



## 140<sup>th</sup> Board Meeting Minutes

Date: June 21, 2024, 9:00 AM – 3:00 PM (Virtual)

### **Board of Directors:**

James Matera, RDT, Chair  
Shanice Fontaine, RDT  
Asif Khan, Public  
Jill Langford, RDT  
Melanie Liassides, RDT  
Allison Malloy, Public  
Tayla McGuckin, Public  
Nawaz Pirani, Public  
Rehan Siddiqui, Public

William (Bill) Van Evans, RDT  
Adela Witko, RDT  
Franz Yagin, RDT

### **Regrets:**

Abena Buahene, Public

### **Guest(s):**

Doha Melhem, Pivotal Research  
Rainer Kocsis, Pivotal Research

### **Staff:**

Judith Rigby, Registrar & CEO  
Paola Bona, Registration & Exams  
Leanne Cheng, Professional Practice,  
Conduct and Regulatory Affairs  
Rose Far, Policy and Strategic  
Projects  
Ashney Patrick, Communications  
Safyia Mohammed, Registration and  
Administration

### **1. Call to Order**

The Chair, J. Matera, called the 140<sup>th</sup> Board meeting to order at 9:02 am after being informed by Staff that quorum was met.

### **2. Opening Remarks**

The Chair welcomed Directors, members of the public, profession, and other system partners. The Chair also thanked A. Malloy for serving on the Board and providing valuable contributions. A. Malloy will not continue past her term, which ends on July 28, 2024, due to work and family commitments. A. Malloy was invited to provide some parting words to which she expressed her appreciation for the knowledge gained about dental technology, RDTs and regulation.

J. Langford delivered CDTO's Land Acknowledgement, one step that we are undertaking, as individuals and as an organization, towards reconciliation.

### **3. Approval of Agenda**

**MOTION: THAT** the agenda be approved as presented.

**MOVED BY:** N. Pirani and seconded by J. Langford

**CARRIED**

### **4. Conflict of Interest Declaration**

There were no changes to the annual conflict of interest forms or declarations for the items to be discussed at the meeting.

### **5. Consent Agenda**

**MOTION: THAT** the consent agenda be approved as presented

**MOVED BY:** A. Witko and seconded by R. Siddiqui

**CARRIED**



## Governance

### 6.1 Board Evaluation – April 25 and April 26, 2024 Evaluations

The Chair provided a summary of the evaluations noting a 100% response rate and that there were no concerns with the Board materials, meeting process, or Chair effectiveness. Directors also found the Workshop to be very engaging and the work on developing Key Performance Indicators a valuable exercise.

### 6.2 By-Laws and Policy Committee Terms of Reference

**MOTION: THAT** the Terms of Reference for the By-Laws and Policy Review Committee be approved as presented.

**MOVED BY:** M. Liassides and seconded by N. Pirani

**CARRIED**

## 6. Indigenous Peoples Day

The Chair reminded the Board that June is National Indigenous History Month in Canada and that today, June 21<sup>st</sup>, is National Indigenous Peoples Day, and invited J. Rigby to provide a presentation. J. Rigby started by highlighting the Zoom background that all Board and Staff were using. It honours National Indigenous History Month and was provided by the Government of Canada. There are three symbols, an eagle to represent the First Nations, a narwhal to represent the Inuit and a violin to represent the Métis. J. Rigby also discussed CDTO's journey towards truth and reconciliation and shared a recorded presentation by Len Pierre and Wyle Baoween of Inclusivity.

L. Pierre educated the Board on Canada's colonial history and the movement towards decolonization. Only after we decolonize can we indigenize which is to bring under Indigenous control and within natural law. To do so before this would be harmful, superficial, or uninformed. This work cannot be achieved alone and requires solidarity and allyship.

J. Rigby concluded the presentation with a reminder to the Board that it is incumbent for us as regulators to understand how this weaves into our regulatory work through the 4 P's: professional practice, places, processes, and policies. J. Rigby further commented that the Board has taken great steps in decolonization by reducing barriers to registration when it submitted regulation changes for a Prior Learning Assessment and Recognition.

## 7. Regulatory Programs

### 8.1 RDT Stamp

J. Rigby presented on the history of the RDT Stamp and its role as a regulatory tool. She stressed the importance that regulation is not to be stagnant and should change with the current environment, understanding risks, and always be patient centred. The costs of the stamp were redirected to programs to protect the public including equity, diversity and inclusion and unauthorized practice. Issuing the stamp would now require a registration fee increase higher than the Consumer Price Index.

The Executive Committee considered this matter and is recommending that the stamp no longer be issued by the CDTO. In its place will be the requirement to use the identifiers



registrant name and number as it appears on the Public Register and the full text “Registered Dental Technologist”. J. Rigby consulted five system partners with four targeted questions to understand any impacts of this change. The Association of Dental Technologists of Ontario (ADTO), who supported the removal of the RDT Stamp in a previous consultation, responded that the stamp should remain and cited the risks with its removal. The other three organizations could either not formally comment or did not have concerns about the changes.

A Board member asked if the College logo was trademark and received confirmation of such. They proposed that the logo be a required identifier so that the College could pursue trademark infringement on an unauthorized practice. This process was suggested to be less costly and more efficient than proceeding through Superior Court. The Registrar indicated that a legal opinion would need to be sought for more information.

Other suggestions from Board members included deferring the responsibility of issuing the stamp to the ADTO or implementing a password protected signature or identifier. A Board member suggested that the College continue with the Executive Committee’s recommendation, evaluate its effectiveness, and consider changing the requirements for next year.

**MOTION: THAT** Effective immediately the College will no longer issue a Stamp. Effective September 1, 2024, RDTs must place their Registrant Name and Registration number to match the public register and the full text “Registered Dental Technologist”, in the form and manner of the RDT’s choosing on all documents specified in the College’s standards and guidelines that currently require the use of the stamp. Prior to September 1, 2024, RDTs have the option to use the Stamp, or the identifiers noted above.

**MOVED BY:** B. Van Evans and seconded by A. Witko

**CARRIED**

## **8.2 Unauthorized Practice**

H. Chaudhari provided an overview of the processes taken upon receipt of information about an unauthorized practice to its resolution. A recent cease and desist letter which involved collaboration with the Royal College of Dental Surgeons of Ontario (RCDSO) was highlighted. The other open case is currently under preliminary investigation.

A Board member inquired about the actions that can be taken when there are known dentists using the services of the unauthorized practice. J. Rigby clarified that the information is forwarded to RCDSO for them to act as appropriate which may start with educating the dentist.

*M. Liassides left the meeting at 11:30 a.m.*

## **8. Finance and Audit**

### **9.1. Q2 Financial Report**

J. Rigby provided an overview of the 2023-2024 fiscal year, highlighting a forecasted surplus of \$112K. This surplus is supported by investment income, loan forgiveness, early termination of the physical office lease, and underspending on complaints and discipline.



## 9.2. Investment Monitoring

J. Rigby informed the Board that the surplus funds are being placed into short-term investments. A long-term investment is coming due and will be reinvested. The projection of \$26K in investment income is calculated based on conservative interest rates.

## 9.3. 2024-2025 Operating Budget and Fee Schedule

J. Rigby explained that a budget strikes a benchmark to evaluate how well the College is doing in its processes, programs and operationally, and allows the Board to make decisions in a timely manner. The 2024-2025 budget considers general assumptions, historical trends and changes in the regulatory environment. It was modified from a deficit to cost neutral with the removal of the RDT Stamp (Agenda Item 8.1).

**MOTION: THAT** the balanced 2024-2025 Operating Budget and Fee Schedule are approved. The Fee Schedule includes a 2.8% CPI increase for the September 1, 2024, to August 31, 2025, fiscal year.

**MOVED BY:** N. Pirani and seconded by R. Siddiqui

**CARRIED**

## 9.4. 2024-2025 Strategic Initiatives Budget

J. Rigby informed the Board that the Strategic Initiatives Budget was \$114K at the end of August 2023. In this fiscal period, \$7K was spent on regulatory disruption with projected spending of \$10K on Equity, Diversity and Inclusion, and \$21K on Standards and Ethics. Additional funds for 2024-2025 are being requested to support Equity, Diversity and Inclusion, and Standards and Ethics. The Board was reminded that these additional funds are taken from prior year surpluses. CDTO has an adequate surplus to fund 6-12 months of operating costs and is in a healthy financial position.

A Board member inquired about the substantial consulting costs relative to the size of CDTO. They inquired whether requests for proposals were required for the Standards and Ethics project. J. Rigby informed the Board that this process was not completed as the work started with an environmental scan which only cost \$10K and the consultants have experience working with other regulators such as the College of Dental Hygienists of Ontario.

**MOTION: THAT** the Board approves the transfer of \$47,100 from unrestricted net assets to internally restricted net assets for strategic projects and allocates the funds to the Standards project for \$18,300 and the EDI-I project for \$28,800.

**MOVED BY:** B. Van Evans and seconded by S. Fontaine

**CARRIED**

## 9.5. Selection and Appointment of Auditor

J. Rigby and CDTO's Finance Coordinator evaluated all requests for proposals to appoint an auditor against a matrix. Three interviews were conducted with two firms being selected for final consideration. The Executive Committee interviewed both firms with a set of standard questions and ultimately decided on one. A member of the Committee shared that meeting the candidates was a helpful process in their decision and that they believed the final candidate was a good fit for CDTO.



**MOTION: THAT** the Board removes Hilborn LLP as external auditor and appoints Kriens LaRose LLP as external auditor for the 2023 – 2024 fiscal year.

**MOVED BY:** B. Van Evans and seconded by F. Yagin

**CARRIED**

## **9. Strategic Plan 2024-2027**

### **10.1 Goals, Actions and KPIs**

R. Far provided an overview of CDTO's Strategic Plan which is anchored on three pillars: Professional Excellence, Engagement and Regulatory Excellence. CDTO is currently at stage 4 of its strategic planning cycle, implementation. She presented CDTO's Business Plan which will be reviewed annually to ensure that the strategic elements like Key Performance Indicators are still valid. R. Far lead the Board through the Professional Development domain to guide the Board on how to review the Business Plan.

*Doha Melhem and Rainer Kocsis of Pivotal Research joined at 1:27 p.m.*

### **10.2 Professional Excellence – Standards and Ethics**

D. Melhem and R. Kocsis of Pivotal Research provided an update since their presentation to the Board in January. They were engaged to provide two deliverables: conduct a best practice scan and draft a Standards framework. The key themes that emerged from their best practice scan included regulatory evolution and reforms to unify standards and targeting scope and focus to address risk.

The Standards framework includes 4 ethical principles, 4 professional standards and 4 practice standards. Each ethical principle is related to one or more standards and every standard feeds into an ethical principle. A set of statement examples for each of the principles and standards was shared with the Board. Phase 2 of the project will include engaging system partners by conducting focus groups and in-depth interviews to further refine the standards and ethical principles of the framework presented.

There was an inquiry about CDTO's ability to enforce guidelines and which professional expectations are more suitable for a guideline than a standard. Guidelines will be enforceable through criteria that require registrants to abide by legislation and guidelines. Consultations will be used to identify what areas of practice are quickly evolving and which may remain stable over the next three to five years. Standards require Board approval while guidelines are nimbler and can be developed and revised by Staff.

*Doha Melhem and Rainer Kocsis of Pivotal Research left at 2:14 p.m.*

### **11.1 Communications Update**

A. Patrick provided an update for the period of April 1<sup>st</sup> to June 7<sup>th</sup>, 2024. She highlighted the social media platforms used to engage system partners including LinkedIn and X. The website statistics for CDTO and the Canadian Alliance of Dental Technology Regulators were reviewed including the location of the individuals and the webpage views. The Patient Relations Committee plans to update CDTO's Face Behind the Smile Brochure into a postcard and aims to have an update for the next Board meeting in September. Additionally, the



commencement of AI video modules has been implemented to help guide RDTs for annual renewals.

### **12.1 Registrar's Update**

### **12.2 CDTO Dashboard**

J. Rigby reviewed her Registrar's Report highlighting a recent litigation against an Ontario dentist which alleges that dental devices not Health Canada Approved and sourced from China were being fitted into their patients' mouths. CDTO previously received concerns from a patient clarifying the licensure of the same dental laboratory in China and supported the individual in connecting with the Royal College of Dental Surgeons of Ontario for further information. Another case was highlighted that involved unauthorized practice of dentistry, including implants, which raises concerns on whether health professionals supervising the practice of dental technology are verifying the source of their prescriptions.

Other regulatory program highlights included annual renewal being open 15 days earlier, and the Quality Assurance Program enforcing penalties for reminder notices on late summary professional development profile (SPDP) submissions. A Board member inquired whether individuals who did not submit their SPDPs could be suspended. CDTO is not able to do so but could pursue suspension for non-payment of fees.

J. Rigby highlighted a letter from the Ministry about a new template to collect applicant data on a quarterly basis. It will provide information on measures to reduce barriers to registration and demonstrate CDTO's support of international, labour mobility and domestic applicants. The letter is timely as the development of a Prior Learning Assessment and Recognition pathway recognizes CDTO's work in reducing barriers to registration.

## **10. Next Meeting Dates**

The next Board meeting will be September 27<sup>th</sup> which is preceded by a workshop held on September 26<sup>th</sup>. Both these meetings will be held in-person with details to follow. The Chair wished everyone a good summer and looks forward to seeing them in September.

## **11. In-Camera Session: None.**

## **12. Meeting Adjournment**

**MOTION: THAT** the 140<sup>th</sup> Board Meeting be adjourned.

**MOVED BY:** B. Van Evans and seconded by A. Khan

**CARRIED**