



College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario

107th Meeting of Council

April 13 2018



Observer Guidelines

Council meetings are open to the public and observers are welcome to attend. Individuals attending as observers are requested to:

- All cell phone and any electronic device ringers should be turned off.
- Avoid bringing in food or drinks other than water.
- Refrain from recording of proceedings by any means, including the taking of photographs, video recordings, voice recordings or via any other means.
- Remain quiet during the meeting and do not engage in conversation, discussion or any disruptive behaviour.
- Refrain from addressing the Council, speaking to, or giving or passing notes, documents or information to Council members while the meeting is in progress.
- Refrain from lobbying Council members at all times.
- Observers are not allowed to participate in the debate of any matter before the Council.
- Respect the authority of the meeting Chair; and
- Take your seats in the area designated to observers.

Please note the public may be excluded from any Council meeting or part of a meeting pursuant to section 7 of the *Health Professions Procedural Code*. These “in camera” portions of the meeting contain confidential information that can only be discussed amongst the Council.



107th Council Meeting

Friday, April 13, 2018, 10:00 am – 2:00 pm
2100 Ellesmere Road, Suite 300, Scarborough, Ontario

Council Members:

Michael Karrandjas (RDT) (Chair)
Harold Bassford (Public)
Jason Chai (RDT)
Jeff Donnelly (Public)
Janet Faas (Public)
Joanne Kranyak (Public)

George Paraskevopoulos (RDT)
Terence Price (Public)
David Savioli (RDT)
Clark Wilson (RDT)
Derrick Ostner (RDT)
Kiran Qureshi (Public)

Staff:

Judy Rigby
Roderick Tom-Ying

Guests:

Mary Kennedy, ADT Project Manager
Daniel Choi, RDT

AGENDA		SPEAKER	ACTION	PAGE No.
1.	Call to Order	Chair		
2.	Approval of the Agenda	Chair	Motion	1
3.	Conflict of Interest Declaration	Chair		
4.	<p>Consent Agenda</p> <p>4.1 Approval of 106rd Council Meeting Minutes– January 26, 2018</p> <p>4.2 Executive Committee</p> <p>4.3 Discipline Committee</p> <p>4.4 Examinations Committee</p> <p>4.5 Fitness to Practice Committee</p> <p>4.6 ICRC Committee</p> <p>4.7 Patient Relations Committee</p> <p>4.8 Quality Assurance Committee</p> <p>4.9 Registration Committee</p> <p>4.10 Standard of Practice Task Force</p> <p><i>A consent agenda is a bundle of items that is voted on, without discussion, as a package. It differentiates between routine matters not needing explanation and more complex issues requiring further discussion. Any Council Member may request to the Chair that an item be removed for discussion.</i></p>	Chair	Motion	3 10 16 17 18 19 21 22 24 26
5.	<p>Council Appointment</p> <p>5.1 Council Report – Appointment of Council Member</p> <p>5.2 Council Report – Newly Appointed Public Members of Council</p>	Chair	Motion	27 32
6.	<p>2017 – 2021 Strategic Plan</p> <p>6.1 Strategic Plan Presentation</p>	Registrar	Update	34

7.	Committee 2018 Work Plans	Chair	Discussion	
	7.1 Overview of Work Plans Presentation			40
	7.2 2018 Work Plans – Executive Committee & Quality Assurance			47
8.	CADTR – Access to Dental Technology	Registrar & Mary Kennedy	Update	
	8.1 ADT Project Presentation & Update			49
9.	Council Professional Development	Chair	Update	
	9.1 2018 Professional Development Opportunities			66
10.	Registrar’s Update	Registrar	Update	
	10.1 Registrar’s Report			69
	10.2 Update on Outreach Initiatives			
11.	Council Meeting Evaluation	Chair	Update	
	11.1 Summary of Previous Council Meeting Evaluations			80
	11.2 Council Meeting Evaluation Form			81
12.	In-Camera Session - Pursuant to Section 7(2)(d) of the HPPC	Chair	Motion	In-Camera
13.	Other Business	Chair		
14.	Next Meeting Dates	Chair		
	14.1 Calendar of Council Meetings			
15.	Meeting Adjournment	Chair	Motion	



106th Council Meeting Minutes

Friday, January 26, 2018, 10:00 am – 2:00 pm
2100 Ellesmere Road, Suite 300, Scarborough, Ontario

Council Members:

Harold Bassford (Public) (Chair)
Michael Karrandjas (RDT)*
Jason Chai (RDT)
Janet Faas (Public)*
George Paraskevopoulos (RDT)
Terence Price (Public)
Derrick Ostner (RDT)

Regrets:

Jeff Donnelly (Public)
Kathryn McAllister (Public)
David Savioli (RDT)
Clark Wilson (RDT)

*attended via teleconference

Staff:

Judy Rigby
Paola Bona
Roderick Tom-Ying (Recorder)

1. Call to Order

The Chair called the meeting to order at 10:25 am. Ms. Faas and Mr. Karrandjas joined via teleconference at 10:26 am.

2. Approval of the Agenda (M)

At the President's request, the agenda would begin at the originally scheduled time of 10:30 am instead of the revised 10:00 am start time.

MOTION: THAT the agenda be approved as amended. The public session started 10:30 am. Agenda item 12 was moved before agenda item 4 so that legal counsel would be in attendance for this item.

Moved by: G. Paraskevopoulos and seconded by T. Price. CARRIED

3. Conflict of Interest Declaration

No conflict of interest was declared.

4. In-Camera Session - Pursuant to Section 7(2)(d) of the HPPC

The President informed members of the public that Council will now enter In-Camera to discuss private personnel matters. He apologized for the inconvenience and informed the public that introductions of guests will occur after the in-camera session. The public were motioned to exit the room.

MOTION: THAT Council move In-Camera at 10:30 am.

Moved by: T. Price and seconded by G. Paraskevopoulos CARRIED

4.1 Approval of 105th Council In-Camera Meeting Minutes

MOTION: THAT the 105th Council In-Camera Meeting Minutes be approved as amended.

Moved by: M. Karrandjas and seconded by G. Paraskevopoulos CARRIED

The President welcomed the invited guests from George Brown College, Ms. Evie Jesin, Professor and Ms. Brittany Baluke, 3rd yr. dental technology student, to the Council meeting.

6.3 Election of the Executive Committee

The Registrar noted the statutory requirements regarding the composition of the Executive Committee as stated in the College By-laws, and that the President and Vice-President are members of the Executive Committee.

The Registrar called for two separate motions to open nominations for the elected members and appointed members of the Executive Committee, beginning with the elected members.

MOTION: To open nominations to elected members for the positions to Executive Committee.
 Moved by: J. Faas and seconded by G. Paraskevopoulos CARRIED

The Registrar confirmed that self-nominations were received from Derrick Ostner and George Paraskevopoulos. Hearing no further nominations, the Registrar called for a motion to close the nominations for elected members on Executive Committee.

MOTION: To close nominations to elected members for the positions on Executive Committee.
 Moved by: T. Price and seconded by H. Bassford CARRIED

Mr. Ostner and Mr. Paraskevopoulos were elected by acclamation to the Executive Committee.

The Registrar then called for a motion to open nominations for appointed members to Executive Committee.

MOTION: To open nominations for appointed members to Executive Committee.
 Moved by: H. Bassford and seconded by T. Price CARRIED

The Registrar confirmed that a self-nomination was received from Janet Faas. Hearing no further nominations, the Registrar called for a motion to close the nomination for appointed members on Executive Committee.

MOTION: To close nominations to appointed members for the position to Executive Committee.
 Moved by: T. Price and seconded by H. Bassford CARRIED

Ms. Faas was elected by acclamation to the Executive Committee.

BREAK 11:26 AM – Executive Committee met to review Committee slate

Mr. Bassford called the meeting back to order at 12:17 pm.

Before moving to the next agenda item Mr. Bassford addressed Council, thanking them for their support during his two-year term as President. Mr. Price stated that in the 3 years that he has served on Council he was impressed with Mr. Bassford's keen awareness of the needs of Council and looked forward to working together for another year.

Mr. Price accepted Mr. Karrandjas's request to act as Chair for the remainder of the meeting.

7. Committee Appointments

7.1 Committee Slate

The Executive presented the 2018 Committee slate for approval.

MOTION: THAT Council approve the 2018 Committee Slate as presented.

Moved by: G. Paraskevopoulos and seconded by D. Ostner CARRIED

7.2 Appointment of Non-Members of Council

MOTION: THAT Council approve the 2018 Committee Slate as presented.

Moved by: G. Paraskevopoulos and seconded by D. Ostner. CARRIED

7.3 Confidentiality Agreements

Council was reminded that confidentiality agreements must be signed annually and returned to the College.

Due to time constraints Mr. Ostner requested that agenda items which required a motion be moved ahead to ensure quorum. Council agreed.

MOTION: THAT Council approve moving agenda items 10 and 11 before agenda item 8.

Moved by: T. Price and seconded by D. Ostner CARRIED

8. Other Business

The Registrar informed Council that Vincent Chan, member for electoral district 1, will regrettably have to withdraw from his Council and Committee duties due to health issues. Mr. Chan has agreed to remain on Council until a decision is made on filling the vacant seat. The Registrar highlighted the work he has helped accomplish at the College with all the Committees he has served on and his outstanding contributions to the College including his input on the 2017-2021 strategic plan. On behalf of the Council, the Registrar thanked him for his incredible contributions.

In accordance with the By-laws regarding vacancies less than 12 months from end of term, the Registrar presented Council with the options available to them for decision. The Registrar reminded Council that Mr. Daniel Choi, RDT had self-nominated for District 1 elections and if Council approved would be asked for an expression of interest in filling the pending vacancy. Council agreed that this was the most suitable option.

MOTION: THAT Council authorizes the Registrar to determine the eligibility of Members who have already expressed interest for appointment to District 1.

Moved by: T. Price and seconded by H. Bassford. CARRIED

9. Terms of References

The Registrar provided an overview of the terms of reference documents noting that they were updated and approved by Council in 2016 as one of the Towards Transformation action plans. As part of the annual work plan each Committee reviewed its terms of reference and made revisions where necessary. Council agreed to review the Committee terms of reference annually as a matter of good practice and governance.

MOTION: THAT Council set the annual policy review of the Committee(s) Terms of Reference for the first meeting of the Council of every year.

Moved by: J. Faas and seconded by J. Chai CARRIED

12. Registrar's Update

The Registrar indicated that the majority of her update had already been provided in the previous agenda item. At this time the Registrar took the opportunity to thank Mr. Bassford for his support in making our Council one of the best. She thanked him for his sage advice along the way and his uplifting sense of humor which was needed as the College undertook its work towards transformation.

Mr. Bassford asked to address Council. He expressed concerns over the lack of in-person attendance at Council meetings due to the increased use of teleconference. Reference was made to a survey completed by other FHRCO Colleges that noted most Colleges only allow for Council members to teleconference under extenuating circumstances. Mr. Bassford is hopeful that this can be discussed further at future Council meetings.

13. Next Meeting Dates

Council agreed to canvass availability for the 2018 Council meetings using Doodle Poll. Ms. Faas asked that Committee meetings be grouped together to cut down on the number of travel dates. The College remarked that once Council dates are selected, staff can meet and select corresponding Committee dates. It was agreed that Friday meetings were preferable.

H. Bassford advised that he will send out In-camera minutes to M. Karrandjas.

14. Council Meeting Evaluation

Staff presented the Council meeting evaluation form, explained the new procedure and requested that the forms be filled out promptly and returned to the College as soon as possible.

15. Meeting Adjournment

Mr. Price, the Chair, called for the meeting be adjourned at 1:18 PM.

Confirmed by:

Signature of Chair

Date



EXECUTIVE COMMITTEE REPORT

April 13, 2018

Committee Members:

Michael Karrandjas, Professional Member - President
Terence Price, Public Member – Vice President
Janet Faas, Public Member
Derrick Ostner, Professional Member
George Paraskevopoulos, Professional Member

Committee Mandate:

The Executive Committee supports Council in advancing the College's strategic objectives. Between Council meetings, the Executive Committee may exercise all the powers and duties of the Council with respect to any matter that requires immediate attention, other than the power to make, amend or revoke a regulation or By-Law.

Meetings:

Since the report provided at the December 8, 2017 Council meeting, the Executive Committee has held one meeting on March 23, 2018.

For Information

1. Committee Training and 2018 Work Plan

The Committee received its annual orientation training from the Registrar, who highlighted the roles and responsibilities, the meeting schedule, and priorities for the year ahead. The Committee had a fulsome discussion of the priorities and objectives it should tackle in 2018 and has agreed to a work plan for the year. The work plan is derived from the four pillars of success for the College which are: the 2017-2021 Strategic Plan, Communication Strategy; Operational Excellence; and Policy. Key highlights of the work plan include:

- Completing the Governance Policy Manual and member orientation manual to assist with the onboarding of new Council members
- Developing and implementing a Human Resource policy with procedures
- Finalizing an occupancy strategy for CDTO in advance of August 31, 2018

- Creating effective strategic professional relationships with stakeholders through a communication plan which includes networking events, conference attendance and scheduling keynote speakers for Council meetings
- Strengthening inter-professional collaboration provincially to achieve savings and efficiencies in program delivery and advance our work in achieving our public protection mandate

2. Financial and Management Reporting & Budget Assumptions

The Committee received a management report on the full year financial projection, based on actual results to January 31, 2018, against the approved operating budget and strategic initiatives budget (Appendix 1). The Registrar explained that the projected operating loss of approximately \$35,000 against the approved 2017-2018 operating budget is primarily due to estimates for future costs of open complaints and discipline cases at August 31, 2018 and one-time employment related costs, neither of which are predictable. Budgets will be reviewed for upsides which do not impede quality of program delivery. The Strategic Initiative Project budget of approximately \$178,000 (carryforward plus 2017-2018 approved budget) will be underspent by approximately \$103,000 due to the extended timelines for the Access to Dental Technology project and the Strategic plan action plan. The Registrar also provided the Committee with a brief overview of the high-level budget assumptions, which staff will use when formulating the 2018-2019 program and support budgets (Appendix 2).

The Committee was satisfied with the management report and thanked the Registrar for the timely update.

3. Executive Committee Terms of Reference

The mandate of the Executive Committee was reviewed in depth with a recommendation to revise the Committee's mandate to include the responsibility of ensuring proper governance and human resources policies are in place. The Committee acknowledged the distinct role between the human resource administration and governance oversight.

4. Registrars Performance Goals 2017-2018

The Committee briefly discussed the Registrar Performance Evaluation policy the requirement for the Registrar to set out her goals for the current fiscal against which her achievements would be evaluated at the end of the fiscal year. This would be used by the Committee in setting the Registrars compensation as set out in their terms of reference. The Committee agreed that the President and Registrar should complete the review after which it would be presented to the Committee to recommend to Council for review and comments.

5. Occupancy

The Committee received a report detailing the background of the College's current occupancy lease that is set to expire on August 31, 2018. The Registrar provided three occupancy options based on costs associated with annual lease costs, moving expenses, effective space utilization, location for Council & staff, other College collaboration for

costs sharing and parking. These are:

1. Remain at current location, demise space by 46% and renegotiate lease
2. Maintain status quo and renegotiate lease
3. Pursue collaborative space solution with CDO and CDHO for January 2019

The Committee received a presentation from Mr. Mike Hewlett, a real estate and leasing consultant, assisting CDTO with its occupancy options. Mr. Hewlett highlighted his role in assisting clients with getting a fair deal during lease negotiations and the importance of lease opt out clauses that would minimize unforeseen future costs and maximize flexibility for the College, such as early termination, should the need arise.

The Committee discussed the three options presented and tasked the Registrar with exploring additional options of purchasing or leasing another similar sized unit in the vicinity of the current College location. The Committee will further explore the options at its next meeting noting the urgency on presenting a recommendation to Council for decision.

6. Registrar's Update

The Registrar provided the Committee with an update on the progress of various initiatives undertaken through professional collaboration, the Ministers consultations on proposed regulation changes under Bill 87 and the full implementation plan of the Member database.

The Registrar will provide an update to Council on the progress of these initiatives to date.

APPENDIX:

1. Management Reporting – Operations and SIP
2. Budget Assumptions

2017-2018

	Approved Budget	Projection	Projection vs. Budget Variance		Actuals 2016-2017	Variance 2017-2018 vs 2016-2017	
	\$	\$	\$	%	\$	\$	%
Revenues							
Registration	\$ 865,632	872,870	7,238	0.8%	858,011	14,859	1.7%
Examination	\$ 91,922	93,526	1,604	1.7%	83,404	10,122	12.1%
Laboratory supervision fees	\$ 40,404	39,427	(977)	-2.4%	40,383	(956)	-2.4%
Investment income	\$ 29,132	29,132	0	0.0%	29,351	(219)	-0.7%
Administration							
TOTAL REVENUE	1,027,090	1,034,955	7,865	0.8%	1,011,149	23,806	2.4%
Expenses							
Registration	\$ 12,400	21,766	(9,366)	-75.5%	12,548	(9,218)	-73.5%
Examination	\$ 85,295	79,089	6,206	7.3%	79,114	25	0.0%
Laboratory Supervision Fees	\$ 28,216	28,030	186	0.7%	28,295	265	0.9%
Quality Assurance	\$ 15,250	12,548	2,702	17.7%	8,179	(4,369)	-53.4%
Complaints, Discipline	\$ 55,595	63,948	(8,353)	-15.0%	56,869	(7,079)	-12.4%
Patient Relations	\$ 1,800	1,643	157	8.7%	899	(744)	-82.8%
Administration	\$ 270,292	270,292	0	0.0%	262,830	(7,462)	-2.8%
Human Resources	\$ 542,131	570,982	(28,851)	-5.3%	556,248	(14,734)	-2.6%
Communications (Publications)	\$ 4,687	2,747	1,940	41.4%	1,361	(1,386)	-101.8%
Legislation & Policies	\$ 8,500	8,500	(0)	-0.0%		(8,500)	#DIV/0!
Total Expenses	1,024,166	1,059,545	(35,379)	-3.5%	1,006,343	(53,202)	-5.3%
Excess of revenues over expenses before the following	2,924	(24,590)	(27,513)		4,806	(29,396)	-611.7%
Amortization (net of deferred revenue)	2,924	2,924	(0)	-0.0%	3,382	458	13.5%
Recovery of misappropriated funds							
Surplus/ (Deficit) from Operations	0	(27,514)	(27,513)		1,424	(28,938)	-2032.2%
Strategic initiatives and project (Special Projects 2016-17 Cfdw & 2017-18 New)	-	75,932	(75,932)		78,022	2,090	2.7%
Surplus/ (Deficit) from Operations after Special Projects	0	(103,446)	(103,445)		(76,598)	(26,848)	35%

Projections are based on actual results to January 31, 2018

**COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO
STRATEGIC INITIATIVES**

	Cfwd to 2016-2017			2016 - 2017			2017 - 2018				
	Approved Budget	Actual	Cwfd	Budget Approved	Actual to Aug 31	Balance	Balance Carry Forward	Final Budget (appr. 9/22/17)	Budget Transfer In-Year	Full Year Projection	(Over)/ Under Spending
Special Project(s):											
Transparency Project	\$ 120,000	\$ 102,667	\$ 17,333	\$ -	\$ -	\$ 17,333	\$ 17,333		\$ (5,000)		\$ 12,333
Database - Origami	\$ 147,500	\$ 110,745	\$ 36,755	\$ -	\$ 36,755	\$ -	\$ -	\$ 28,683		\$ 31,871	\$ (3,188) <i>Note 1</i>
Website - Origami	\$ 15,000	\$ 11,300	\$ 3,700	\$ -	\$ 3,673	\$ 27	\$ 27				\$ 27
Regulations - Registration and Quality Assurance	\$ 32,488	\$ -	\$ 32,488	\$ -	\$ -	\$ 32,488	\$ 32,488				\$ 32,488
Examinations - Blueprint Development	\$ 20,000	\$ -	\$ 20,000	\$ -	\$ -	\$ 20,000	\$ 20,000			\$ 20,000	\$ - <i>Note 2</i>
Quality Assurance - Standards of Practice	\$ 31,316	\$ 8,039	\$ 23,277	\$ -	\$ 17,004	\$ 6,273	\$ 6,273	\$ 31,317	\$ 5,000	\$ 11,273	\$ 31,317 <i>Note 3</i>
Quality Assurance - QAP Review	\$ 8,000	\$ -	\$ 8,000	\$ -	\$ -	\$ 8,000	\$ 8,000				\$ 8,000
Strategic Planning	\$ -	\$ -	\$ -	\$ 45,000	\$ 20,590	\$ 24,410	\$ 24,410			\$ 2,000	\$ 22,410
Capital Investment - IT	\$ 20,000	\$ 7,545	\$ 12,455	\$ -	\$ 2,293	\$ 10,162	\$ 10,162			\$ 10,788	\$ (627) <i>Note 4</i>
Total*	\$ 394,304	\$ 240,295	\$ 154,008	\$ 45,000	\$ 80,315	\$ 118,693	\$ 118,693	\$ 60,000	\$ -	\$ 75,932	\$ 102,761

*** To be funded from Internally Restricted for Strategic Initiatives**

1. Database - Consultant retained as Project Manager to end of January/18. Needed until August 31/18.
2. In-Kind contribution to ADT project
3. QA Standards of Practice - Phase 2 includes SOP Framework and Practice Standards. Only Phase 1 to be completed by August 31/18
4. Purchase pre-owned furniture for space redesign

Budget Assumptions

Operating Budget:

- Registration and examination volume projections are based:
 - On historical trends for the past three years and GBC cohort
- All fees are increased on September 1st by the percentage change increase in CPI in Canada, which is 1.7% for all items for January 2018 as published by Statistics Canada – will be monitored
- Registration examination program budget must be cost neutral without increasing registration fees
- Operating costs related to Strategic Initiatives are included in the operating budget
- Expenses reflect cost savings realized through efficiencies (example: reduction in office supplies with implementation of e-communication, renegotiated lease)
- Expenses include applicable sales tax (PST/HST)
- One-time funding from unrestricted net assets (surplus) are not used to balance the budget

Strategic Initiatives Project Budget

- One time special projects are funded from reserves internally restricted for strategic initiatives and not in-year fees/ revenues
- Derived from the Strategic Plan and Committee Work Plans



DISCIPLINE COMMITTEE REPORT

April 13, 2018

Committee Members:

Pursuant to the College By-Laws, every member of Council is a member of the Discipline Committee.

Non-Council Committee Members:

Andreas Sommers, Professional Member
Igor Kobierzycki, Professional Member

Committee Mandate:

The Discipline Committee is responsible for determining whether members of the profession have committed professional misconduct and/or are incompetent. Matters are referred from the Inquiries, Complaints and Reports Committee to the Discipline Committee. The Discipline Committee conducts hearings, through panels selected by the Chair, in a fair and impartial manner. The panel provides reasonable and fair dispositions based exclusively on evidence admitted before it.

Meetings and Hearings:

There have been no hearings since the last report to Council on December 8, 2017.

For Information

1. Referral from the Inquiries, Complaints and Reports Committee to the Discipline Committee

Two new referrals to the Discipline Committee have been made since the last reporting period. The hearing date for both matters is still TBD.

2. Hearings Held During the Reporting Period

No hearings have been held during the reporting period.

3. Appointment of Committee Chair

The Committee unanimously appointed Terence Price as the Chair of the Discipline Committee.



EXAMINATIONS COMMITTEE REPORT

April 13, 2018

Committee Members:

TBA, Professional Member

Harold Bassford, Public Member

Igor Kobierzycki, Professional Member (Non-Council)

Committee Mandate:

The Examinations Committee is responsible for developing, approving and administering fair and consistent Registration Examinations which provide a reliable and valid measure of the candidate's competency in knowledge, skills and ability for the practice of dental technology in Ontario. The Committee determines eligibility of examination applicants referred by the Registrar and reviews examination appeals by applying transparent, fair and consistent policies and procedures. The Committee also oversees the Examination Task Force and the Written Examination Task Force.

Meetings:

Since the report provided at the December 8, 2017 Council meeting, the Examinations Committee has not met.

For Information:

- There are none at this time.



FITNESS TO PRACTICE COMMITTEE REPORT

April 13, 2018

Committee Members:

Harold Bassford (Public)
Michael Karrandjas (RDT)
Jason Chai (RDT)
Jeff Donnelly (Public)
Janet Faas (Public)
Joanne Kranyak (Public)
George Paraskevopoulos (RDT)
Terence Price (Public)
David Savioli (RDT)
Clark Wilson (RDT)
Derrick Ostner (RDT)
Kiran Qureshi (Public)

Committee Mandate:

The Fitness to Practise Committee hears allegations relating to Members who may be incapacitated, by reason of physical or mental condition or disorder, and whose health condition or disorder may interfere with his or her ability to practise safely and in the interest of the public. A panel of the Fitness to Practice Committee adjudicates whether the Member is, in fact, incapacitated and, if so, what terms, conditions or limitations are to be placed on his or her certificate of registration, including whether the Member should be practicing at all.

Given the personal health information that is often at issue in such hearings, they are closed to the public.

Meetings and Hearings:

The Fitness to Practise Committee has not met since the last Council meeting on December 8, 2017 as there were no FTP matters to discuss. To date, no hearings have been held by the Fitness to Practise Committee.

For Information:

- There are none at this time.



INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE REPORT

April 13, 2018

Committee Members:

Jeff Donnelly (Public) (Chair)
Harold Bassford (Public)
Michael Karrandjas (RDT)
David Savioli (RDT)
Clark Wilson (RDT)
Andreas Sommers (RDT, Non-Council Member)

Committee Mandate:

The Inquiries, Complaints and Reports Committee (ICRC) investigates formal complaints, Registrar's Reports and referrals from the Quality Assurance Committee, for concerns regarding acts of professional misconduct, incompetence or incapacity. A panel of the ICRC makes decisions regarding matters before it that can include referring the matter to the Discipline Committee, requiring the Member to appear before the panel to be cautioned, or to take no further action.

Meetings and Hearings:

There have been two meetings held by a panel of the ICRC since the last report to Council on December 8, 2017.

For Information

1. Professional Development and Training

Shirelle Goodman, Coordinator of Professional Conduct (Ms. Goodman) has put together a comprehensive training binder for onboarding new ICRC members. This training binder has been distributed to ICRC members.

Ms. Goodman is also in the process of organizing specialized training for dealing with matters involving allegations of sexual abuse. She has found a number of other College's interested in the training so that the costs can be mitigated.

Training was provided to the ICRC Committee on April 5, 2018.

2. Formal Complaints

Four new formal complaints were received during this reporting period. Two formal complaints carried over from the former reporting period. A decision has been rendered on both matters that were carried over from the former reporting period.

One formal complaint has been referred to the Discipline Committee during the reporting period.

3. Registrar's Reports

One new Registrar's Report was initiated during the reporting period. One Registrar's Report was carried over from the previous reporting period, and a final decision reached on this matter.

One matter brought by way of Registrar's Report has been referred to the Discipline Committee during this reporting period.

4. Quality Assurance Committee Referral

During this reporting period, there were no new referrals from the Quality Assurance Committee to the ICRC.

5. Health Professions Appeal and Review Board

The complainant or the member who is the subject of the complaint may request the Health Professions Appeal and Review Board (HPARB) to review a decision of a panel of the ICRC (unless the decision was a referral of an allegation of professional misconduct to the Discipline Committee or incompetence to the ICRC for incapacity proceedings) within 30 days of receiving the decision. HPARB has no right to review decision made on Registrar's Reports.

During the reporting period, one case was appealed to HPARB. HPARB has not yet made a decision on the matter.



PATIENT RELATIONS COMMITTEE REPORT

April 13, 2018

Committee Members:

Harold Bassford, Public Member
Jason Chai, Professional Member
Jeff Donnelly, Public Member
Joanne Kranyak, Public Member
David Savioli
Clark Wilson

Committee Mandate:

The Patient Relations Committee promotes and enhances relations between the College, its members, other health colleges, stakeholders and the public. The Committee is responsible for the Patient Relations program that must include measures for preventing and dealing with sexual abuse of patients.

Meetings:

There has been one meeting held since the last committee report on December 8, 2017.

For Information

1. Public Engagement – Face Behind the Smile

The “Face Behind the Smile” brochure that was approved by the Patient Relations Committee on October 27, 2017 has been printed. A strategy for distribution that will best serve the interests of the public will be discussed at the next meeting of the Patient Relations committee.



QUALITY ASSURANCE COMMITTEE REPORT

April 13, 2018

Committee Members:

Derrick Ostner, Professional Member, Chair
Terence Price, Public Member
Janet Faas, Public Member
Jason Chai, Professional Member
George Paraskevopoulos, Professional Member
Igor Kobierzycki, Professional Member (Non-Council)
Joanne Kranyak, Public Member

Committee Mandate:

The Quality Assurance Committee is responsible for ensuring Members provide quality service to the public by practicing according to the standards and policies of the College. The Quality Assurance Committee oversees and implements the Quality Assurance Program. The goal of the program is to promote continuing competence of dental technologists by encouraging them to continually upgrade their knowledge, skills and judgement throughout their professional careers.

Meetings and Hearings:

Since the report provided at the December 8, 2017 Council meeting, the Quality Assurance Committee has held one meeting on March 23, 2018.

For Information

1. Committee Orientation Training

Derrick Ostner was reelected as the Chair of the Committee. The Chair welcomed the new committee slate with the addition of the following members: G. Paraskevopoulos, T. Price and J. Kranyak. The Committee received detailed orientation training from staff and reviewed the relevant regulations and statutory requirements pertaining to quality assurance. The Committee also reviewed its Terms of Reference and noted its mandate.

2. SPDP Program

The Committee has concluded its 2015-2017 SPDP program with all 214 members who were required to submit proof of 90 CEPD point requirements reviewed. A summary of the 2015-2017 program is found below:

Total Required to submit by August 31, 2017	214
Members retired Aug 31, 2017 and did not submit	7
SPDPs received by August 31, 2017	167
Late SPDPs received Sept 2017 – November 2017	39
Outstanding SPDPs resolved by the QA Committee	1

The Committee has launched the 2016-2018 SPDP program based on the approved timeline that it agreed to in 2017. This cycle consists of the period spanning September 1st, 2016 – August 31st, 2018. Members in this cycle are marked as Cycle B.

159 Members will be asked to submit their SPDP forms by August 31st, 2018. Of the 159 members, 19 of them will be first time submitters. The Quality Assurance Committee looks forward to providing Council with an update on the SPDP program at its next meeting.

3. 2018 Work Plan & Peer Assessor Criteria Matrix

The Quality Assurance Committee has now finalized its Peer Assessor Criteria Matrix – this document sets out the minimum requirements required of potential peer assessor candidates before they can be appointed as peer assessors. Based off of the Examinations/Registration volunteer criteria matrix, it will be used moving forward as the Quality Assurance Committee seeks to recruit new assessors.

At the last meeting of the Quality Assurance Committee, the committee has agreed to a 2018 work plan. The work plan consists of elements from the 2017-2021 Strategic Plan and operational priorities. Highlights of the work plan include:

- Launching an online QA module for member’s submission of SPDP/PDP and tracking of CEPD points
- Redesigning the current SPDP/PDP forms
- Launching the 2016-2018 SPDP program
- Identifying recommendations for changes to QA regulations to allow for the exploration and implementation of a future best practice QA program



REGISTRATION COMMITTEE REPORT

April 13, 2018

Committee Members:

Terence Price, Public Member, Chair
Jeff Donnelly, Public Member
Michael Karrandjas, Professional Member
George Paraskevopoulos, Professional Member
David Savioli, Professional Member

Committee Mandate:

The Registration Committee is responsible for developing and implementing transparent, objective, impartial and fair registration policies and procedures. The Committee decides on the eligibility of applicants for registration referred by the Registrar in an equitable and consistent manner for all Applicants. It also reviews candidate requests for additional examination attempts under the College's Examination Regulation.

Meetings:

Since the report provided at the December 8, 2017 Council meeting, the Registration Committee has held one meeting on March 23, 2018.

For Information

1. Committee Updates

Mr. Terry Price was elected as Committee chair by acclamation. The Chair welcomed the returning committee members and its newest elected member David Savioli to the 2018 Registration Committee slate.

2. Committee Training

The Committee received orientation training which included the roles and responsibilities of the Committee, Members and Staff, meeting schedule, priorities for the year ahead and Committee Toolkit. The Toolkit materials were reviewed with an emphasis on the registration related sections of the Code, College regulations, exemptible and non-exemptible registration requirements, by-laws and policies. As

well, the Toolkit provides reference materials for the Office of the Fairness Commissioner, Health Professions Appeal & Review Board and Federation of Health Regulatory Colleges of Ontario website.

3. Committee Goals & Work Plan

Reviewed the draft Registration Committee Work Plan for 2018 taking into account the College's strategic initiatives, policy development, communication strategies and operational goals. The Committee agreed to finalize the Work Plan at their next scheduled meeting.

4. Reviewed & Considered

The Committee reviewed and approved the following items:

- Committee Terms of Reference with one minor amendment,
- Upgrading/Remediation Procedure (E04-P01) and Forms,
- Time Limitation for Validity of Examination Results Policy (E06-P01), and
- Upgrading/remediation proposal submitted by a candidate.

The Committee received the Health Professions Appeal and Review Board's (HPARB) Order and Reasons decision regarding an appealed Committee decision to deny registration. HPARB confirmed the Registration Committee's decision and recommended that in future the Committee consider "section 22.18(4)2 of *the Code* to ensure that the public interest and professional standards are upheld by the College's registration process in the inter-provincial mobility context". The Committee noted HPARB's recommendation during its discussion regarding proposed revisions to the Registration Regulation.

5. Received Updates

The Committee received an update on activities of the Office of the Fairness Commissioner (OFC) regarding the annual submission of the Fair Registration Practices Report and 2017-2018 Assessment Cycle.



STANDARD OF PRACTICE TASK FORCE REPORT

April 13, 2018

Ad-Hoc Committee Members and Facilitator:

Jim Dunsdon (Facilitator, Lead)
Andre Dagenais, Professional Member (Non-Council)
Michael Karrandjas, Professional Member
Janet Faas, Public Member
Ashley Stevens, Professional Member (Non-Council)

Committee Mandate:

The Standard of Practice Task Force functions as an ad-hoc committee of Council. The Task Force is responsible for reviewing and making recommendations to modify the current Standards of Practice documents as appropriate.

Meetings:

The Standard of Practice Task Force has not met since the last report to Council on December 8, 2017. The Task Force last met on August 31, 2017.

For Information:

- There are none at this time.



College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario

COUNCIL REPORT

Date Report Authored: April 3, 2018

SUBJECT: Resignation and New Appointment of Member to Council
PREPARED BY: Judy Rigby, Registrar

Recommendation(s) to Council:

Public:	<input checked="" type="checkbox"/>	Action:	Information	<input type="checkbox"/>
In-Camera:	<input type="checkbox"/>		Decision	<input checked="" type="checkbox"/>

RECOMMENDATION(S):

THAT the report dated April 3, 2018 entitled, "Resignation and New Appointment of Member to Council" be received;

AND THAT having received Mr. Vincent's resignation, Council hereby disqualify Mr. Vincent Chan pursuant to section 10.31(i) of the By-laws, to take effect on April 13, 2018;

AND THAT the Council appoint Mr. Daniel Choi, Member to fill the vacant seat for Electoral District 1 for the remaining term, to take effect on April 13, 2018;

AND THAT the Council appoint Mr. Daniel Choi, Member to the Examination Committee and the ICRC Committee for the remaining term, to take effect on April 13, 2018;

AND THAT Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of this report is to ask Council to receive and accept Mr. Chan's letter of resignation and in accordance with the College By-laws hereby disqualify Mr. Chan. Council is also being asked to consider Mr. Choi's expression of interest and appoint Mr. Daniel Choi as an elected member to Council for Electoral District 1. Council is also being asked to appoint Mr. Daniel Choi to the Examinations and ICRC Committee(s) for the duration of 2018.

BACKGROUND:

On December 8, 2017 Vincent Chan, elected member for district 1, tendered a letter of resignation to the College, for reasons of poor health, which would take effect when another eligible Member was chosen to replace him. The Registrar notified Council at its 106th meeting held on January 26, 2018. Council considered the three options available when the seat of an elected Member becomes vacant less than 12 months before the expiry of the member's term of office and authorized the Registrar to determine the eligibility of Members who have already expressed interest for appointment to Electoral District 1.

OPTIONS/ FOR DISCUSSION:

Upon consideration of Mr. Daniel Choi's biography (Appendix 1), eligibility for appointment to Council and Conflict of Interest questionnaire and acknowledgement (Appendix 2), Council may choose to:

1. Accept and appoint Mr. Daniel Choi, Member to Council to fill the vacant seat for Electoral District 1;
2. Instruct the Registrar to continue the search for Members who have already expressed interest for appointment to District 1 and determine the eligibility of those candidates; or
3. Direct the Registrar to hold a by-election in accordance with the By-Laws.

The Registrar recommends that Council choose option 1.

FINANCIAL CONSIDERATIONS:

Not applicable

HUMAN RESOURCES CONSIDERATIONS:

Not applicable

RISK CONSIDERATIONS:

Not applicable

ACCESSIBILITY CONSIDERATIONS:

Not applicable

ALIGNMENT WITH STRATEGIC PRIORITIES/ OBJECTS OF COLLEGE:

Aligns with the RHPA and the College's By-laws.

BUSINESS UNITS CONSULTED:

Not applicable

ATTACHMENTS:

Appendix 1: Bio for Mr. Daniel Choi, RDT

Appendix 2: Eligibility for Appointment and Conflict of Interest for Mr. Daniel Choi



Daniel Choi, RDT

Daniel Choi has been registered with the College since 2012 after graduating with honours from the Dental Technology Program at George Brown College. Daniel is an active participant in the dental technology community and wishes to promote a stronger support network amongst RDTs. As the owner and operator of Diamond Dental Laboratories in Toronto, he has been in the industry since 2005. Daniel is committed to bringing his passion for dental technology onto Council and fulfilling the College's mandate of protecting Ontarians.



College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario

ELIGIBILITY FOR APPOINTMENT TO COUNCIL

Purpose of this Declaration

In accordance with article 10.35 (ii) Filling of Vacancies of the College By-Laws, Council may choose to fill the seat of an Elected Member which becomes vacant less than 12 months before the expiry of the Member's term of office by appointing a Member who meets the criteria for eligibility for election set out in article 10.05. Eligibility includes completing and returning a conflict of interest questionnaire.

Declaration of Eligibility for Election

I declare that I meet the eligibility for appointment criteria as set out in Article 10.05 of the CDTO By-laws which read as follows:

A Member is eligible for election to Council if the Member has been nominated in accordance with these By-Laws, has completed and returned the conflict of interest questionnaire and if, on the deadline for the receipt of nominations and up to and including the date of the election,

- (i) the Member resides in Ontario;
- (ii) the Member holds a certificate of registration in the General Class;
- (iii) the Member is engaged in the practice of dental technology in the electoral district in which he or she is nominated,
- (iv) or if the Member is not engaged in the practice of dental technology, the district for which he or she is nominated is the location of the Member's principal residence;
- (v) the Member is not nominated in more than one district;
- (vi) the Member is not in default of payment of any fees to the College;
- (vii) the Member is not the subject of any disciplinary, incompetency or incapacity proceeding;
- (viii) the Member has not been the subject of any professional misconduct, incompetence or incapacity finding in the preceding three years;
- (ix) the Member's certificate of registration is not subject to a term, condition or limitation imposed by the College;
- (x) a period of six years has elapsed since the Member complied with all aspects of an order imposed by the Discipline or Fitness to Practice Committee;
- (xi) the Member's certificate of registration has not been revoked or suspended, other than for non-payment of fees, in the six years preceding the date of nomination;
- (xii) the Member has not been disqualified from Council or a Committee within the preceding three years;
- (xiii) the Member has agreed to resign and does, before taking office, any position such as director, owner, board member, officer or employee that the Member holds with a Professional Association;
- (xiv) the Member is not a member of a council of any other college regulated under the RHPA;
- (xv) the Member is not currently and has not been for the previous year an employee of the College;
- (xvi) the Member does not have a conflict of interest to serve as a member of Council or has agreed to remove any such conflict of interest before taking office; and
- (xvii) the Member is not in any default of returning any required form or information to the College.

I further agree to complete a conflict of interest questionnaire and to notify the College if I no longer meet the eligibility criteria on the date of appointment to Council.

Dated this 05 day of February, 2018 at Toronto, Ontario
(day) (month) (year) (City/Town) (Province)

DANIEL CHOI #1751
Name (please print) and Registration #

[Signature]
(Signature)

Conflict of Interest Questionnaire and Acknowledgement

1. Are you a member of a council of any other college regulated under the Regulated Health Professions Act, 1991?
 No
Yes - Explain below

2. You or any family member hold, or have held, within the previous year, any of the following positions with the College: examiner, peer and practice assessor, investigator and/or staff?
 No
Yes - Explain below

3. Do you hold a position of responsibility such as director, owner, board member or officer in or is an employee of any Professional Association? ("Professional Association" means an organized group of individuals who promote and advocate for the interests of the profession related to dental technology, dentistry, denturism or other dental profession, but does not include a school whose sole purpose is to educate)
 No
Yes - Explain below

4. Do you or any family member hold a position of responsibility such as director, owner, board member or officer in or is an employee of another organization where his or her duties may reasonably be seen as influencing his or her judgment in matters under consideration by Council or its Committees?
 No
Yes - Explain below

I understand that upon appointment or election, and annually thereafter if requested, every Council and Committee member shall fully complete and deliver to the Registrar a form, available from the Registrar, declaring any affiliations, interests or relationships that could give rise to a real or potential conflict of interest.

I certify that the statements made on all pages of this questionnaire are complete and accurate to the best of my knowledge. I understand that making a false or misleading statement on this questionnaire could result in the rejection of my nomination or disqualification from Council.

I understand that the College of Dental Technologists of Ontario has the right to request additional information with respect to my nomination.

Dated this 05 of February, 2018 at Toronto, Ontario
Day Month Year City/Town Province

DANIEL CHOI #1751
Full Name (Please Print) and Registration #

[Signature]
Signature



COUNCIL REPORT

Date Report Authored: April 3, 2018

SUBJECT: Newly Appointed Public Members to Council
PREPARED BY: Judy Rigby, Registrar

Recommendation(s) to Council:

Public:	<input checked="" type="checkbox"/>	Action:	Information	<input checked="" type="checkbox"/>
In-Camera:	<input type="checkbox"/>		Decision	<input type="checkbox"/>

RECOMMENDATION(S): None

PURPOSE:

The purpose of this report is to introduce our two new public appointments to Council since January 2018.

BACKGROUND:

In order for Council to meet and make critical decisions regarding governing policies and practices, comply with the Office of the Fairness Commissioner's recommendations and other Ministry directed initiatives, it must be properly constituted.

According to section 5 of the Dental Technology Act, 1991 this requires that the Lieutenant Governor of Council appoint a minimum of five persons to the CDTO Council. Since 2012 the College's Council has not been constituted twice and has been compromised in its duty to uphold its mandate to serve and protect the public interest.

Since November 2014 the Registrar has worked collaboratively with Thomas Boyd, Public Appointments Unit (PAU) Manager, Ministry of Health and Long-Term Care and his staff to ensure that renewal terms are addressed in a timely manner, to source and recommend potential individuals interested in serving on CDTO Council, and to ensure that Order in Council (OIC) are not revoked prematurely.

RESIGNATIONS AND NEW APPOINTMENTS:

In October 2017 the Registrar received a letter of resignation for personal reasons from Ms. Kathryn Hackney. At that same time Mr. Keith Tarswell informed the Registrar that he would not be able to serve on Council for a second term for health reasons.

College staff contacted the PAU immediately providing a contact information and resumes of individuals interested in serving on Council. The PAU took steps to ensure that CDTO Council would remain constituted by delaying the revocation of Ms. Hackney's OIC until a suitable replacement was appointed.

On February 8, 2018 the Registrar received the OIC for Ms. Joanne Kranyak followed by a second OIC for Ms. Kiran Qureshi effective March 21, 2018.

Ms. Joanne Kranyak

Joanne Kranyak is a lifelong resident of Thunder Bay and Northwestern Ontario. As a Certified Human Resources Leader (CHRL), her career has encompassed a rich blend of experience in progressively responsible positions in the hospital, education, government, and electricity sectors, over a career spanning over 34 years. In addition to a three-year diploma in Human Resources Management from Confederation College, Ms. Kranyak completed the Advanced Human Resources Program from the Rotman School of Business, University of Toronto, and also has an Executive Certificate in Conflict Management from the University of Windsor Law School. Although her career has taken her many different places, Ms. Kranyak is proud to be born and raised in Thunder Bay. She is a strong community builder and supporter as evidenced in her past roles as Vice-Chair of the Board of Governors at Confederation College of Applied Arts and Technology, Board member of Our Kids Count and Youth Employment Services, as well as President, Past President, and Executive Member of the Human Resources Professional Association of Northwestern Ontario.

Ms. Kiran Qureshi

Ms. Qureshi obtained a Bachelor of Law degree from Osgoode Hall Law School, York University in 2007 and was admitted to the Ontario Bar in 2008. She also holds a degree in finance and economics from Western University in London, Ontario.

Over the past 10 years Kiran has assisted with trials before the Superior Court of Ontario and matters before the Workplace Safety and Insurance Appeals Tribunal, the Canada Pension Tribunal and the Financial Services Commission of Ontario. She is currently employed at Carranza, LLP specializing in personal injury and disability litigation. She has also served on the Board for the Settlement Assistance and Family Support Services (SAFSS), a not-for-profit agency that resettles newcomers to Canada.

It is with great pleasure that the College welcomes these two very distinguished public appointees to the CDTO Council.

OPTIONS/ FOR DISCUSSION: Not applicable.

FINANCIAL CONSIDERATIONS: Not applicable

HUMAN RESOURCES CONSIDERATIONS: Not applicable

RISK CONSIDERATIONS: Not applicable

ACCESSIBILITY CONSIDERATIONS: Not applicable

ALIGNMENT WITH STRATEGIC PRIORITIES/ OBJECTS OF COLLEGE:

Aligns with the RHPA and the College's By-laws.

BUSINESS UNITS CONSULTED: Not applicable

ATTACHMENTS: None



Update on Strategic Plan 2017 – 2021

Road Map

35

Mission

To protect the public interest by providing leadership and by setting and enforcing the ethical and professional standards of its members, the Registered Dental Technologists of Ontario



College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario

Strategy "At a Glance" (2017-2021)

Vision

The CDTO is known as a regulatory leader of tomorrow and RDTs are viewed as integral members of the oral health care team, inspiring public trust and confidence.

We have earned this reputation by:

- Raising **public awareness and outreach**;
- Creating a **clear scope of practice** for all RDTs;
- Securing sustainable **membership enrolment and growth**;
- Ensuring **members understand the role and value** of College;
- Defining the **role of benchworkers**;
- Increasing awareness of the risks of **illegal labs**;
- Setting **high professional standards**

We measure our progress on our vision by:

- Members have "bought" into our redesigned QA program
- 15% increase in members
- 100% of candidates who successfully complete exam become licensed within one year
- Scope of practice clearly defined for all RDTs and known by dentists, insurance cos. and other HCPs
- Recognition of the Laboratory Supervision stamp by dentists, insurance cos. and other HCPs
- The public knows who makes their dental devices and can easily find where they go if they have a complaint
- We are known in Government as regulatory leaders
- The ongoing role of benchworkers is clearly defined
- The use of illegal labs has been reduced by 10% (exact % tbd by research in 2018)

Our 6 Priorities for 2017-2021

1. Complete website to improve transparency and communications

2. Complete standards of practices review

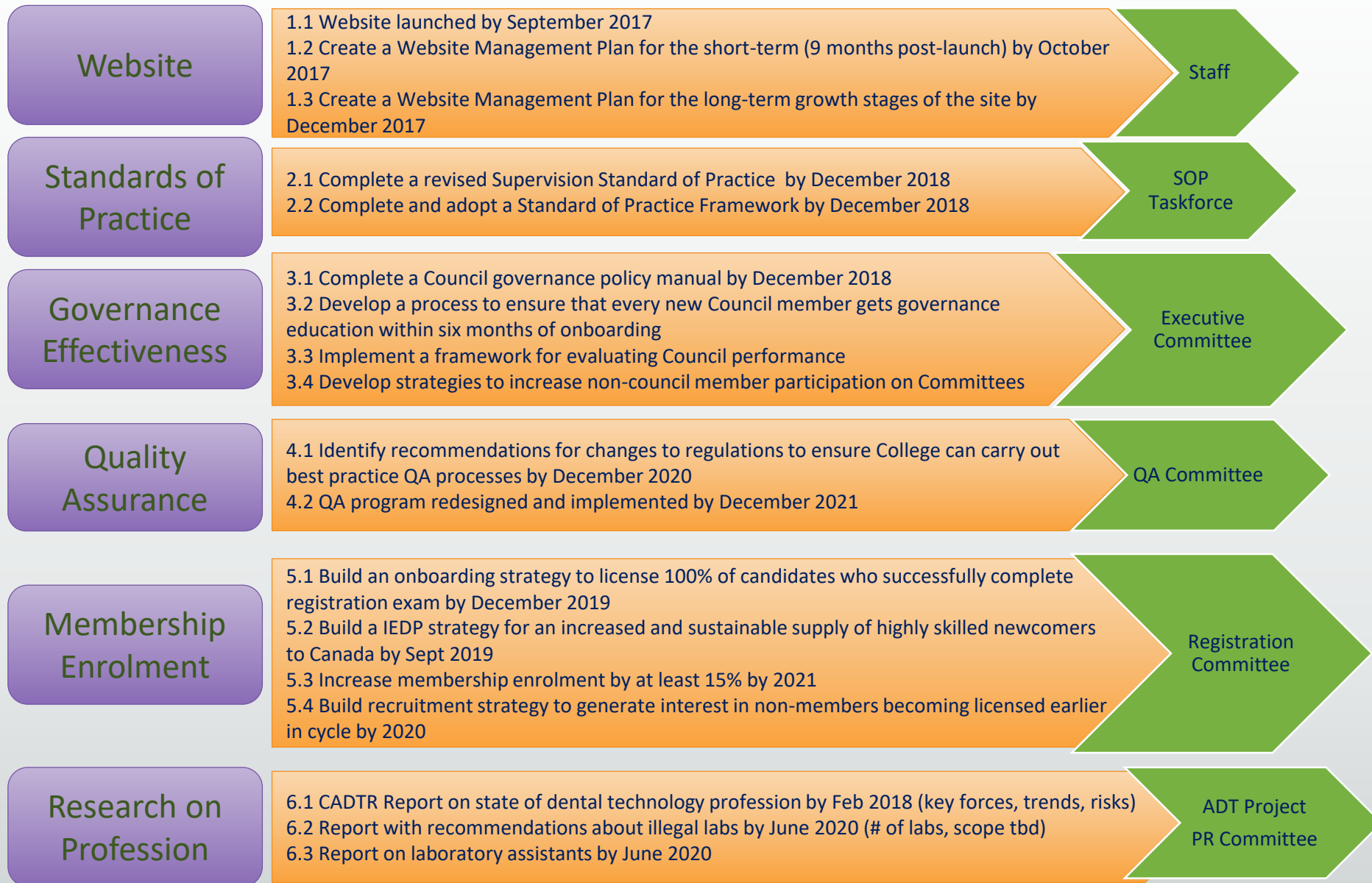
3. Improve governance effectiveness

4. Implement a best practice redesigned Quality Assurance program supported by changes to regulations

5. Increase membership enrolment to ensure Ontarians have access to RDTs

6. Conduct research on the state of dental technology profession today

Priorities and Objectives³⁶



37 Communications

(related to strategic plan)

Audience	Communications Objectives	Messages in the Narrative	Mechanism
Members	Share strategic plan and what it means Generate interest	<ul style="list-style-type: none"> • We listened to you • Direction (mission, values & key priorities) 	<ul style="list-style-type: none"> • Email (Mail Chimp, Consultation feedback results) • College Website • Semi Annual Publication • Annual Report
Public	Reinforce mandate	<ul style="list-style-type: none"> • Safety, Regulatory message 	<ul style="list-style-type: none"> • College Website • Semi Annual Publication • Annual Report
Staff & Council	Same	<ul style="list-style-type: none"> • Direction (mission, values & key priorities) 	<ul style="list-style-type: none"> • Regular Council meeting updates • Staff meetings
Key stakeholders (Association, Ministry, GBC, Employers)	Share strategic plan and what it means	<ul style="list-style-type: none"> • We listened to you • Direction (mission, values & key priorities) 	<ul style="list-style-type: none"> • Email • College Website • Annual Report

38 *Core values*

- ✓ Integrity: our mission is carried out with professionalism that promotes trust and confidence, and sets an example for the profession.
- ✓ Respect and Consideration: we conduct business thoughtfully, fairly and with compassion in all interactions.
- ✓ Transparency and Openness: we deliver programs and activities in an open and interactive manner within the boundaries of privacy legislation and regulations.
- ✓ Communication: we value open, honest and accessible communication.
- ✓ Accountability: our strategic goals are set and achieved through collective responsibilities and teamwork. CDTO assesses its operations and reinforces ongoing quality improvement.

³⁹*Implementation and Reporting*

1. Consult with Kurt Schoebel, MBA, FCPA, FCMA, and Erik Lockhart to facilitate development of a “Balanced Scorecard” to measure performance against the strategic plan
2. June Council Meeting – Erik Lockhart – Strategic Plan Road Map and Balanced Scorecard (currency assessment and update)
3. Work Plans



College of Dental Technologists of Ontario
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Overview of Work Plans

Pillars of Success

Work plans are derived from the 4 “Pillars of Success” for the College to fulfil its mandate:

1. 2017-2021 Strategic Plan
2. Policy
3. Communications Strategy
4. Operational Excellence



Pillars of Success

- 1. 2017-2021 Strategic Plan**
Priorities pertaining to the College's 5-year Strategic Plan
- 2. Policy**
Policy initiatives to create/revise/review/identify policy gaps
- 3. Communications Strategy**
3 focus areas: membership engagement, public awareness, external relationships
- 4. Operational Excellence**
Day to day operations, routine committee programs;
Continuous process improvements e.g. College collaboration working group



Work Plan Definitions

1. **Priority** – Broad long-term aims that define fulfillment of the mission/mandate
 - e.g. – Maximize membership growth, retention, and involvement

2. **Objective** – This is what you need your members to do to get value. Specific, quantifiable, realistic targets that measure the accomplishment of a priority over a specified period (SMART)
 - e.g. – Increase average attendance from 10 to 25 members per meeting by Jan 2017
 - Your priority tell you the areas in which you need to have objectives

3. **Action Plan** – Specific steps to be taken to implement the objectives. Includes what will be done, by whom, by when, and the resources required
 - activities required to achieve an objective, create a critical condition or overcome a barrier – the How
 - e.g. – Utilize surveys and referrals to select quality speakers and topics



Are Objectives SMART?



- An objective will only be useful if it passes the SMART test. If it doesn't pass, change it until it does.
- Examples of SMART objectives would include 'to achieve a 15% membership growth by 2021', 'to complete 100% of governance policies before December 31' or 'to complete database online modules by August 31, 2018.'



Key Risks and Challenges

1. Capacity – resource requirements, achievability, small staff complement leading to burnout, realistic timelines, attainable
2. Change in government direction (e.g. college amalgamations, self regulation, College of Nurses proposal)
3. Accuracy of research (e.g. findings on illegal labs, benchworkers resulting in the real picture?)
4. Regulatory constraints: can we actually control illegal labs beyond our border?

Bottom line:

- All priorities, objectives and action plans are SMART, attainable, and have realistic timelines
- Some Committees may not have priorities for all 4 pillars of success, due to capacity – does not mean it is not a priority for the College



Example Work Plan

4 Pillars of Success	Priority	Objectives	Action Plan	Timeline
Strategic Plan	Enhance governance effectiveness in Council operations	3.1 Complete a Council governance policy manual by December 2018 that includes a compilation of relevant governance policies of the College.	3.1 a) Research other regulatory health colleges in Ontario and Canada to identify best practices by Sept 2017	Sept 2017
			3.1 b) Complete a template and outline of the policy manual by Oct 2017	Oct 2017
			3.1 c) Populate Governance Policy manual (may include creating and adopting new governance policies) by Dec 2018	Dec 2018
			3.1 d) Get Council approval for the Governance Policy manual by Dec 2018	Dec 2018
		3.2 Develop an Orientation Manual to ensure that every new Council member gets governance education within six months of onboarding	3.2 a) Create training materials explaining the role of the College, the role of Council, the role of statutory and non-statutory committees, the difference between self-governing and non-self-governing health professions/ b) Use consultant to provide new Council members with onboarding training c) Upload the Orientation Manual onto the Council web portal.	Sept 2018
		3.3 Implement a framework for evaluating Council performance	3.3) Seek Council's approval and implement revised Council Performance Evaluation policy and schedule by Sept 2017 and conduct 1 st Council evaluation by Dec 2017	Dec 2017
		3.4 Develop strategies to increase non-council member participation on Committees	3.4 a) Review RHPA and by-laws to see which of the committees are able to have non-council members by Sept 2017	Sept 2017
			3.4 b) Invite non-council members to participate via College Newsletter, Emails, and Website by Summer 2018	Summer 2018
Policy	Improve organization efficiency and transparency	Developing and implement a CDTO HR Policy by December 2018	<ol style="list-style-type: none"> 1. Identify an HR policy framework – similar to 3.1 by June 2018 2. Similar to 3.1 a,b,c,d by June 2018 3. Reviewing and revising the CDTO Employee Policy Manual by December 2018 	December 2018
Communications Strategy	Increase member and potential member engagement with the College			
	Increase public awareness of the College and the role it plays in protecting the public			
	Create effective professional relationships with stakeholders (Regulatory Healthcare Colleges, ..)			
Operational Excellence	Continuous process improvements (CPI) to meet Council's fiduciary responsibilities	Participate in the College Collaboration Working Group to identify four potential shared resource initiatives to increase efficiencies and cost savings	<ol style="list-style-type: none"> 1. Identify potential opportunities e.g. shared employee benefits plan 2. Build a business case for each opportunity to outline risks and rewards 3. Provide Executive Committee with updates and seek approval when required 	December 2018

Executive Committee Work Plan 2018

Pillars of Success	Priority	Objectives	Action Plan	Timeline
Strategic Plan	Enhance governance effectiveness in Council operations	3.1 Complete a Council governance policy manual by December 2018 that includes a compilation of relevant governance policies of the College.	3.1 a) Research other regulatory health colleges in Ontario and Canada to identify best practices by Sept 2017	Sept 2017
			3.1 b) Complete a template and outline of the policy manual by Oct 2017	Oct 2017
			3.1 c) Populate Governance Policy manual (may include creating and adopting new governance policies) by Dec 2018	Dec 2018
			3.1 d) Get Council approval for the Governance Policy manual by Dec 2018	Dec 2018
		3.2 Develop an Orientation Manual to ensure that every new Council member gets governance education within six months of onboarding	3.2 a) Create training materials explaining the role of the College, the role of Council, the role of statutory and non-statutory committees, the difference between self-governing and non-self-governing health professions/ b) Use consultant to provide new Council members with onboarding training c) Upload the Orientation Manual onto the Council web portal.	Sept 2018
		3.3 Implement a framework for evaluating Council performance	3.3) Seek Council's approval and implement revised Council Performance Evaluation policy and schedule by Sept 2017 and conduct 1 st Council evaluation by Dec 2017	Dec 2017
		3.4 Develop strategies to increase non-council member participation on Committees	3.4 a) Review RHPA and by-laws to see which of the committees are able to have non-council members by Sept 2017	Sept 2017
			3.4 b) Invite non-council members to participate via College Newsletter, Emails, and Website by Summer 2018	Summer 2018
Policy	Improve organization efficiency and transparency	Developing and implement a CDTO HR Policy by December 2018	<ol style="list-style-type: none"> 1. Identify an HR policy framework by conducting an environmental scan for best practices by June 2018 2. Complete a template framework and develop relevant HR policies by June 2018 for Council approval 3. Review and revise as necessary the CDTO Employee Policy Manual by December 2018 	June 2018 & December 2018
Communications Strategy	Create effective professional relationships with stakeholders	Developing College communications schedule, content and audience for conferences, presentations, networking events and invited speaking roles	<ol style="list-style-type: none"> 1. Identify communication plan targets and messaging for 2018 2. Implement communications plan for College 3. Schedule College & Council attendance at identified events 4. Invited identified guests as guest speakers at Council meetings 	December 2018
Operational Excellence	Continuous process improvements (CPI) to meet Council's fiduciary responsibilities	Finalize Occupancy Strategy for CDTO	<ol style="list-style-type: none"> 1. Executive Committee to review presented options and provide staff with direction on which option to proceed with ASAP 2. Present to Council Committee's decision on occupancy choice for its discussion 3. Staff to implement Council's decision on occupancy choice 	ASAP & June 2018
		Participate in the College Collaboration Working Group to identify four potential shared resource initiatives to increase efficiencies and cost savings	<ol style="list-style-type: none"> 1. Identify potential opportunities e.g. shared employee benefits plan 2. Build a business case for each opportunity to outline risks and rewards 3. Provide Executive Committee with updates and seek approval when required 	December 2018

2018 QA Committee Work Plan

Pillars of Success	Priority	Objectives	Action Plan	Timeline
Strategic Plan	Implement a best practice redesigned Quality Assurance Program supported by Quality Assurance regulation changes	Identify recommendations for changes to regulations to ensure College can carry out best practice QA processes by Dec 2020	Explore and document best practice QA programs in other regulatory colleges (including CADTR Dental Technology Colleges)	By Dec 2018
			Conduct full review of QA regulation 604/98 and propose recommendations based on benchmarking study of FHRCO Colleges and consultations with MOHLTC and legal counsel	By Dec 2018
			Assess relevancy of today's QA program in current and future state of dental technology profession, practice environments and in achievement of desired outcomes for RDT's and other stakeholders. QA Committee to develop revised principles of QA program, identify desirable outcomes with performance indicators and make recommendations to Council for revised QAP	By Dec 2018
Operational Excellence	Database: Launch online QA module for member's submission of SPDP/PDP and tracking of CEPD points	<ol style="list-style-type: none"> 1. Research groundwork of QA module and compare similar concepts from other Colleges by April 2018 2. Create business rules for the creation of a QA module by Aug 31 3. Work with database provider to develop and implement QA module for membership use by Nov 2018. 	<ol style="list-style-type: none"> 1. Conduct environmental scan of FHRCO Colleges that have online QA module by May 2018 2. Provide initial requirements of QA module and draft SRS requirements for developers by August 31st, 2018 3. Finalize SRS and test working model of QA module by October 29, 2018 4. Update and revise current paper self-assessment forms, PDP and SPDP forms to adhere to online module business requirements by June, 2018. Provide to members and update website with newly updated forms. 	By Nov 2018
	QA Forms Redesign	<ol style="list-style-type: none"> 1. Conduct environmental scan of other Self-Assessment Forms 2. Identify best practices for professional development guidelines 3. Redesign suite of QA documents – PDP, SPDP, CEPD Guide 	<ol style="list-style-type: none"> 1. Research competency profile for Dental Technology and identify entry to practice behavioral indicators 2. Complete redesign of QA documents – PDP, SPDP, CEPD Guidelines to be easily ported into online module 3. QAC approves redesign of QA documents and CEPD guidelines 	By June 2018
	Launch of the SPDP, PDP, & Peer Assessment Programs	To promote continuing competence, interprofessional collaboration, adapt to advances in technology and changes in the practice environment	<ol style="list-style-type: none"> 1. Launch of the SPDP, PDP and Peer Assessment Programs 2. Use the approved timelines for selected members to be notified 	By April 2018
Policy				
Communications Strategy				Back to Agenda



College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario

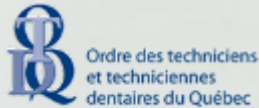


CADTR ACORTD

Canadian Alliance
of Dental Technology
Regulators

Alliance canadienne des
organismes de réglementation
de la technique dentaire

Canada



COLLEGE OF
DENTAL TECHNICIANS
OF BRITISH COLUMBIA

New Brunswick Dental
Technicians Association



National Collaboration

Judith Rigby, Registrar & CEO, CDTO

Who is ⁵⁰CADTR

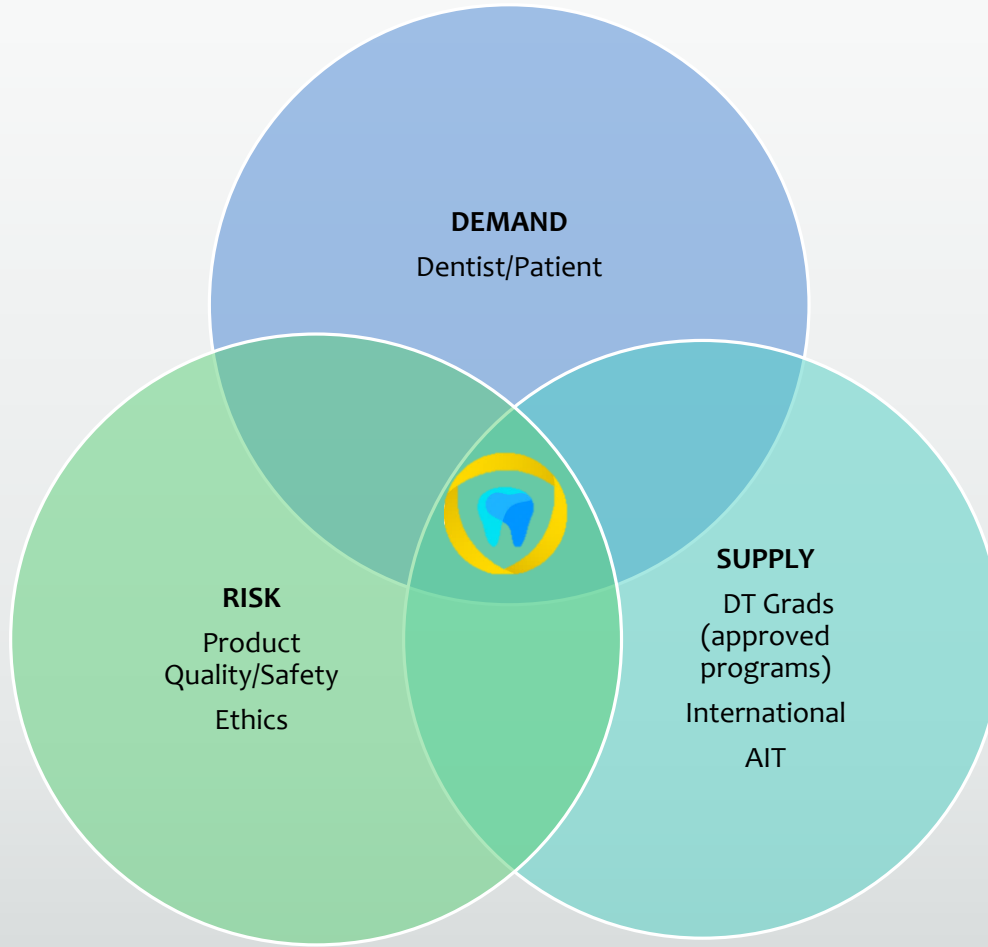
- A national federation of dental technology regulators across Canada:
 - College of Dental Technicians of British Columbia (CDTBC)
 - College of Dental Technologists of Alberta (CDTA)
 - Dental Technician Association of Saskatchewan (DTAS)
 - College of Dental Technologists of Ontario (CDTO)
 - Ordre des Techniciennes et techniciens Dentaires du Québec (OTTDQ)
 - New Brunswick Dental Technicians Association (NBDTA)
 - Nova Scotia Dental Technicians Association (NSDTA)
 - Who are we missing – Newfoundland and Labrador Dental Board

- CADTR Board is composed of members who are Registrars/ Presidents of Council

Purpose:

- To represent provincial and territorial dental technology regulatory authorities established to protect the rights of the public to safe, effective and ethical services offered by dental technicians or dental technologists

Regulation



Emerging Issues

Cause	Effect
Changing demographics of healthcare recipients	Increased demand – seniors and cosmetics
Changing demographics of dental technicians/technologists	Decreased supply – aging workforce and fewer applicants (e.g. student debt)
No controlled act	Ratio of non-licensed individuals to licensed technologist/technicians on the rise
Globalization	Importation of customized dental prostheses sanctioned by Health Canada
Technology advancement & digital workflows (e.g. CAD/CAM)	Lack of standards and guideline may result in medical repercussions from using restorative materials not approved by Health Canada (Quality & Safety)
Non-standardized jurisdictional entry to practice assessment processes	Lack of harmonization in licensing practitioners can lead to negative public perception of quality care.
Regulatory capacity – small membership; small staff size = financial and human resource constraints	Limited ability to implement best practice fair registration processes and Foreign Qualification Recognition (FQR)

Gaps

- Low awareness of the linkages between front line oral health providers and dental technologists
- No standardized and consistent entry to practice approach
- Limited oral health promotion activities and/or integration of oral health with other health promotion and services
- Insufficient access to oral health care services
- Difficulties in recruiting oral health professionals
- Increased risks to healthcare consumer



Moving Forward - CADTR Principles

1. Conduct an opportunity assessment – current state, collaboration opportunities
2. Start small but think big
3. Be open and honest about the cultural and practical barriers
4. Set collective goals and a vision
5. Be inclusive and go beyond CADTR for participation and support
6. Elevate dental technology to be a target occupation

Strategy

- Identify available funding pots - federal and provincial

- Consult with national bodies granted funding to address similar issues/gaps
 - NAPRA and CAASPR

- Secure Employment and Social Development Canada's existing resources to support a targeted employment strategy for newcomers

- Create interest for ADT project and secure knowledge to build proposal - stakeholders, subject matter experts, consultants

Concept to Approval Milestones



- Pan-Canadian project secured from concept to final approval – 16 months
- Funded by the Government of Canada's Foreign Credential Recognition Program for almost \$573,000 over 2 years; recognition of importance of the dental technology profession
- Support letters from all partners - regulated and non-regulated provinces
- CADTR regulatory bodies license approximately 2,000 dental technologists with a collective budget of \$3,000,000

Access to Dental Technology Project

“The opinions and interpretations in this publication are those of the author and do not necessarily reflect those of the Government of Canada.”

Project Purpose

- Improves the integration of internationally trained newcomers into the workforce (benefits domestically trained)
- Expedites licensure - assessment tools, practice exams, centralized information, national exam
- Strengthens mobility between provinces – apples to apples

Project Objectives

- Ensure internationally educated professionals (IEP) preparedness for registration through creation of practical pre-arrival orientation and self-assessment tools (OSAT)
- Enable fair and consistent assessments of both domestic and IEP applicants based on the same competency-based assessments and examinations
- Strengthen the relationship between regulators and educators to advance the foreign credential recognition agenda for benefit of IEDTs, Dental technology profession and the public

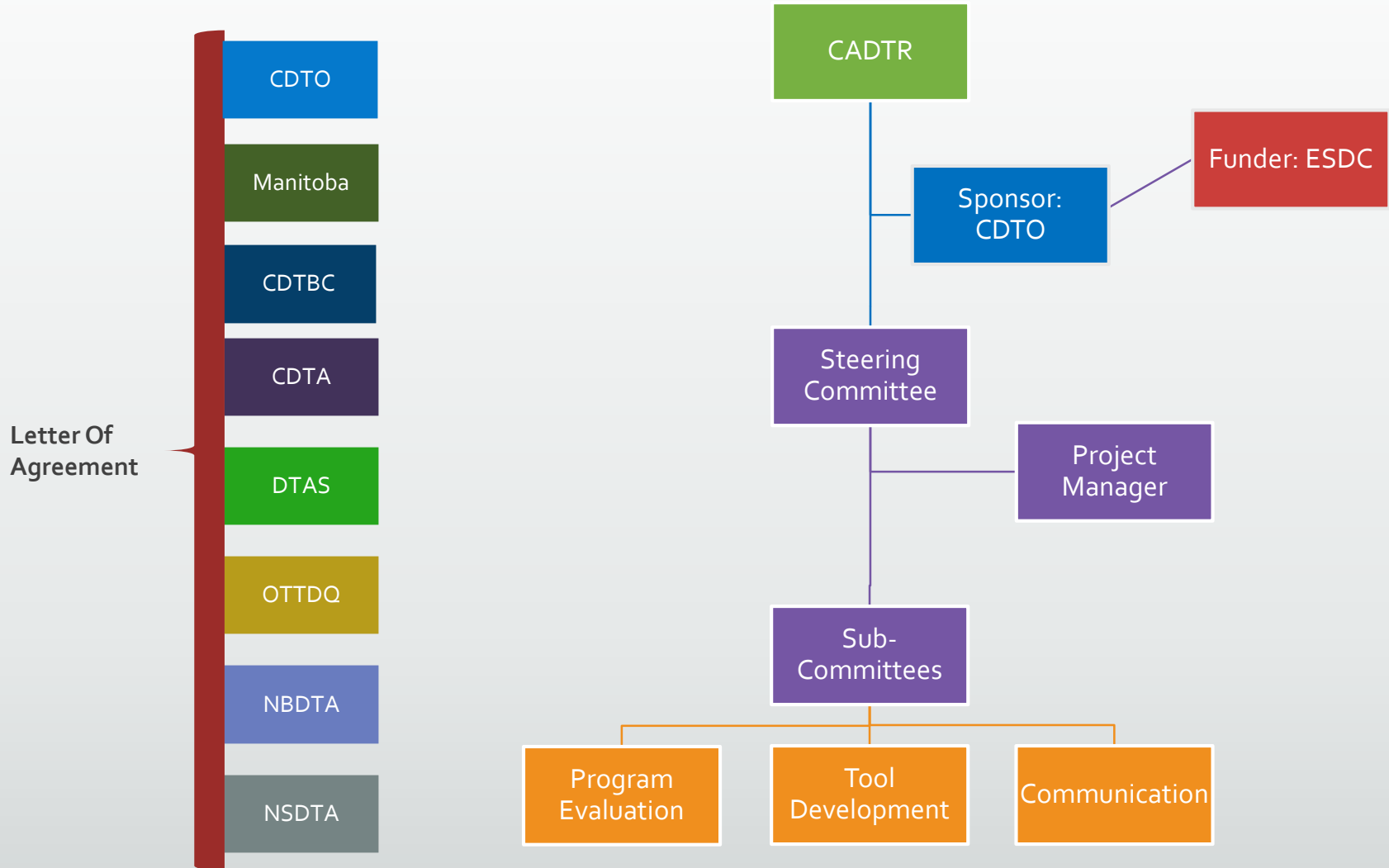
Project Results - Outputs

- Environmental Scan - state of profession; regulatory processes; credential assessment gaps; barriers to access profession
- CADTR Website Enhancement – single point of entry - comprehensive, centralized, accessible, bilingual
- National Competency Profile review and National Examination Development
- Canadian Dental Technology Practice Orientation and Self-Assessment Tool (OSAT)
- Uniform Education Credential Assessment
- Communication/Marketing Strategy

Project Results - Outcomes

- Clear, consistent and transparent articulation of IEDT assessment processes
- Enriched awareness and preparedness of highly skilled newcomers prior to immigration and job search
- Fair treatment for all applicants across Canada through harmonization
- Increased and sustainable supply of highly skilled newcomers to provide services to Canadians
- Public confidence that all registered practitioners will provide consistent high quality services across Canada
- Improved capacity, collaboration, communication, cooperation, and consultation between regulators, educators and other related stakeholders

62 Governance Structure



63 Accomplishments

1. Governance Structure

- ADT Steering Committee and terms of reference
- Letter of Agreement and Project Charter (in progress)
- Sub-Committees – Communications; Tool Development; Program Evaluation

2. Project Administration and Consultants

- Staffing (CDTO - project administrator , finance coordinator)
- Consultants (project manager; researcher)

3. Legal Readiness

4. Report to ESDC

5. Financial Readiness

6. Communication

- Presentation to FPTDDWG; GBC and ADTO (Technorama)

Call for Interest

- Significant outcomes for regulators, educators, internationally educated dental professionals and domestic students
- Subject matter experts needed on sub-Committees and working groups

Questions: Judith (Judy) Rigby
E-mail: jrigby@cdto.ca
Phone: 416-438-5003 x225

or

Mary Kennedy, Project Manager
E-mail: marykennedyconsulting@gmail.com

Questions?

2018 Council Member Professional Development Opportunities

May 25, 2018 – FHRCO Conducting a Discipline Hearing

Location: Twenty Toronto Street Conference Centre, Toronto

Costs: Early bird: \$531.10 before May 1, Regular: \$587.60

Topics: Principles of administrative law, fitness to practice, pre-hearing procedures, roles and responsibilities

May 31 – June 1, 2018 - Inspiring Public Confidence Conference

Location: Ontario College of Teachers, 525 Bay Street, Toronto

Costs: Early Bird Fee: \$250 + HST, Regular rate: \$275 + HST

Topics: This conference will feature English and French workshops focused on critical issues concerning regulators, the public, employers of Ontario Certified Teachers and providers of teacher education.

October 16 -18, 2018 – CNAR 2018 Conference

Location: Banff, Alberta, Fairmount Banff Springs

Costs: Early Bird Fee: \$250 + HST, Regular rate: \$275 + HST

Topics: TBD

September 26-29, 2018 – CLEAR Annual Educational Conference

Location: Philadelphia, PA, Sheraton Philadelphia Downtown

Costs: Early Bird Fee: \$595 USD before July 29, 2018 for CLEAR members, \$745 for non-members. Hotel rate at the Sheraton \$179/night

Topics: TBD, program will be published by May 30th, 2018.

Ongoing – FHRCO Governance Training Webinars

Location: Video series found [here](#)

Costs: Free

Topics: Regulatory framework, the public interest, legal context and structure of the RHPA, accountability of the College, confidentiality, conflict of interest, risk management, reactive regulation, roles and responsibilities of Council members, Registrar, staff.



College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario

CONFERENCE REGISTRATION REQUEST FORM

Name:

Council Status: **Appointed**

Elected

List, in order of preference, the conference which you would like to attend, and complete the questions.

	Conference	Have you attended this type of conference in the last 3 years? If Yes, what year...	How will attending this conference benefit you in fulfilling the roles and responsibilities as a member of Council of the CDTO?
1.	Choose an item.		
2.	Choose an item.		

Please e-mail the completed and signed form to info@cdto.ca



College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario

COUNCIL REPORT

Date Report Authored: April 5, 2018

SUBJECT: Registrar's Update

PREPARED BY: Judy Rigby, Registrar & CEO

Recommendation(s) to Council:

Public:	<input checked="" type="checkbox"/>	Action:	Information	<input checked="" type="checkbox"/>
In-Camera:	<input type="checkbox"/>		Decision	<input type="checkbox"/>

RECOMMENDATION(S):

Not applicable.

PURPOSE:

The purpose of this report is to provide Council with information on the following items, as presented to the Executive Committee at its March 23rd meeting with updates:

1. Professional Collaboration
 - a. Ontario College Collaboration Working Group
 - b. Access to Dental Technology Project
 - c. Shared Resources
2. Bill 87: Protecting Patients Act 2017
3. Database

REGISTRAR'S UPDATE

1. Professional Collaboration

a. Ontario College Collaboration Working Group (OCCWP)

The College is participating in a project with several other small health professions regulators to begin to jointly explore opportunities for cooperation and collaboration to

achieve savings and advance our work in achieving our mandate. In the first meeting held in August 2017, work was initiated to consider future opportunities for sharing space, sharing staff expertise, and collaboration to achieve advancements in our Quality Assurance programs.

Since then Colleges have completed a survey on their current physical space and interest in exploring collaborative real estate strategies. Some of the information gathered are lease rates and term, number of staff and current work-space arrangement, size and utilization of meeting space (incl. schedule and vacancy where available), human resource growth plans and future space needs (if known), and geographical location and needs. Separately, the Registrars of CDTO, CDO and CDHO met in February 2018 to discuss an opportunity to occupy space in the same building downtown Toronto. This is an option that will be considered by CDTO as it negotiates its lease renewal for September 1, 2018.

Also, a survey on QA program and processes (content, tools, policies/procedures, schedule, costs, philosophy, principles, and program metrics) as well as on current software platform has been completed. The extent to which colleges are amenable to change the way they are currently operating QA will be discussed at a future date.

With respect to back-office administration a meeting was held with all FHRCO colleges in February 2018 on a shared approach for employee health benefits which may be able to achieve many of the advantages enjoyed by larger employers, including:

- Lower expenses to administer the plan (lower expenses means more premium dollars left over to pay claims – in other words, the cost of offering benefits is lower as a collective than as individual Colleges)
- Higher guaranteed levels of insurance for benefits like life insurance, short and long-term disability insurance and critical illness insurance (higher guarantees mean that more employees will be able to be fully covered, regardless of health/insurability)
- Depending on the total number of employees under the master contract, we may be able to offer certain benefits currently not available to small groups under ten lives.

Representatives from Great West Life (GWL) and Bell Financial presented and led an informative discussion. Currently, 65% of every premium dollar goes to employee health benefits while 35% covers the administrator's overhead costs. By entering into a plan of 100 lives (number of full time employees) this ratio will change to 80:20. The next steps will be to survey College interest and commitment to a minimum of three years to the consortium.

b. Access to Dental Technology (ADT) Project

Since Council approved the ADT project and signing of the funding agreement between CDTO and the ESDC, several activities are underway and milestones achieved on the project, which are:

ADT Steering Committee

The CADTR Board approved the formation of the ADT Steering Committee (Committee) and its Terms of Reference. The Committee membership is as follows:

Name	SC Position	Title	Organization
Judy Rigby	Chair	Registrar	College of Dental Technologists of Ontario (CDTO)
Stéphan Provencher, <i>DT</i>	Member	Président Educator	L'Ordre des techniciens et techniciennes dentaires du Québec (OTTDQ) Cégep Édouard-Montpetit
Ronald Revell, <i>RDT</i>	Member	Registrar	College of Dental Technicians of British Columbia (CDTBC)
Bob Westlake, <i>RDT</i>	Member	Executive Director	College of Dental Technologists of Alberta (CDTA)

Project Administration

The Finance Coordinator and Project Administrator have been identified and are employed by CDTO. Wages will be allocated to the project in a timely manner. Through an RFP process the Committee selected Ms. Mary Kennedy as the ADT Project Manager effective February 1, 2018. Since then the Committee has met once and agreed to establish three Subcommittees with approved terms of reference for Communication, Tool Development and Program Evaluation. The Subcommittees membership will consist of one Committee member as chair and subject matter experts to ensure successful achievement of deliverables, to a maximum of six.

In addition, the Committee approved the circulation of RFP's for research consultants to be retained by the end of March 2018 to conduct the following environmental scans: "State of Dental Technology Profession and Uptake" and "Review of Competency Profile".

Legal Agreements for Vendors

Weirfoulds LLP, legal counsel to the College of Dental Technologists of Ontario was retained to draft the ADT legal agreements that would be used for the Project Manager, Research consultant and the National Examination consultant. By using a templated agreement which embodies the ESDC requirements, the funding received from ESDC is sufficient to cover the legal costs and no in-kind contributions are foreseen at this time. A slightly amended agreement will be templated for contracts that involve intellectual property and IT rights.

ESDC Reporting

According to the funding agreement a project activity progress report and financial activity report, with actuals and forecasted spending, must be provided to the ESDC on a

quarterly basis, 30 days after the quarter end. The first report for December 2017 was submitted and feedback from ESDC positive.

Financial Readiness

A separate bank account to receive ESDC funds and disburse project expenditures has been established at BMO. Also, a separate chart of accounts has been opened for tracking and reporting project transactions.

Communications

The ESDC has provided Communication Guidelines that must be adhered to by the CDTO and all CADTR members. CDTO has shared the website link with CADTR and CADTR colleges to post their respective websites. The CDTO Registrar presented at the CADTR Board meeting held in March 2018 which was attended by Dr. Khalida Hai-Santiago, DDS, at Manitoba Health, Seniors and Active Living, and Mr. Julius Grosz R.D.T., B.Ed., C.A.E., Voc.Ed, head of Health & Nutritional Services Dept. at the Technical Vocational High School in Manitoba. The Registrar was invited to present to the Federal-Dental-Provincial Dental Directors Working Group.

c. Shared Resources

As of February 1st, 2018 CDTO has entered into an agreement with the College of Denturists of Ontario (CDO) to support their complaints program with CDTO current staff resources. Through this arrangement CDTO staff utilize excess capacity to develop professionally while creating economies of scale.

2. Bill 87: Protecting Patients Act, 2017

The Committee was informed of the Registrar's invitation by the Health Workforce Regulatory Oversight Branch in February 2018 to meet and discuss the development of proposed regulations under the new regulation-making authorities introduced by the Protecting Patients Act 2017, which are:

1. Identifying criteria defining who is a patient, for the purposes of sexual abuse
2. Specifying additional information as the minimum required to be posted on college registers
3. Setting out criminal offences that would result in mandatory revocation.

The College sought feedback to these proposed regulations from its Council members and staff and submitted a consolidated response to the ministry on March 23, 2018 (Appendix 1), which was presented to the Executive Committee in draft.

3. Database

The Registrar informed the Committee that the contemplated completion date of August 31, 2017 for a full database implementation has been extended to November 2018 to allow for changes in business processes to be completed by the CDTO before IT development work commences, thereby avoiding additional costs and ensuring quality. Ms. Elizabeth Johnston is now the dedicated database project manager and will work

closely with Origami and College staff to ensure critical timelines are met. IT development of the online applicant portal for examinations, exam scheduling and results tracking are underway as well as a real time complaints and discipline tracking module.

OPTIONS/ FOR DISCUSSION:

Not applicable.

FINANCIAL CONSIDERATIONS:

Not applicable.

HUMAN RESOURCES CONSIDERATIONS:

Not applicable.

RISK CONSIDERATIONS:

Not applicable.

ACCESSIBILITY CONSIDERATIONS:

Not applicable.

ALIGNMENT WITH STRATEGIC PRIORITIES/ OBJECTS OF COLLEGE:

The initiatives are in alignment with the approved CDTO 2017-2021 Strategic Plan of the College and the objective under the RHPA for inter-professional collaboration.

BUSINESS UNITS CONSULTED:

Policy and Communications

ATTACHMENTS:

Appendix 1: Bill 87 Consultation

Regulation	Proposed Approach	Question	Answer
<p>Regulation 1: Who is a patient, for the purposes of sexual abuse</p>	<p>Without restricting the ordinary meaning of the term, an individual is a patient of the member when there is a direct relationship/interaction between an individual and a member and:</p> <ul style="list-style-type: none"> • The member has issued billings (to the individual or a third-party payer) or received payment in connection with a health care service provided to that individual, or • The member has contributed to a patient record or file for that individual, or • The individual has consented to receive a health care service recommended by the member, or • A member prescribed a drug for which a prescription is needed, to that individual. 	<p>1. Are there additional criteria the ministry should consider, or any criteria that should be removed?</p>	<ul style="list-style-type: none"> • Expand bullet point one to include payment received in relation to a direct referral for healthcare from another regulated health professional. This would clarify the service provided from RDTs on advice from dentists. • Amend the first criteria to “The member has issued billings (directly or indirectly to the individual or a third-party payer)...”. RDTs issue billings indirectly to the patients through other health care professionals (e.g. dentists or denturists). This amendment would address this situation. • Make sure that the definition of a patient takes into consideration that some medical practitioners may have an interaction with a patient but not necessarily know who the patient is. For example, a radiologist who is present in facility at the time of the scan (e.g. x-ray or sonography), and does not have direct interaction with the individual. The radiologist assesses the scan and writes a report that is submitted to the patient’s doctor could (at the future date) enter into a relationship with that patient without knowing that they were a patient. Similarly, a RTD might make an appliance for a patient that is dispensed by a dentist and therefore not know that they are entering into a relationship. • Amend the last bullet point to add the word “treatment or a drug”. Example dentists issue prescriptions to RDTs for treatments (denture, bridge etc.) • There should be one word used for the public, “citizens, healthcare recipients”. A member (licensed professional) is also a member of

			<p>the public.</p> <ul style="list-style-type: none"> • Link to time limitation from when individual ceased to be a patient either by regulation or College Regulations, By-laws or Policy.
	<p>Exemption:</p> <ul style="list-style-type: none"> • An individual is not considered a patient for the purposes of the sexual abuse provisions where the following conditions are met: • the patient is receiving professional health care services in an emergency situation, and • there is a pre-existing sexual relationship between the individual and the regulated health professional providing the health care services, and • there is no reasonable opportunity to transfer care to another qualified health care professional. 	<p>2. Are the criteria clear (to members, the public, etc.)?</p>	<ul style="list-style-type: none"> • The criteria may be lacking in relation to CDTO as our members only provide health care services to the public on referral from a DDS. • The patient record definition is not clear. RDT's do not usually visit patients or gather information directly from the patient, unless it is for colour matching or a consultation. It should be clear whether records containing dental information and patients' name that usually come from other healthcare practitioners (e.g. dentists and denturists) would be considered as a patient record? Do patient records which contain all or part of personal health information qualify as "Patient record"? • The words "direct relationship/interaction" needs to be more clearly defined. For example: RDT may happen to see the individual in dentist office while picking up cases. One of the cases the RDT works on is that same individuals and hence the four criteria are met. It is unclear if the encounter qualifies as "direct relationship/interaction". • What happens if a sexual abuse complaint comes in against a member from an individual who goes in to a lab to have a dental device repaired? Does this qualify as an "interaction"?

3. Are these criteria fair (to members, the public, etc.)?

- It may be unfair to the public and member if the individual is not considered a patient when the health care professional provided service to the individual but they don't have direct interaction. It is recommended that criteria should be built to define patient rather than starting off with "direct/interaction" being the qualifier. Eliminate the word "direct".

<p>Regulation 2: Specifying additional information required to be posted on college registers</p>	<p>The college is required to post the following information about its members on the college register:</p> <ul style="list-style-type: none"> • All criminal findings of guilt (per the Criminal Code of Canada of the Controlled Drugs and Substances Act) that have not been overturned on appeal, and where a record suspension has not been issued • All criminal charges that are in effect • Bail conditions and other release conditions related to a charge that are in effect • Disciplinary findings by any professional regulatory or licensing authorities in any other jurisdictions • Licenses and registration held in any other jurisdictions 	<p>1. Would the proposed information on the college register support public confidence and transparency?</p>	<ul style="list-style-type: none"> • Only if the public is aware that the College only gets the information from members through self-reporting. The public may feel that the College has other ways of always being informed from other authorities and this is not true. As soon as there is one case where a member was found guilty of a criminal charge and did not self-report the integrity of the College is questioned. • Restrict the posted criminal findings to those that “demonstrate or likely demonstrate the member poses a measurable risk to the public”.
		<p>2. Is there information the ministry should consider adding or removing?</p>	<ul style="list-style-type: none"> • There may be contention with all criminal findings, there is no bar set on the minimum types of convictions, there is no timeline i.e. a crime that was committed 30 years ago, or crime that is not relevant to the delivery of health care that occurred many years ago. • Many benign “criminal findings” (i.e., throwing a beer on field resulted in criminal charge of mischief) would be captured by the current wording. Clarification would be useful. • Some criminal findings should not be included on the college register – for example drug convictions once marijuana is legalized in Canada later this year. • Clarifying the criminal record is any lifetime Canadian or international criminal conviction. • Clear rules are need as to when these conditions are removed from the record (example when bail conditions are no longer in effect they should be removed).

			<ul style="list-style-type: none"> • Minor criminal offence should be removed. • The types of criminal charges that would generate a notation should be specified and not necessarily include all criminal charges.
		<p>3. Would having the proposed information on a college registry pose privacy concerns?</p>	<ul style="list-style-type: none"> • From the public's point of view no. From a member's point of view perhaps. Having all criminal findings of guilt posted on the public register with no criteria may be contentious. • It would depend on the line drawn between the member's privacy and the public's right to information.
		<p>4. Would having the proposed information on a college registry for pending charges (i.e. absence of finding of guilty) raise issues of fairness?</p>	<ul style="list-style-type: none"> • If the legislature has mandated that this information be posted, no. If an issue arises where something was posted on the register that falls into a gray area, yes. • They should be removed if the member is found not guilty • A member being investigated should be documented as an investigation
		<p>5. Would the proposal lead to implementation challenges for the colleges? If so, what are those challenges and how might they be addressed?</p>	<ul style="list-style-type: none"> • Getting members to volunteer the information they are mandated to provide may be difficult. • Only if the public is aware that the College only gets the information from members through self-reporting. The public may feel that the College has other ways of always being informed from other authorities and this is not true. As soon as there is one case where a member was found guilty of a criminal charge and did not self-report the integrity of the College is questioned

<p>Regulation 3: Setting out criminal offences that result in mandatory revocation</p>	<p>Colleges will be required to revoke the certificate of registration for their members if the member is found guilty of prescribed offences. The offences identified are certain sexual offences under the Criminal Code of Canada and are:</p> <p>151 – Sexual interference 152 – Invitation to sexual touching 153 – Sexual exploitation 153.1 – Sexual exploitation of a person with disability 160 (3) – Bestiality in the presence of or by a child 162 – Voyeurism 162.1 – Publication, etc., of an intimate image without consent 163.1 – Child pornography 170 – Parent or guardian procuring sexual activity 171.1 – Making sexually explicit material available to a child 172.1 – Luring a child 172.2 – Agreement or arrangement - sexual offence against a child 271 – Sexual assault 272 – Sexual assault with a weapon, threats to a third party or causing bodily harm 273 – Aggravated sexual assault</p>	<p>1. Does the proposed offenses list provide clarity for the college to make revocation orders?</p>	<ul style="list-style-type: none"> • Yes, but the discipline panel will no longer have flexibility on issues it may deem remedial.
		<p>2. Would the proposal lead to implementation challenges for the colleges? If so, what are those challenges and how might they be addressed?</p>	<ul style="list-style-type: none"> • Yes. In cases where the alleged actions of a Member do not clearly fit into the prescribed section of the <i>Criminal Code</i> or section 51(5)3 of the <i>Code</i>. Logistically there should not be any implementation challenges. • Should a certificate of registration be suspended if a member is charged criminally for any or all of these offences pending the completion of the college hearing or a criminal trial?
		<p>3. Are there additional offences the ministry should consider, or should any be removed?</p>	<ul style="list-style-type: none"> • Any criminal charge involving the use of a gun or other weapon • Why is section 159(1) of the criminal code left out? It is potentially a charge that someone could plead to as a plea bargain with the crown in situations where a minor patient has had a sexual relationship with a doctor that was consensual between both parties. It could also be a negotiated plea offence that a member of a college could plead to knowing that they cannot automatically have their license revoked.

Summary of Council Meeting Evaluations – January 26, 2018

Council members in attendance or via teleconference: 7

Evaluations submitted: 3

Questions	Rating			
	Yes	Somewhat	No	Do not know
1. Topics were related to the interest of the public and purpose of CDTO.	3			
2. Members were well prepared to participate effectively in discussion and decision making.	3			
3. Council worked interdependently with staff.	3			
4. There was effective use of time.	3			
5. There was an appropriate level of discussion of issues.	3			
6. The discussion was focused, clear and on topic.	3			
7. Council members demonstrated the principles of accountability, respect, integrity and openness.	3			
8. The meeting furthered the public interest.	3			

Additional Comments:

Council participation ie. Show up in person

Council Meeting Evaluation Form

Name: (optional): _____

INSTRUCTIONS:

This questionnaire allows you to assess key areas that affect Council Meetings as a whole. Please answer each question by indicating the most applicable response, and please be as candid as possible. At the end of the questionnaire there is space for elaborating upon any of your responses, or for any other comments you think relevant.

Questions	Rating			
	Yes	Somewhat	No	Do not know
1. Topics were related to the interest of the public and purpose of CDTO.				
2. Members were well prepared to participate effectively in discussion and decision making.				
3. Council worked interdependently with staff.				
4. There was effective use of time.				
5. There was an appropriate level of discussion of issues.				
6. The discussion was focused, clear and on topic.				
7. Council members demonstrated the principles of accountability, respect, integrity and openness.				
8. The meeting furthered the public interest.				

Additional Comments:
