



2017-2018  
**Annual Report**



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



## 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.



## VISION

To continue to be known as a regulatory leader and RDTs are viewed as integral members of the oral health care team, inspiring public trust and confidence.



## PRINCIPLES

To guide everything we do:

- Leadership
- Accountability
- Transparency
- Ethics
- Integrity
- Professional Standards

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# Commonly Used Acronyms

ASF	Agreed Statement of Facts
CDTO	College of Dental Technologists of Ontario
DTA	Dental Technology Act, 1991
FHRCO	Federation of Health Regulatory Colleges of Ontario
FSCO	Financial Services Commission of Ontario
HPARB	Health Professions Appeal and Review Board
HPRAC	Health Professions Regulatory Advisory Council
HRTO	Human Rights Tribunal of Ontario
ICRC	Inquiries, Reports and Complaints Committee
MOHLTC	Ministry of Health and Long-Term Care
OFC	Office of the Fairness Commissioner
PPA	Peer and Practice Assessment
RHPA	Regulated Health Professions Act, 1991
QAC	Quality Assurance Committee

## THE DENTAL TECHNOLOGY ACT, 1991

In Ontario, Dental Technologists are regulated under the Regulated Health Professions Act, 1991, the Dental Technology Act, 1991, and the regulations made under these Acts.

The Acts established the College of Dental Technologists of Ontario (CDTO) as one of 26 regulatory health colleges in Ontario that are accountable to the Minister of Health and Long-Term Care. CDTO is tasked with regulating the practice of dental technology in the interest of the public.

Many key regulations, acts, policies, by-laws and publications can be found on the CDTO website: [www.cdto.ca](http://www.cdto.ca) and on the Ontario government's website: [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca).

A close-up photograph of a dental model mounted on a metal stand. A blue measuring instrument with a vertical scale is positioned against the model. The model shows a full set of teeth with a red wax bite registration on the upper arch. The background is a blurred blue basket containing other dental models.

# About the College

The College of Dental Technologists of Ontario (CDTO) is the regulatory body established under the Regulated Health Professions Act, 1991, to ensure the competency and accountability of Dental Technologists practicing in the province of Ontario. The College's mission is a responsible and responsive system of effective regulation to act in the public interest and inspire public confidence and trust.

## ABOUT THE COLLEGE

The CDTO fulfils its mandate to serve and protect the public by ensuring individuals seeking registration to practise dental technology in Ontario meet standard qualifications in education and professional competencies. It establishes and enforces practice standards, promotes quality practice and encourages continuing competency and education in dental technology. In addition, the College holds all Dental Technologists in Ontario accountable for professional conduct and safe practice. Only those individuals registered with the CDTO are allowed to practise dental technology independently and use the title "Registered Dental Technologist" or "RDT".

The Council is the governing body of more than 560 RDTs in the province of Ontario. The CDTO Council is made up of seven elected professional members (Members) and five or six government appointed public members who are not Dental Technologists. Collectively, Council's role is to provide the right leadership, and promote and support good governance through their commitment to the principles of transparency, accessibility, openness and fairness. The Council sets the College's strategic direction and develops the policies and standards to ensure the College is meeting its mandate to protect and act in the best interest of the public.

# About Registered Dental Technologists

Registered Dental Technologists (RDTs) are regulated health care professionals whose scope of practice includes the design, construction, repair or alteration of dental prosthetic, restorative and orthodontic devices.

RDTs are committed to providing quality services to dentists, other regulated health practitioners and their patients in a safe, ethical and professional manner. They take great pride in producing dental appliances of high standards requiring technical knowledge, skill and artistic creativity.

RDTs in Ontario are fully responsible and accountable for the dental appliances that they produce or are produced under their supervision. Their work is highly technical in the application of their knowledge, and also creative in the aspects of colour and design.

## They are knowledgeable of:

- the anatomy and physiology of the oral and facial environment
- the physical and chemical characteristics of materials used for dental appliances
- the techniques and procedures necessary for the design, fabrication, modification and repair of dental prosthetic, restorative and orthodontic devices
- the physiological functioning of these devices in the mouth

Behind the smiles and behind the scenes, RDTs make the crowns, bridges, complete and partial dentures, orthodontics, implants, and other dental appliances.

RDTs are committed to providing quality services to dentists, other regulated health practitioners and their patients in a safe, ethical and professional manner.

RDTs work in a variety of practice settings that may include dental laboratories, dentist offices, educational institutions such as universities, colleges, or hospitals that offer dental technology services.

Inter-professional collaboration is at the core of an RDT's work. Dentists and other regulated health professionals rely on the RDTs professional judgment in the filling of dental prescriptions including: interpretation of the design and technical specifics of prosthesis; joint consultation on changes that are beneficial to the patients; and, determination of the shape, contours, structure, materials and production processes.

The CDTO is dedicated to supporting RDTs in their delivery of high quality, safe and ethical care to the public of Ontario.

# Message from the President

I am pleased to report on the activities and achievements of the CDTO for 2017-2018. CDTO's dedicated and talented staff and Council have continued to work diligently to support our mandate to serve and protect the public interest by regulating the profession of Dental Technology. In order to ensure its ongoing effectiveness in supporting this mandate, the College Council engages in regular evaluations of meetings. These regular evaluations allow Council to identify and seek opportunities to better itself and promote good governance.



Michael Karrantjas, RDT  
President of CDTO

As an elected professional member, I had the pleasure to serve as vice-president for two years under the leadership of Harold (skip) Bassford, president and public appointee. The insight gained by observing good governance at work paired with my intimate knowledge of the profession has well positioned me in my new role as president of CDTO for the 2017-2018 year.

## Strategic Planning

Council embarked on an in-depth strategic process in 2016-2017. At its September 2017 meeting a 5-year strategic plan was born and unanimously approved by council. The CDTO's 2018-2022 Strategic Plan includes many short term and long term goals for the College. Because a strategic plan is a dynamic process Council agreed to review the plan annually to assess and evaluate the plan against the current environment, as well as to re-align the vision, goals, priorities and action plan. The strategic plan was reviewed at the September 2018 meeting and some minor alterations were made and approved.

## Bill 87

On May 30, 2017, Bill 87 was passed with the goal of strengthening and unifying Colleges' approach to dealing with cases of sexual abuse. CDTO's Council recognizes the seriousness and extent of injury that sexual abuse and other forms of abuse cause clients and their loved ones. Council believes that one instance of sexual abuse is too many, and therefore uphold the College's longstanding Zero Tolerance policy for any form of abuse: verbal, physical, emotional, financial or sexual, by a Dental Technologist.

## New Office

In the summer of 2018, the College's lease for occupancy of the offices at 2100 Ellesmere Rd was up for renewal. An opportunity to move to a new location at 305 Milner Ave just a few minutes away became available. The Executive Committee met to discuss the College's options for occupancy and decided it would be best to move offices. The new location offers a significant savings in rent as well as improved facilities such as a smaller office with a more efficient

# Message from the President

layout and a large common boardroom to host CDTO meetings that is available to all tenants free of charge. The CDTO closed its location on Ellesmere on August 29th and opened up its new office at 305 Milner Ave on September 4th, 2018 with the hard work of College staff.

## ADT Project

The College, in collaboration with the Canadian Alliance of Dental Technology Regulators (CADTR) with funding received from the Government of Canada's Foreign Credential Recognition Program (FCRP) in November of 2017, has been working hard on the Access to Dental Technology (ADT) Project. Led by the CDTO, this pan-Canadian project will help reduce barriers to employment in Dental Technology for internationally trained newcomers. The overriding

objective of this project is to ensure that Canada has the educated and skilled workforce needed to support professional and economic growth by expediting the assessment and licensure processes of Internationally Educated Dental Technology Professionals (IEDTPs) to practise the profession of dental technology in Canada. The project has already performed various stakeholder consultations on the state of Dental Technology across Canada as well as research into developing a standardized system of testing, registration and entry to practice requirements across the country.

## Michael Karrandjas, RDT

President of Council  
College of Dental Technologists of Ontario





# Message from the Registrar

It's a time of intense pressures and big possibilities. Delivery of high quality and ethical care to patients and clients are driven by many inextricably connected factors – including public awareness and expectations, risk of patient harm, advancements in technology and service delivery. As a regulator we need to remain current, relevant and nimble.



Judith (Judy) Rigby, CPA, CGA



Judith M. Rigby receiving the Scarborough-Guildwood Medal from the Hon. John McKay, MP Scarborough Guildwood

In 2017-2018, the College was instrumental in launching a pan-Canadian effort between Dental Technology regulators to create a fair, accessible, transparent, and efficient harmonized registration process for both internationally educated dental professionals and Canadian graduates. I am excited to share with you some of the achievements of the Access to Dental Technology (ADT) Project, expanding on the President's message.

- Conducted an environmental scan to gather current information on the state of the dental technology profession across Canada and to inform the development of best practice competency assessments (credential and

experiential), communication portals (website), and pre-arrival tools. The scan will focus our attention on harmonization of national registration requirements including the design and implementation of an accessible and fair competency assessment.

- From the environmental scan, we identified the need for an applicant engagement plan to ensure potential applicants who are currently employed but not licensed or not fully licensed as dental technologists in Canada are aware of the benefits to become Registered Dental Technologists and to ensure we have enriched awareness and preparedness of highly skilled newcomers searching for professional level jobs in dental technology prior to immigration to Canada.
- Completed a comprehensive review of the Competency Profiles used by Canadian dental technology regulators, the review showed a need for:
  - An increased level of detail and articulation of required skills and judgment of a dental technician/technologist to support a competency-based criteria reference assessment.
  - Consideration of key competencies which emerged over the past 5-years and are found to be critical to professional practice and public protection (e.g. professional boundaries, leadership, collaborator, use of technology).

# Message from the Registrar

- Established a working group of subject matter experts to begin a comprehensive revision of the Competency Profile that will be adopted by all Canadian dental technology regulators. It comprises of five educators and eight dental technologists/technicians who practice in a variety of settings, various roles, and from different provinces across Canada.

**This project, with a completion date of March 2020, will ensure that as a regulator, we remain current, relevant and nimble.**

As we head into another busy year, it is always important to reflect on the dedication and hard work that our Council does to ensure that we continually uphold our duty to protect the public. I want to personally thank our new President, Michael Karrandjas, RDT, for continuing to challenge the Council and College to better enhance governance and

seek new ways to implement best practices. Harold (Skip) Bassford is also thanked for his tremendous mentorship and guidance, and for ensuring a smooth transition in presidency. I also want to thank external stakeholders, especially the Hon. John McKay, MP for Scarborough-Guildwood for providing constituency support, and for always supporting College initiatives of regulatory importance.

Of course, the achievements of the College cannot be completed without the help and expertise of our dedicated staff.

I invite you to read about the achievements and current College activities over the past year and what lies ahead.

**Judith M. Rigby, CPA, CGA**

Registrar and CEO



# Council Members

## SEPTEMBER – DECEMBER 2017

### President

Harold (Skip) Bassford, Public Member

### Vice-President

Michael Karrandjas, RDT, District 1

### Council Members

Clark Wilson, RDT District 3

Derrick Ostner, RDT District 2

George Paraskevopoulos, RDT District 1

Janet Faas, Public Member

Jason Chai, RDT District 3

Jeff Donnelly, Public Member

Kathryn McAllister, Public Member

Keith Tarswell, Public Member – until Dec 2017

Nicole Rotsaert, RDT District 2 – until Dec 2017

Terry Price, Public Member

Vincent Chan, RDT District 1

### Non-Members of Council

Andreas Sommer, RDT

Harry Bang, RDT

Igor Kobierzycki, RDT

## JANUARY – AUGUST 2018

### President

Michael Karrandjas, RDT District 1

### Vice-President

Terry Price, Public Member

### Council Members

Clark Wilson, RDT District 3

Daniel Choi, RDT District 1 – from April 2018

David Savioli, RDT District 2 – from Jan 2018

Derrick Ostner, RDT District 2

George Paraskevopoulos, RDT District 1

Harold Bassford, Public Member

Janet Faas, Public Member

Jason Chai, RDT District 3

Jeff Donnelly, Public Member – until July 2018

Joanne Kranyak, Public Member – from Feb 2018

Kathryn McAllister, Public Member – until Feb 2018

Kiran Qureshi, Public Member – from March 2018

Vincent Chan, RDT District 1 – until April 2018

### Non-Members of Council

Andreas Sommer, RDT

Igor Kobierzycki, RDT

## Who are Public Members?

Public members are appointed by the Lieutenant Governor of Ontario. Public members along with professional members compose the College Council – its purpose is to uphold the College's mandate to serve and protect the public.

## Who are Professional Members?

Professional members are elected to Council by the membership through scheduled elections. The College is composed of three electoral districts that span across Ontario. Professional members bring a unique

perspective to Council through their knowledge of the profession as all professional members are Registered Dental Technologists.

All members, elected professional RDT's and publicly appointed individuals serving on the Council of the College, are expected to make decisions and develop policies, guidelines, standards and regulations that are consistent with the legislative framework. This means that every Council member has a legal duty to act in the best interest of the public, not his/her personal interest or the interest of any organization with which he/she associates.

2018-2022

# Strategic Plan Update

## YEAR 1 - ALL ABOUT PROTECTING THE PUBLIC

In 2017, Council developed a comprehensive, 5-year Strategic Plan that directs us to continue fulfilling our role in protecting the public interest as we think ahead. CDTO's Strategic Plan serves as a road map to guide us to where we are going and how we will get there. It also provides opportunities for members of the public, RDTs, licensed health care professionals and other stakeholders alike to provide input, contribute to our priorities, and share in our successes!

Recognizing that strategic planning is a dynamic process, Council committed to evaluate the progress made towards the priorities and reassess the Strategic Plan against the current environment annually. In June 2018, Council reviewed the risks

and opportunities that lay ahead and recommended minor amendments to the six priorities.

We are excited to share a snippet of the progress and achievements we have made in year one of our journey.

### 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

### 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.



## Accomplishments in Year 1:



### Improve transparency and communications

- launching a new, informative, and user-friendly website resulting in over 33,000 views
- improving access to the public register
- providing educational brochures to raise public awareness and outreach



### Ensure Ontarians have access to RDTs

- conducting member and applicant outreach through surveys and focus groups to identify barriers to licensure<sup>1</sup>
- assessing demographic composition of the dental technology workforce<sup>1</sup> to determine future regulatory initiatives



### Complete standards of practices review

- revising and disseminating the Infection Prevention & Control Standard of Practice to Members and stakeholders



### Improve governance effectiveness

- strengthening Council governance through the newly approved annual Council evaluation policy and Council meeting evaluation process



### Implement a best practice redesigned QA program

- revising the National Competency Profile to reflect the current minimum expectations for entry-level practice and continued competence for practising RDTs<sup>1</sup>



### Implement best practice regulation

- assessing current registration process and legislation in Canada<sup>1</sup>
- initiating review of the Professional Conduct regulation to ensure that RDTs practise in the public's best interests

<sup>1</sup> Through the Access to Dental Technology project  
For more information, visit [CDTO.CA](http://CDTO.CA)

# Committee Reports


## STATUTORY & NON-STATUTORY COMMITTEES

Executive	Inquiries, Complaints and Reports
Registration	Discipline
Examinations	Fitness to Practice
Quality Assurance	Patient Relations

Statutory and standing committees carry out the regulatory functions of the College and support Council in meeting its mandate. These Committees are made up of members of Council and may include members of the profession who are not members of Council. The specific composition of each committee is set out in the College's By-laws and members are

appointed at the first meeting of Council in each calendar year.

In addition, Council may establish and maintain non-statutory Committees necessary for the effective and efficient function of the College. Council may appoint persons who are neither Council Members nor members of the College to these Committees.



The College would like to thank the countless members who gave their time to support and assist the College by serving on various committees, panels, task forces, or by serving as an examinations marker or peer assessor. Your grateful acts of service cannot be thanked enough, and your continued support helps build a strong and professional profession.

# Executive Committee Report

SEPTEMBER – DECEMBER, 2017	JANUARY - AUGUST, 2018
<b>Chair</b>	
Harold Bassford, Public Member	Michael Karrandjas, RDT
<b>Members</b>	
Derrick Ostner, RDT	Derrick Ostner, RDT
George Paraskevopoulos, RDT	George Paraskevopoulos, RDT
Janet Faas, Public Member	Janet Faas, Public Member
Michael Karrandjas, RDT	Terry Price, Public Member

The Executive Committee works year-round in supporting the Council and the College with the responsibility of protecting the public. This includes inter-professional collaboration on joint initiatives with other regulatory health colleges, strengthening relationships with key stakeholders, and overseeing CDTO's operations in a fiscally responsible manner. The Committee has the authority to make decisions on matters that require immediate attention, in between Council meetings, and reports on its actions to Council.

## During 2017-2018, the Executive Committee:

- Convened eight times, both in person and via teleconference.
- Worked with College Staff to diligently review and update the College's Strategic Plan before presenting to Council for its approval. This included the exploration of a Balanced Score Card to easily showcase the progress of College priorities and objectives.
- Oversaw the College's office relocation to 305

Milner Avenue by securing favourable leasing terms that save on occupancy costs over a 10-year period after comparing with various leasing/purchasing options over a 5-month search.

- Conducted the Registrar's annual review.
- Reviewed and revised the Registrar's Performance Plan for 2017-2018 ensuring good governance and leadership in the administration of College duties.
- Continued leadership in financial monitoring of the College's assets and investment of funds to ensure financial sustainability and protection of the College's not-for-profit status.
- Recommended that Council reappoint Hilborn LLP as auditors for the 2017-2018 fiscal year.
- Retained GlickLaw LLP, to ensure continuity of legal services for the ICRC and Discipline Committee.
- Recommended that Council approve the 2017-2018 audited Financial Statements and the 2018-2019 Operating Budget.

# Registration Committee Report

SEPTEMBER – DECEMBER, 2017	JANUARY - AUGUST, 2018
<b>Chair</b>	
Michael Karrandjas, RDT	Terry Price, Public Member
<b>Members</b>	
George Paraskevopoulos, RDT	David Savioli, RDT
Jeff Donnelly, Public Member	George Paraskevopoulos, RDT
Kathryn McAllister, Public Member	Jeff Donnelly, Public Member - until July 2018
Nicole Rotsaert, RDT	Kiran Qureshi, Public Member - from Aug. 2018
Terry Price, Public Member	Michael Karrandjas, RDT

The Registration Committee is responsible for developing and implementing transparent, objective, impartial and fair policies and processes for registration with the College.

The Committee considers and renders decisions on applications of registration that have been referred by the Registrar. These decisions are made in an equitable, fair and consistent manner. The Registrar refers applications to the Committee when there are doubts that the applicant fulfills the requirements set out in the registration regulation. All decisions of the Registration Committee may be appealed to the Health Professions Appeal and Review Board (“the Board” or “HPARB”) for a review or a hearing.

The Committee advises Council and makes recommendations on matters relating to practice standards, registration regulations, and related matters. It also addresses issues of reporting practices concerning Office of the Fairness Commissioner (OFC).

#### During 2017-2018, the Registration Committee:

- Convened four meetings.
- Reviewed and revised the Committee Terms of Reference.

- Set Committee goals for 2017-2018.
- Reviewed applications referred to the Committee by the Registrar.
- Reviewed requests for additional examination attempts.
- Continued its review of the Registration Regulation and will bring forward recommendations for revision to Council once further changes have been identified by the Access to Dental Technology Project.
- Participated in education and development sessions on the Committee’s roles and responsibilities, and the OFC’s roles, fair registration practices, applications for registration referrals and assessment of good character.
- Developed and approved the:
  - Time Limitation for Validity of Examination Results Procedures (EO6-PO1)
  - Upgrading/Remediation Procedure (EO4-PO1) and Form
- Developed two surveys for distribution to support the College’s strategic initiative to ensure Ontarians have access to RDTs.



# Membership Statistics

as of August 31, 2018



## MEMBERS BY CLASS OF REGISTRATION

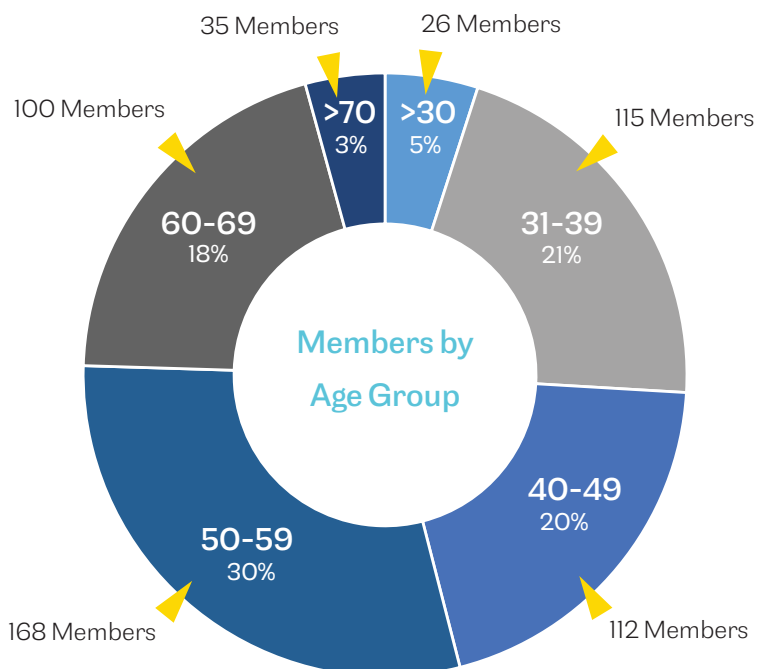
General Certificate of Registration	536
Inactive Certificate of Registration	20
<b>Total Members</b>	<b>556</b>

## MEMBERSHIP GROWTH

New Members	23
Resigned, Retired, Deceased	21
Suspended	4
Reinstated	1
<b>Total Net Growth</b>	<b>-1</b>

## NET RATE OF MEMBERSHIP GROWTH YEAR OVER YEAR

	2013-14	2014-15	2015-16	2016-17	2017-18
Net Rate of Growth (%)	1.1%	0.2%	-0.2%	-1.1%	-0.2%



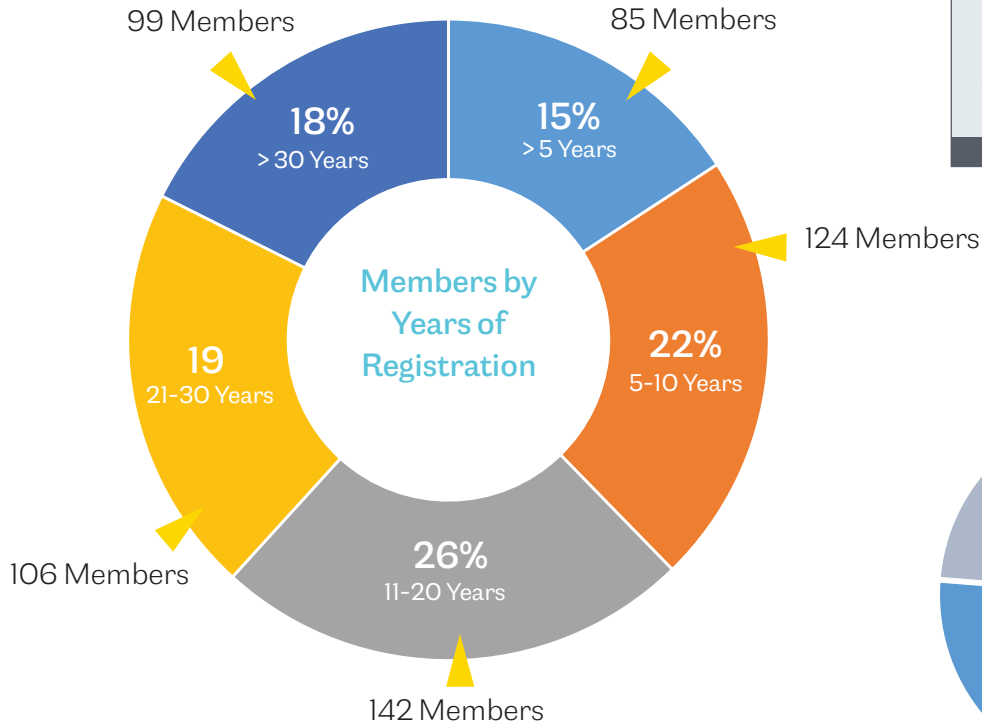
# 25%

of the membership is under 40 years old

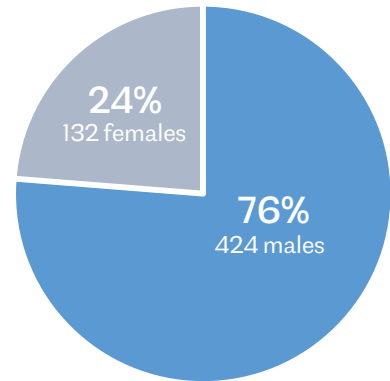
# Membership Statistics

**62%**

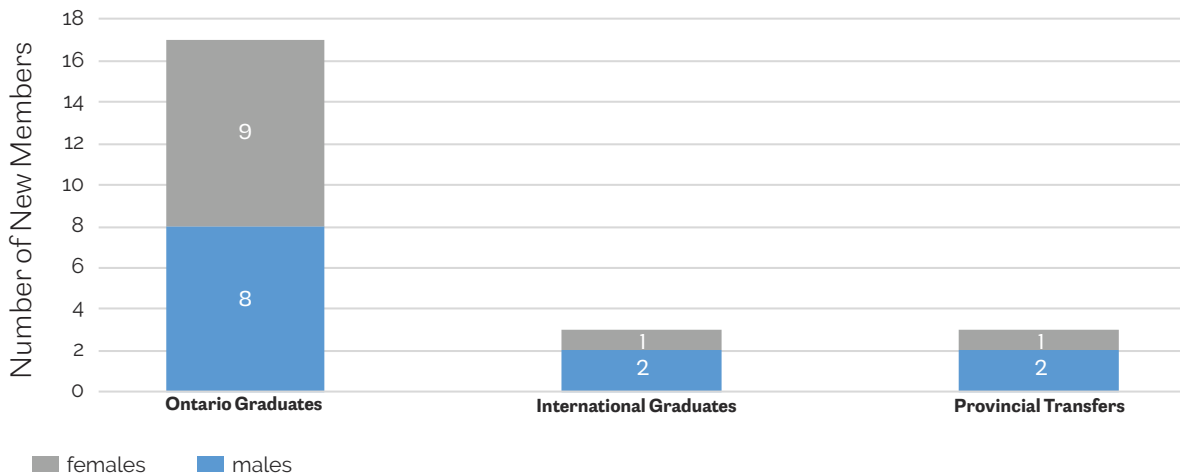
of the membership have been registered for over 10 years.



**Number of Members by Gender**



**Number of New Members by Intake and Gender**



# Examinations Committee Report

## SEPTEMBER 2017 TO AUGUST 2018

### Chair

Igor Kobierzycki, RDT (non-Council)

### Members

Harold Bassford, Public Member

Daniel Choi, RDT

To become a Member of the College, all applicants must successfully complete the Registration examinations (written and practical) offered once a year. Those licensed in a province eligible under the Canadian Free Trade Agreement are exempt, however, must successfully complete the Jurisprudence & Ethics examination component of the registration exam offered four times a year.

The Examinations Committee is responsible for the development and administration of all written and practical examinations offered by the College, a responsibility previously held by the Registration Committee. The Examinations Committee appoints Examination Task Forces (Written and Practical) which are composed of Members (RDTs) to development examinations that provide a reliable and valid measure of a candidate's knowledge, skills and ability to practise dental technology in Ontario. The Practical Examination Task Force is also responsible for the management of the entry-to-practice examination. Throughout the examination development process, each Task Force ensures that it adheres to transparent, objective, impartial and fair practices.

### The Committee is also responsible for:

- making recommendations to Council on any changes to the content and structure of examinations for registration
- reviewing and maintaining policies and procedures related to examinations, determining the eligibility of examination applicants referred by the Registrar where there are doubts, on reasonable grounds, about whether the applicant fulfils the examination application requirements
- ensuring that examination appeals are handled in a timely manner and that appeal policies and procedures are transparent, fair and consistently applied; through a panel selected by the Chair
- considering and making recommendations to Council for changes to applicable legislation, regulations, By-laws, policies, program, Rules of Procedure, standards and guidelines that fall within the scope and purpose of the Committee..

### During 2017-2018, the Examinations Committee:

- Convened three meetings and one email resolution.
- Reviewed and confirmed the Committee Terms of Reference.
- Set Committee Goals & Work Plan for 2017-2018.
- Participated in education and development sessions on the Committee's roles and responsibilities, and the role of the Office of the Fairness Commissioner (OFC) regarding fair registration practices.
- Revised the procedures and forms related to the Testing Accommodation Policy (EO3).
- Revised and approved the 2018 Registration Examination Handbook for circulation including new policy information and updated Jurisprudence & Ethics Examination information.
- Assessed and approved the 2018 Registration Examination (written and practical) presented by the Examination Task Forces to be administered at July 2018 examination session.
- Approved the 2018 Registration Examination results for release to examination candidates.

# Examination Statistics of 2017-2018

Examination	Number of Candidates	Percent
First Time Candidates	28	68%
Repeat Candidates	13**	32%
Total Candidates	41	100%

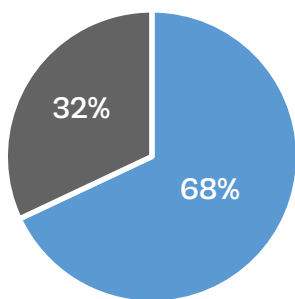
\*\* A significant number of repeating candidates elected not to apply for the 2018 Registration Examinations (a 59% decrease over 2017) and have forfeited one examination attempt permitted under the Examinations Regulation (O.Reg 711/93)..

Examination Candidate Demographics	Number of Candidates	Percent
George Brown College	27	66%
Applicants under Labour Mobility*	6	15%
International	8	19%
Total	41	100%

Successful Candidates	Number of Candidates	Percent
George Brown College	11	69%
Applicants under Labour Mobility*	4	25%
International	1	6%
Total	16	100%

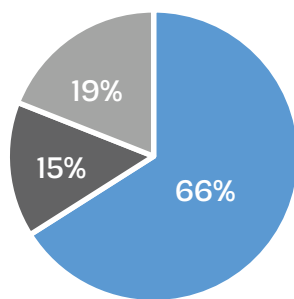
\* Labour Mobility – The Canadian Free Trade Agreement (CFTA) came into effect on July 1, 2017, replacing the Agreement on Internal Trade (AIT). The new legislation will reduce and eliminate, to the extent possible, barriers to the free movement of persons, goods, services, and investments within Canada.

Breakdown of Examination Candidates by Attempts



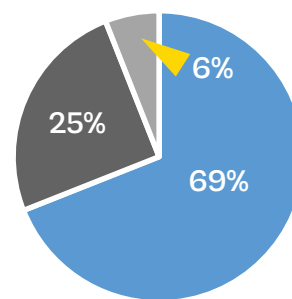
■ First-time Candidates  
■ Repeat Candidates

Breakdown of Examination Candidates by Application Stream



■ George Brown College  
■ Applicants under Labour Mobility  
■ International

Breakdown of Successful Candidates by Application Stream



■ George Brown College  
■ Applicants under Labour Mobility  
■ International

# Quality Assurance Committee Report

SEPTEMBER – DECEMBER 2017	JANUARY – AUGUST 2018
<b>Chair</b>	
Derrick Ostner, RDT	Derrick Ostner, RDT
<b>Members</b>	
Harold Bassford, Public Member	George Paraskevopoulos, RDT
Igor Kobierzycki, RDT (non-Council)	Igor Kobierzycki, RDT (non-Council)
Janet Faas, Public Member	Janet Faas, Public Member
Jason Chai, RDT	Jason Chai, RDT
Vincent Chan, RDT	Joanne Kranyak, Public Member
	Terry Price, Public Member

The goal of the Quality Assurance (QA) Committee is to protect the public by mandating that Members participate in ongoing professional development throughout their careers to ensure that their knowledge, skills and judgement continues to reflect the standards of the profession. Participating in ongoing continuing education not only addresses the needs of the present, but enhances the level of competency and professionalism of the profession.

## During 2017-2018, the QA Committee:

- Convened five meetings.
- Participated in an in-depth orientation training session provided by College staff and welcomed three new Committee members to the Committee slate.
- Finalized the Peer Assessor Criteria Matrix, setting out the minimum requirements required from a potential peer assessor candidate before they can be appointed as a College peer assessor.
- Agreed to a work plan that consists of elements from the Strategic Plan. Highlights of the work plan include:
  - redesigning the current Summary Professional Development Profile forms
  - launching the 2015-2018 SPDP program
  - identifying recommendations for changes to the QA regulations
- Developed an orientation document designed to provide Members with an overview of the Quality Assurance Program. The document will serve as a valuable resource for the College and for new Members and has been posted on the College website for easy access.
- Oversaw the administration of the 2017-2018 Peer and Practice Assessments. 11 Members were randomly selected by stratified random sampling, of which 10 Members successfully passed the assessment and have met the requirements. The Committee has deferred one assessment to next year's program due to an accommodation request.
- Oversaw the administration of 2015-2018 (3-Year) Summary Professional Development Portfolio with 157 Members from Group B required to submit their documents before the August 31, 2018 deadline.

# Quality Assurance Committee Report

## SUMMARY OF CYCLE B SPDP SUBMISSION REVIEW

	Number of Members	Percent (Rounded)
Total required to submit by August 31, 2018	157	100%
Profiles submitted that met the requirements	147	94%
Profiles not submitted as Members retired, suspended, transferred to inactive class, or received accommodation	8	5%
Profiles not submitted	1	0.5%
Profiles submitted that did not meet the requirements	1	0.5%
Waived Submissions	1	17%



# Inquiries, Complaints and Reports Committee (ICRC) Report

## SEPTEMBER 2017 – AUGUST 2018

### Chair

Harold Bassford, Public Member

### Members

Andreas Sommers, RDT (non-Council)

Clark Wilson, RDT

Daniel Choi, RDT

David Savioli, RDT

Kiran Qureshi, Public Member

The Inquiries, Complaints and Reports Committee (ICRC), is responsible for reviewing all complaints made to the College about the practice or conduct of Dental Technologists, including concerns from the Quality Assurance (QA) Committee and reports made by the Registrar, and decides on what action, if any, is required. The ICRC may make referrals to the Fitness to Practice and Discipline Committees and in every case endeavours to dispose of each matter according to the timelines set out in the RHPA.

In 2017 – 2018, the ICRC convened seven meetings:

### Complaints

From September 1, 2017 – August 31, 2018, the College received five new complaints. The ICRC also reviewed three complaints that was carried over from the previous year. The ICRC issued five decisions in 2017-2018. Three were to take no further action, one was the issuance of a Specialized Continuing Education and Remediation Program (SCERP), and one was referred to the Discipline Committee. The remaining two complaints will be reviewed by the ICRC in 2018-2019.

### Registrar's Inquiries

Where a Registrar has reasonable and probable grounds to believe that a Member has committed an act of professional misconduct or incompetence, he or she may request the ICRC to approve the appointment of an investigator to examine the conduct of the Member.

Two Registrar's Inquiries were launched in 2018 and two Registrar's Inquiries were carried over from the previous year. Three decisions were issued in 2017-

2018. One decision was to take no further action, one decision was to issue an oral caution, and one case was referred to the Discipline Committee. The remaining complaint will be considered 2018-2019.

### Quality Assurance Referral

The QA Committee may disclose the name of a Member and allegations against the Member to the ICRC if it is of the opinion that the Member may have committed an act of professional misconduct, or may be incompetent or incapacitated. The ICRC may then request the Registrar to appoint an investigator to determine whether the Member has committed an act of professional misconduct or is incompetent.

From September 1, 2017 – August 31, 2018, the Quality Assurance Committee did not refer any Members to the Inquiries Complaints and Reports Committee.

### Discipline Committee Referrals

During the fiscal period of 2017-2018, the ICRC referred two new cases to the Discipline Committee.

The ICRC referred one (1) new case to the Discipline Committee in 2016-2017.

# Discipline Committee Report

## SEPTEMBER 2017 – AUGUST 2018

### Chair

Terry Price, Public Member

### Members

All Members of Council are members of the Discipline Committee.

Igor Kobierzycki, RDT (non-Council)

Andreas Sommers, RDT (non-Council)

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.

## Summary of 2017-2018 Discipline Committee Decisions

### Name of the Member: William Chan (#1048)

#### Background:

During the relevant period, the Member was out of the country for extended periods of time while employed as the supervising Registered Dental Technologist in a laboratory.

The laboratory remained operational and invoices for services rendered were stamped with the Member's stamp during the time in which the Member was absent from the laboratory.

The Inquiries, Complaints and Reports Committee referred specified allegations to the Discipline

Committee for a final decision to be made on the matter.

#### Undertaking and Acknowledgement

The Member expressed his intention to resign from the College.

The Member executed an Undertaking and Acknowledgement, whereby he undertook to refrain from engaging in the practice of dental technology, from using protected titles, or holding himself out as qualified to practice dental technology in Ontario.

The Member also undertook to never reapply or seek reinstatement of his certificate of registration with the College.



# Discipline Committee Report

## Stay of the Discipline Proceedings and Penalty

The Panel ordered that, in light of the Member's execution of the Undertaking and Acknowledgement, and the Member's permanent resignation from the practice of dental technology, the discipline proceedings as set out in the Notice of Hearing be permanently stayed.

The Panel found that the penalty satisfied the principles of specific and general deterrence, rehabilitation, remediation, and public protection. The penalty will serve as a general deterrent to the profession as it sends a clear message to all of the Registered Dental Technologists in Ontario regarding the consequences of failing to supervise a laboratory in accordance with the Supervision Standards of the College.

## Name of the Member: Luc Si Vuong (#1372)

### Background:

During the relevant period, the Member designed, constructed, repaired and/or altered dental prosthetics, restorative and/or orthodontic devices while registered in the inactive class of registration and was not supervised by a member of the CDTO or the Royal College of Dental Surgeons of Ontario.

The Inquiries, Complaints and Reports Committee referred specified allegations to the Discipline Committee for a final decision to be made on the matter.

## Undertaking and Acknowledgement

The Member expressed his intention to resign from the College.

The Member executed an Undertaking and Acknowledgement, whereby he undertook to refrain from engaging in the practice of dental technology, from using protected titles, or holding himself out as qualified to practice dental technology in Ontario.

The Member undertook to never reapply or seek reinstatement of his certificate of registration.

## Stay of the Discipline Proceedings and Penalty

The Panel ordered that, in light of the Member's execution of the Undertaking and Acknowledgement, and the Member's permanent resignation from the practice of dental technology, the discipline proceedings as set out in the Notice of Hearing be permanently stayed.

The Panel ordered that the Member pay costs of the Motion, to be fixed at \$1,000.00.

The Panel found that the penalty satisfied the principles of specific and general deterrence, rehabilitation, remediation, and public protection. The penalty will serve as a general deterrent to the profession as it sends a clear message to all of the Registered Dental Technologists in Ontario regarding the consequences of practicing dental technology while not holding a general certificate of registration with the College.

# Fitness to Practise Committee Report

## SEPTEMBER 2017 – AUGUST 2018

### Members

All members of Council are members of the Fitness to Practise Committee

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 Practise 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. There were no referrals to the Fitness to Practise Committee during the 2017-2018 year. The Committee continues to ensure it is adequately prepared should it receive a referral.



# Patient Relations Committee Report

## SEPTEMBER 2017 – AUGUST 2018

### Members

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

The Patient Relations Committee is responsible for developing, establishing and maintaining a patient relations program, including measures for preventing and/or dealing with sexual abuse of patients by members of the College. This includes member education, staff training, and guidelines for members' conduct with patients and public information. The Committee is also responsible for administering funding for therapy and counselling for patients who have been sexually abused by dental technologists.

During 2017-2018, the Patient Relations Committee convened twice and accomplished the following:

- Election of a Committee Chair: the Committee elected Joanne Kranyak as the Patient Relations Committee Chair.
- The Committee approved amendments to the College's Sexual Harassment Policy and Guideline and approved updates to the Addressing Sexual Abuse and Sexual Harassment webpage on the College's website.
- Public Engagement – Face Behind the Smile: the Committee approved the distribution of the "Face Behind the Smile" brochure to dental and denturist offices, high schools and colleges with educational dental programs, and at various industry events.
- The Committee approved the posting of the "Face Behind the Smile" brochure online onto the College's website and Member's may request copies of the brochure for their own offices and laboratories.
- The Committee conducted a review of the Terms of Reference and prepared their submissions for Council approval in 2018/2019. The Committee also approved the work plan for 2018/2019.



# Financial Overview 2016-2017

Financial integrity is an organization-wide responsibility and is critical for the College to carry out its mandate and mission.

Public trust in the regulator to protect their interests on an ongoing basis requires the College to demonstrate our fiscal responsibility. We do this by ensuring that the financial reports we present offer relevant information to all stakeholders on how we utilize funds generated from annual Member fees to carry out our mandate and mission.

At the CDTO, our aim is to work consistently to manage and report the College's finances so that internal and external stakeholders can readily access and understand them. We do this through:

- Collaboration and communication between finance, program staff, Council and Committees to create meaningful budgets, report accurately on revenues and expenses, manage forecasts and understand cash flow needs.
- Establishing proper oversight through a structure of segmented responsibilities and documented processes with direction from Executive Committee and Council.
- Maximizing technology to make financial reporting quicker, more efficient, more accurate and more informative to answer important questions from internal as well as external audiences.

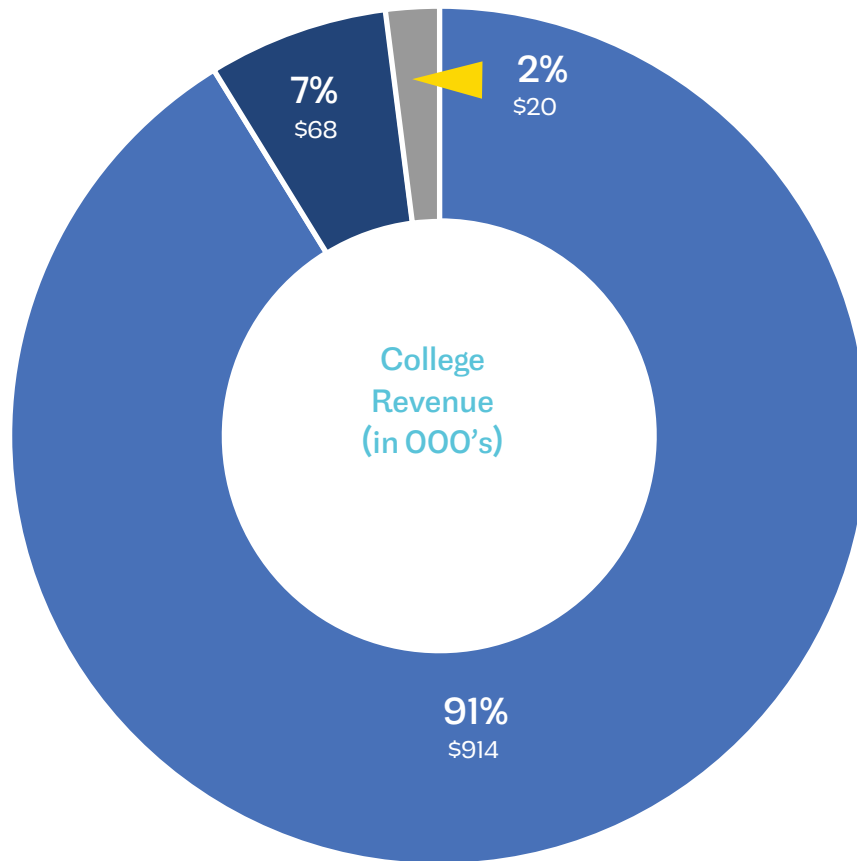
- Leveraging professional expertise through our auditor to provide an independent assessment of the integrity of our financial statements and to make ongoing improvements to our financial systems.

The 2017-2018 audited financial results demonstrate year over year that the College is in a healthy financial position. During the year, the College spent approximately \$63,000 on strategic projects, approved by Council and funded solely from prior years' accumulated surplus and not from Members current year fees. The balance of funds available at year-end, approximately \$55,000 in "Internally Restricted for Strategic Initiatives" on the Statement of Financial Position, will be used to strengthen the College's ability to respond to the increasing needs and expectations of the public and government, and to address future risks and opportunities.



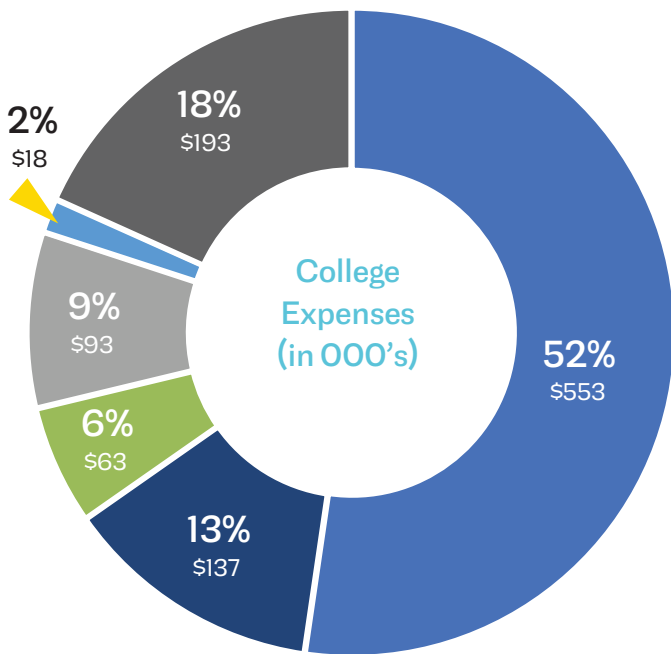
# Financial Overview 2017-2018

The following information is provided to add clarity to the Summarized Statement of Operations.

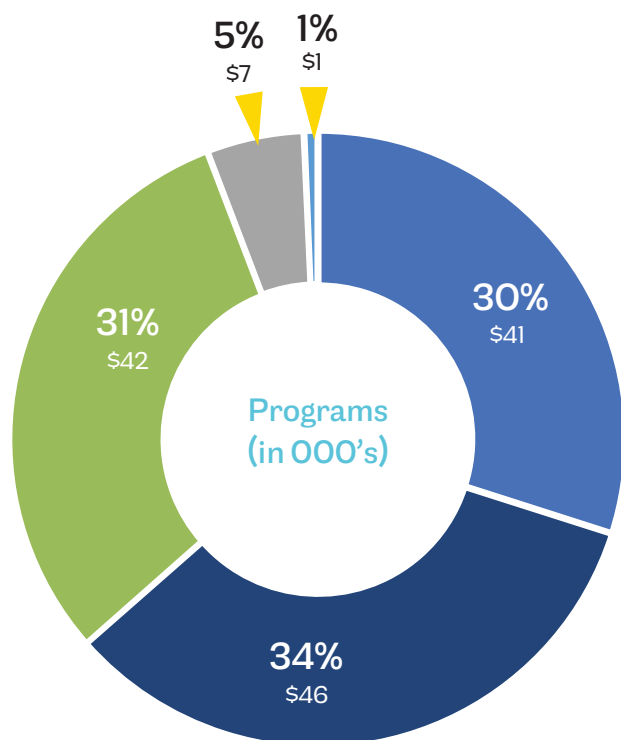


Revenue	\$ (In 000's)	%
Registration, Laboratory and Supervision Fees	\$914	91%
Investment Income	\$20	2%
Examination Fees	\$68	7%
<b>Total Operating Revenue</b>	<b>\$1002</b>	<b>100%</b>

# Financial Overview 2017-2018



Expenses	\$(In 000's)	%
Human Resources	\$553	52%
Programs	\$137	13%
Strategic Initiatives and Projects	\$63	6%
Occupancy costs	\$93	9%
Council	\$18	2%
Operations (Incl. depreciation)	\$193	18%
<b>Total Expenses</b>	<b>\$1057</b>	<b>100%</b>



Programs	\$(In 000's)	%
Complaints, Discipline and Patient Relations	\$41	30%
Examination	\$46	34%
Registration, Laboratory Supervision	\$42	31%
Quality Assurance	\$7	5%
Publications	\$1	1%
<b>Total</b>	<b>\$137</b>	<b>100%</b>

# College of Dental Technologists of Ontario

SUMMARY FINANCIAL STATEMENTS

AUGUST 31, 2018

HILBORN<sub>LLP</sub>

## Report of the Independent Auditor on the Summary Financial Statements

To the Council of the  
**College of Dental Technologists of Ontario**

The accompanying summary financial statements, which comprise the summary statement of financial position as at August 31, 2018, and the summary statement of operations for the year then ended, and related note, are derived from the audited financial statements of the College of Dental Technologists of Ontario for the year ended August 31, 2018. We expressed an unmodified audit opinion on those financial statements in our report dated December 7, 2018.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the College of Dental Technologists of Ontario.

### *Management's Responsibility for the Summary Financial Statements*

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in the note to the summary financial statements.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

### *Opinion*

In our opinion, the summary financial statements derived from the audited financial statements of the College of Dental Technologists of Ontario for the year ended August 31, 2018 are a fair summary of those financial statements, on the basis described in the note to the summary financial statements.



Toronto, Ontario  
December 7, 2018

Chartered Professional Accountants  
Licensed Public Accountants



# COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

## Summary Statement of Financial Position

August 31	2018 \$	2017 \$
<b>ASSETS</b>		
Current assets		
Cash	1,311,247	999,517
Investments	-	429,208
Accounts receivable	34,844	10,760
Prepaid expenses	15,752	12,793
	<b>1,361,843</b>	<b>1,452,278</b>
Investments	762,987	744,233
Capital assets	24,816	6,362
	<b>787,803</b>	<b>750,595</b>
	<b>2,149,646</b>	<b>2,202,873</b>
<b>LIABILITIES</b>		
Current liabilities		
Accounts payable and accrued liabilities	133,559	130,247
Deferred registration and laboratory supervision fees	828,317	840,158
	<b>961,876</b>	<b>970,405</b>
Deferred lease incentives	11,221	-
	<b>973,097</b>	<b>970,405</b>
<b>NET ASSETS</b>		
Invested in capital assets	13,595	6,362
Internally restricted for complaints and discipline	150,000	150,000
Internally restricted for abuse therapy	20,000	20,000
Internally restricted for strategic initiatives	55,318	118,693
Unrestricted	937,636	937,413
	<b>1,176,549</b>	<b>1,232,468</b>
	<b>2,149,646</b>	<b>2,202,873</b>

The accompanying note is an integral part of these financial statements

# COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

## Summary Statement of Operations

Year ended August 31	2018 \$	2017 \$
Revenues		
Registration	873,182	857,501
Examination	67,900	83,404
Laboratory supervision	40,495	39,783
Investment income	20,054	29,351
	<b>1,001,631</b>	1,010,039
Expenses		
Registration	13,710	12,548
Examination	45,768	79,114
Laboratory supervision	28,412	28,295
Quality assurance	6,838	7,579
Complaints and discipline	40,436	56,869
Patient relations	543	899
Administration	304,008	262,320
Strategic initiatives	63,375	78,022
Human resources	553,409	559,630
Publications	1,051	1,361
	<b>1,057,550</b>	1,086,637
Excess of expenses over revenues for year	<b>(55,919)</b>	(76,598)

The accompanying note is an integral part of these financial statements

# COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

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## Note to Summary Financial Statements

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August 31, 2018

### **Basis of presentation**

These summary financial statements have been prepared from the audited financial statements of the College of Dental Technologists of Ontario (the "College") for the year ended August 31, 2018, on a basis that is consistent, in all material respects, with the audited financial statements of the College except that the information presented in respect of changes in net assets and cash flows has not been presented and information disclosed in the notes to the financial statements has been reduced.

Complete audited financial statements are available to members upon request from the College.



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

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## **CDTO**

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