                         |          |   |  |  |
| Strategy  |   | Responsibility          | Timeline | Progress  |  |  |
| Action 1:   | Research and select resources to assist the board in assessing and articulating its optimal governance structure. | Registrar, SDA<br>Board | 2020     | Working group explored options, Board selected ELEVATE in Feb 2020.   |  |  |
| Action 2:   | Complete modules, self-assess and identify/submit for required Admin bylaw amendments                             | Registrar, SDA<br>Board | 2020/21  | Board completed 7<br>modules between Feb<br>2020-May 2021.<br>Drafted |  |  |
| Action 3:   | Articulate board governance policy and procedures   | Registrar, SDA<br>Board | 2020/21  | Board governance manual drafted.                                      |  |  |
|   | Update resources, role descriptions and terms of reference.   | Registrar, SDA<br>Board | 2020/21  | Board governance manual drafted.                                      |  |  |
| Action 4:   | Articulate indicators for ED to report on   | Registrar, SDA<br>Board | 2022     |   |  |  |
| Action 5:   | Maintain and cultivate relationships with external stakeholder  | Registrar, SDA<br>Board | Ongoing  | SDA participated in NIRO training session on board governance.        |  |  |

| Priority 5: Collaborative Partnerships                                      |   |                |          |  |  |  |
|---|---|----------------|----------|--|--|--|
| Desired Outcome: SDA collaborates with stakeholders to fulfill its mandate. |   |                |          |  |  |  |
| Strategy  |   | Responsibility | Timeline | Progress   |  |  |
| Action 1:   | Maintain and enhance relationship with Ministry of Health.  | Registrar      | Ongoing  | Participate in weekly Web EX meetings from March 2020-April 2021.  |  |  |
|   | Maintain and enhance<br>relationship with the College<br>of Pharmacy and Nutrition<br>(University of Saskatchewan)  | Registrar      | Ongoing  | In 2020, SDA worked closely with College (and SHA) on pathway to licensure for IED. In 2021, SDA representatives were appointed to two College committees.                   |  |  |
|   | Maintain and enhance relationship with other regulatory bodies in Saskatchewan through participation in NIRO.   | Registrar      | Ongoing  | SDA regularly participates in NIRO meetings and provide feedback on NIRO website and collective legislative amendments.  |  |  |
|   | Maintain and enhance relationships with other Canadian dietetic regulatory bodies through participation in the Alliance of Canadian Dietetic Regulatory Bodies. | Registrar      | Ongoing  | SDA regularly participates in monthly Alliance meetings.   |  |  |
|   | Maintain and enhance relationships with the national professional association (Dietitians of Canada).   | Registrar      | Ongoing  | Following the elimination of the regional executive director position, have continued to meet with DC staff (Jennifer Wojcik) on a quarterly basis to maintain relationship. |  |  |
|   | Engage and participate with<br>the Partnership for Dietetic<br>Education and Practice<br>(PDEP).  | Registrar      | Ongoing  | SDA participates in annual meeting of members for PDEP and as needed through the Alliance.   |  |  |
| Action 2:   | Look for ways to create cost savings or synergy by collaborating with other dietetic regulatory bodies.   | Registrar      | Ongoing  | Continue to explore options for cost savings and collaboration.  |  |  |
| Action 3:   | Explore collaborations outside of our traditional partners (ie. client advocate).   | Registrar      | 2022     |  |  |  |





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#### INDEPENDENT AUDITOR'S REPORT

To the Members of Saskatchewan Dietitians Association

#### Opinion

We have audited the accompanying financial statements of Saskatchewan Dietitians Association, which comprise the statement of financial position as at March 31, 2021, and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of Saskatchewan Dietitians Association as at March 31, 2021, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

#### **Basis for Opinion**

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of Saskatchewan Dietitians Association in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error

In preparing the financial statements, management is responsible for assessing Saskatchewan Dietitians Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate Saskatchewan Dietitians Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing Saskatchewan Dietitians Association's financial reporting process.

#### Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design
and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to
provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for
one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the
override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate
  in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Saskatchewan Dietitians
  Association's internal control.
- Evaluate the appropriateness of accounting polices used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast indicant doubt on Saskatchewan Dietitians Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention to our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause Saskatchewan Dietitians Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and
  whether the financial statements represent the underlying transactions and events in a manner that achieves fair
  presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

(HISO

KINDERSLEY, Saskatchewan

May 21, 2021

Chartered Professional Accountants

#### Statement of Financial Position

### March 31, 2021

|   | 2021   | 2020  |
|---|--|---|
| ASSETS  |  |   |
| Current assets: Cash - Unrestricted Cash - Restricted Accounts receivable Employee deductions receivable Guaranteed investment certificates (Note 3) Prepaid insurance Total current assets | \$ 144,729<br>6,127<br>9,523<br>-<br>501,518<br> | 184,135<br>6,060<br>8,801<br>1,447<br>200,000<br>1,222<br>401,665 |
| Property and equipment (Note 4)   | 579  | 1,287   |
| Guaranteed investment certificates (Note 3)   | -  | 206,000   |
| Intangibles, net of accumulated amortization (Note 5)   | 10.845   | 16,267  |
|   | \$ <u>674,799</u>                                | 625,219   |
| LIABILITIES & NET ASSETS  |  |   |
| Current liabilities: Employee deductions payable Accounts payable Prepaid membership fees Total current liabilities   | \$ 31<br>5,003<br>133,898<br>138,932             | 1,362<br>3,862<br><u>138,275</u><br>143,499                       |
| Net assets: Internally restricted Board of Directors' education fund Net assets, as per accompanying statement Total net assets   | 6,060<br>529,807<br>535,867                      | 6,000<br><u>475.720</u><br><u>481.720</u>                         |
|   | \$ <u>674,799</u>                                | _625,219  |

| Approved on behalf of the Board                 | a        |
|---|----------|
| Naun mut 30 Director                            | Director |
| See accompanying notes to financial statements. |          |

# Statement of Operations

# Year ended March 31, 2021

| _   | <u>2021</u>  | <u>2020</u>  |
|---|--|--|
| Revenue:  Membership fees Canadian Dietitians Registration Examination Duplicate Receipt Grants Interest License Renewal Fee  | \$ 145,400<br>8,400<br>150<br>7,349<br>10,565<br>11,550      | 137,910<br>5,775<br>55<br>3,445<br>9,620<br>7,920              |
|   | 183,414  | 164,725  |
| Expenses:   |  |  |
| Staffing (Schedule 1) Administrative (Schedule 2) Professional Standards Committee Executive (Schedule 3) Canadian Dietitians Registration Examination Support services and office (Schedule 4) Canadian Dietetic Regulatory Alliance | 72,947<br>14,937<br>375<br>5,859<br>11,613<br>4,587<br>2,082 | 73,658<br>16,103<br>3,188<br>15,237<br>8,490<br>4,551<br>8,878 |
| Discipline Committee Communication Committee Amortization of intangible assets Amortization of tangible assets Advance practice Committee Professional conduct Committee Registration Committee                                       | -<br>4,055<br>5,422<br>708<br>-<br>-<br>6,742                | 2,543<br>2,171<br>5,422<br>488<br>16<br>3,433<br>826           |
|   | 129,327  | <u> 145,004</u>  |
| Excess of revenues over expenses  | \$ <u>54,087</u>   | 19,721   |

See accompanying notes to financial statements.

#### Statement of Net Assets

# Year ended March 31, 2021

|  | <u>2021</u>       | <u>2020</u> |
|--|-------------------|-------------|
| Unrestricted Net Assets balance, beginning of year | \$ 475,720        | 455,999     |
| Excess of revenues over expenses                   | 54,087            | 19,721      |
| Unrestricted Net assets balance, end of year       | \$ <u>529,807</u> | 475,720     |

See accompanying notes to financial statements.

### Statement of Cash Flows

# Year ended March 31, 2021

|  | <u>2021</u>  | <u>2020</u>   |
|--|--|---|
| Cash flow from (used in) operating activities:  Operations:  |  |   |
| Excess of revenue over expenses Amortization   | \$ 54,087<br>6,130                                 | 19,721<br>5,910                                       |
| Adjustment for non-cash working capital items: Accounts receivable Prepaid expenses Accounts payable Prepaid membership fees Employee deductions payable                           | 725<br>(256)<br>1,141<br>(4,377)<br>(1,331)        | 12,542<br>(583)<br>270<br>8,315<br>(2,728)            |
| Cash flow from (used in) investing activities: Additions to property and equipment Purchase of guaranteed investment certificates Redemption of guaranteed investment certificates | 56,119<br>-<br>(110,313)<br>- 14,855<br>- (95,458) | 43,447<br>(1,775)<br>(200,000)<br>139,055<br>(62,720) |
| Net increase (decrease) in cash  | (39,339)   | (19,273)  |
| Cash and cash equivalents at beginning of year   | <u>190,195</u>                                     | 209,468   |
| Cash and cash equivalents at end of year   | \$ <u>150,856</u>                                  | 190,195   |
| Cash and cash equivalents consists of:   |  |   |
| Cash - Unrestricted<br>Cash - Restricted   | \$ 144,729<br>6,127<br>\$ 150,856                  | 184,135<br>6,060<br>190,195                           |

See accompanying notes to financial statements.

#### Notes to Financial Statements

#### March 31, 2021

#### 1. PURPOSE:

Saskatchewan Dietitians Association (the "Association") is a non-profit organization established by *The Dietitians Act of Saskatchewan*. The primary objective of the Association is to regulate the Dietetic profession in Saskatchewan in the public's interest and it is also responsible for regulating the exams for graduates.

#### 2. SIGNIFICANT ACCOUNTING POLICIES:

The financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations in Part III of the CPA Canada Handbook and include the following significant accounting policies:

#### **Cash and Cash Equivalents**

Cash and cash equivalents consist of cash and highly-liquid investments with maturities of three months or less at the acquisition date.

#### **Property and equipment**

Property and equipment are initially recorded at cost. Depreciation is calculated using the declining balance method over estimated useful lives.

Computer equipment - rate: 55%

#### **Intangible Asset**

Intangible assets are initially recorded at cost. Depreciation is calculated using the straight-line method over estimated useful lives.

Website - rate: 8 years

#### Income taxes

The Association is exempt from income taxes under paragraph 149(1)(I) of The Income tax Act.

#### **Financial Instruments**

The Association initially measures its financial assets and financial liabilities at fair value. The Association subsequently measures all its financial assets and financial liabilities at amortized cost.

Financial assets measured at amortized cost include cash (unrestricted and restricted), accounts receivable, employee deductions receivable and guaranteed investment certificates. Financial liabilities measured at amortized cost include accounts payable, employee deductions payable and prepaid membership fees.

#### Notes to Financial Statements

#### March 31, 2021

#### 2. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED):

#### Fund accounting

Internally restricted funds:

(i) Capital fund:

The Capital fund consists of funds set aside by the Association's Board of Directors for purposes of acquiring tangible and intangible assets.

(ii) Board of Directors' education fund

The Board of Directors' education fund consists of funds set aside by the Association's Board of Directors for purposes of attending educational activities related to Association's governance.

#### **Revenue Recognition**

The Association follows the deferral method of accounting for contributions. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when they are received or receivable if the amount to be received can be reasonably estimated and collection is reasonable assured.

Membership fees are recorded in revenue over the period to which the membership relates. Interest income is earned over the maturity of the investment. Examination, license renewal fees and duplicate receipts are recorded in revenue when the related service is provided.

Grant income is recognized as revenue when they are received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

#### 3. GUARANTEED INVESTMENT CERTIFICATES:

#### Investments consist of the following:

|   | <u>2021</u>  | <u>2020</u>                                    |
|---|--|--|
| Guaranteed investment certificates GIC bearing interest at 1.90%, maturing May 13, 2021 GIC bearing interest at 1.25%, maturing May 13, 2020 GIC bearing interest at 0.85%, maturing May 13, 2021 GIC bearing interest at 1.22%, maturing April 10, 2019 GIC bearing interest at 2.00%, maturing April 9, 2019 GIC bearing interest at 3.00%, maturing January 11, 2022 | \$ 179,025<br>-<br>110,313<br>-<br>-<br>-<br>212,180 | \$ 175,000<br>25,000<br>-<br>-<br>-<br>206,000 |
| Total investments  Maturing within one year:  Current GIC's   | \$ 501,518<br>(501,518)                              | \$ 406,000<br>(200,000)                        |
| Total long-term investments   | \$   | \$ 206,000                                     |

#### Notes to Financial Statements

#### March 31, 2021

#### 4. PROPERTY AND EQUIPMENT

|   |    |             | 2021-                       |                          | <u>2020</u>              |  |  |
|---|----|-------------|-----------------------------|--------------------------|--------------------------|--|--|
|   |    | <u>Cost</u> | Accumulated<br>Amortization | Net<br><u>Book Value</u> | Net<br><u>Book Value</u> |  |  |
| Computer equipment  | \$ | 1,775       | 1,196                       | 579                      | 1,287                    |  |  |
|   |    |             |                             |                          |                          |  |  |
| INTANGIBLE ASSETS:  |    |             |                             |                          |                          |  |  |
| Amortization for the year amounted to \$5,422 (2019 - \$5,422). |    |             |                             |                          |                          |  |  |

 - 2 0 2 1 2020

 Accumulated
 Net
 Net

 Cost
 Amortization
 Book Value
 Book Value

Website \$ 43,377 32,532 10,845 16,267

#### 6. COMMITMENTS:

5.

The Association is committed under a lease for office space with monthly rental fee of \$500 plus GST. The lease agreement signed for 1 year, commencing from January 1, 2021.

#### 7. FINANCIAL INSTRUMENTS:

#### Financial risks

The Association is exposed to various risks through its financial instruments, without being exposed to concentrations of risk. The main risks are broken down below.

#### Credit Risk

The Association is exposed to credit risk with respect to accounts receivable. The Association assesses, on a continuous basis, accounts receivable on the basis of amounts it is virtually certain to receive and virtually never has any bad debts.

#### Liquidity Risk

Liquidity risk is the risk that the Association will not be able to meet a demand for cash or fund its obligations as they come due. Liquidity risk also includes the risk of the Association not being able to liquidate its assets in a timely manner at a reasonable price.

The Association monitors its cash flow throughout the year to ensure its billing practices take into account the timing and level of its cash obligations. The Association has sufficient funds from which to operate and the risk is considered to be low.

#### Notes to Financial Statements

March 31, 2021

#### 7. FINANCIAL INSTRUMENTS (continued):

#### Interest Rate Risk

The Association is exposed to interest rate risk on its fixed and floating interest rate financial instruments. Fixed-rate instruments subject the Association to a fair value risk, while the floating rate instruments subject it to a cash flow risk. The Association is exposed to this type of risk as a result of investments in guaranteed investment certificates and term deposits.

#### 8. COVID-19 PANDEMIC

The COVID-19 pandemic is complex and rapidly evolving. It has caused material disruption to businesses and has resulted in an economic slowdown. Saskatchewan Dietitians Association continues to assess and monitor the impact of COVID-19 on its financial condition. The magnitude and duration of COVID-19 is uncertain and, accordingly, it is difficult to reliably measure the potential future impact on the organization's financial position and operations.

#### Schedules

# March 31, 2021

| Schedule 1 - Staffing  |                |   |  |
|--|----------------|---|--|
|  |                | <u>2021</u>                                   | <u>2020</u>  |
| Wages Travel Conferences Accommodation and meals Membership reimbursement  | \$             | 70,202<br>294<br>25<br>-<br>851               | 69,013<br>2,002<br>60<br>147<br>871                |
| Bookkeeping services   | ų <del>-</del> | <u>1,575</u>                                  | <u>1,565</u>                                       |
| Total staffing expenses  | \$_            | 72,947  | 73,658   |
| Schedule 2 - Administration  |                |   |  |
|  |                | <u>2021</u>                                   | <u>2020</u>  |
| Legal and accounting<br>Audit<br>Office rental<br>Bank charges   | \$             | 1,582<br>3,608<br>6,300<br>3,447              | 1,784<br>4,995<br>5,828<br><u>3,496</u>            |
| Total administrative expenses  | \$_            | 14,937  | 16,103   |
| Schedule 3 - Executive   |                |   |  |
|  |                | 2021  | <u>2020</u>  |
| Board honorarium Conferences Accommodation and meals Directors and Officers Liability insurance Teleconferences Other Travel | \$             | 3,550<br>-<br>-<br>1,496<br>163<br>650        | 4,450<br>4,160<br>934<br>1,443<br>199<br>2,301<br> |
| Total executive expenses   | \$_            | 5,859   | 15,237   |
| Schedule 4 - Supportive Services   |                |   |  |
| Schedule 4 - Supportive Services   |                | <u>2021</u>                                   | 2020   |
| Office stationary and supplies Insurance Postage Printing and photocopying Telephone and fax Internet and website Other      | \$             | 887<br>602<br>376<br>-<br>725<br>1,534<br>463 | 967<br>563<br>335<br>291<br>702<br>980<br>713      |
| Total supportive services expenses   | \$_            | 4,587   | 4,551  |
|  | 44             |   |  |

# **Volunteer Wall of Recognition**

SDA gratefully acknowledges the volunteers for 2020-21 who have participated on the board, committees and working groups. Although most of the Committees were not as active in the past year as usual, we thank you for your continued interest and look forward to resuming our work in the year ahead.

#### SDA Board Members:

Shawn Smíth Bronwyn Bone Tracy Sanden Krísta Loessl Nícole McLennan Nína Onyskevítch Robín Hartl

SDA Board Public Representatives:

Barbara Jírícka Stuart Webb



Darren Agopsowicz Michelle Archer Jíll Aussant Theresa Bacchetto Leah Barth Leanne Bannman Taletha Bennett Dr. Shawna Berenbaum Tracy Bielinskí Denise Bilan Shanda Boehm IIL Booth Bethany Boutilier Sabrina Bovee Chelsea Brown Brooke Bulloch Julie Bunney Danielle Campbell Pam Cherkewich Darcí Clímenhaga Stephanie Cook Suzanne Chubak Corry Dunphy Melanie Dubyk Helen Flengeris Carina Foldgering Heather Genik Janelle Gordon Holly Hallikainen Darcí Halbgewachs Robin Hartl Janice Hayden Dr. Carol Henry Carrie Hnatiw Tracey Hornung Amanda Hunchak Ester Kana Allison Kapp Candace Kopec Julie Kozmenuik

Sara Langely Dr. Jessica Leifers Laurel Leuschen Christina Ling Poppy Lowe Breanne Meakin Heather McAvoy Myrna McDiarmid Nícole McLennan Dr. Lesley Moisey Jennífer Miller Angela Mueller Renee Nagus Roseann Nasser Jennifer Oldford Nína Onyskevítch Alícia Oliver Theo Phillips Charlotte Pilat Burns Calysta Priddy Nícole Pulvermacher RAR RIVARD Nadía Rodych Jolene Rommelaere Joel Sanden Tracy Sanden Carla Speidel Tammy Taylor Andrea Toogood Charidy Torgerson Sharí Tremaine Lisa Vance Carrie Verishagen Sharon Walker Michelle Way Dena Webb-Listwin Stacey Wiens Jennífer Wojick