

# College of DENTAL TECHNOLOGISTS of Ontario

## 2024 Fair Registration Practices Report

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**Prepared for the Office of the Fairness Commissioner (OFC)**



**FAIRNESS COMMISSIONER**  
COMMISSAIRE À L'ÉQUITÉ

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Glossary of terms

# 1. Background

Under section 22.7(1) of Schedule 2 of the Regulated Health Professions Act, 1991 (RHPA), which is substantially similar to section 20 of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA).

“A regulated profession shall prepare a fair registration practices report annually or at such other times as the Fairness Commissioner may specify or at such times as may be specified in the regulations”.

Section 22.9 of Schedule 2 of the RHPA and Section 23 of FARPACTA then go on to indicate that the Fairness Commissioner shall specify the form in which these reports shall be prepared, along with the required filing dates. This section also stipulates that a regulator must make these reports public.

It is pursuant to these authorities that the Office of the Fairness Commissioner (OFC) has required that each regulator complete its annual Fair Registration Practices Report (FRP).

Please note that this report covers the time-period from January 1 to December 31, 2024.

The FRP:

- Collects information about the organization, applicants to the profession and current membership.
- Provides information to the public about how the organization has implemented fair registration practices during the reporting period.
- Helps the OFC to successfully undertake the education and compliance activities which include monitoring, applying a risk-informed compliance framework, assessing performance, and sharing best practices.
- Determines whether the regulator is complying with recently enacted legislative and regulatory provisions designed to reduce barriers for domestic labour mobility and internationally trained applicants.
- Identifies trends across regulated professions and regulated health colleges.

## 2. Organization information

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| <b>Organization name</b> | College of DENTAL TECHNOLOGISTS of Ontario |
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For questions about this report, please contact:

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## 3. Registration requirements

Applicants to the regulated professions and compulsory trades must fulfil registration requirements to practice their profession or use a professional title. This section summarizes registration requirements for each profession or trade regulated by College of DENTAL TECHNOLOGISTS of Ontario

Licensing requirements (brief description for each requirement listed):

| <b>Profession/ Trade Name</b> | Dental Technologist  |
|-------------------------------|--|
| <b>Academic requirement</b>   | A. successfully completed Grade 12 or its equivalent, and B. successfully completed an approved program in dental technology at a College of Applied Arts and Technology in Ontario, or at an educational institution outside of Ontario that the Registration Committee considers to be the |

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|   | equivalent to the educational program currently being taught in the Colleges of Applied Arts and Technology in Ontario   |
| <b>Experience requirement</b>   | None   |
| <b>Language requirement</b>   | Proficiency in English or French   |
| <b>Additional information on licensing requirements (may include links to appropriate page on regulator website):</b> | 1) Competency Assessments (Knowledge-Based Assessment, Performance-Based Assessment and Jurisprudence & Ethics). 2) Proof of employment eligibility 3) Proof of professional liability insurance 4) Declarations of good character |
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## 4. Third party assessments

Third party organizations that assess qualifications on behalf of the regulator.

| <b>Organization name</b>                                  | <b>Function</b>                |
|---|--------------------------------|
| Canadian Alliance of Dental Technology Regulators (CADTR) | Academic credential evaluation |
| Canadian Alliance of Dental Technology Regulators (CADTR) | Competency-based assessment    |

Fair access legislation requires regulators to take reasonable measures to ensure that any third parties undertake assessment of qualifications in a way that is transparent, objective, impartial and fair.

College of DENTAL TECHNOLOGISTS of Ontario takes the following measure(s) to ensure fair and timely assessments:

The Memorandum of Understanding (MOU) between CADTR and CDTO, effective January 1, 2021, establishes an accountability framework for monitoring CADTR's performance in adherence to CDTO's laws, standards, and the principles of transparency, objectivity, impartiality, and fairness (TOIF). The MOU mandates that CADTR regularly report to CDTO on several key metrics, including: - Website availability and uptime - Duration, outcomes, and remediation of the credentialing process - Response times to applicant and regulator inquiries - Progress on services available in both French and English - Time to release credentialing and DTETPA results - Applicant numbers for each entry route - Competency assessment standards, pass/fail rates - Reviews of policies on fees, credentialing documents, and competency assessments - Administrative reconsideration and appeal processes - Financial measures and targets in a 3-year and annual budgets While the MOU stipulates a formal review every three years, CADTR has conducted annual reviews through Board meetings and written reports to the CDTO Board. The CDTO Registrar, who serves as both a CADTR Board Director and the Board Chair, receives these reports directly. Based on the regular reports provided, CDTO is satisfied that CADTR is delivering credentialing and assessment services in compliance with the TOIF principles and applicable Ontario laws. Should any concerns regarding the efficiency or fairness of CADTR's services be raised by an applicant, the process the TPSP must follow is clearly outlined in the MOU.

## 5. Accomplishments, risks and mitigations

Key accomplishments and risks pertaining to fair registration practices during the reporting period are summarized below.

### A. Accomplishments

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| 1 | Access to Dental Technology Phase II Project - Prior Learning and Recognition (PLAR): The CDTO is collaborating with the Canadian Alliance of Dental Technology Regulators (CADTR) on the Access to Dental Technology (ADT) Phase II project. This initiative expands pan-Canadian solutions to harmonize entry-to-practice requirements for the dental technology profession, reduce registration barriers, enhance labour mobility, and promote inclusive workforce development strategies that can adapt to the rapidly evolving labor |
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|   | <p>market. It will also provide assurance of public protection through improved consistency and rigour in assessments for all applicants entering the practice. The federal government's commitment to investing in patients and the public through the foreign credential recognition program has been unwavering since 2015 and relies on the collaboration with provinces and territories. The CDTO on behalf of the CADTR has been awarded up to \$687,000 in funding through the federal government's Foreign Credential Recognition Program. This funding is part of a broader government investment totaling \$86 million, aimed at increasing the capacity for foreign credential recognition of approximately 6,600 internationally educated health professionals. The Honourable Shaun Chen, Member of Parliament for Scarborough North, on behalf of the Honourable Randy Boissonnault, Minister of Employment, Workforce Development, and Official Languages, announced the funding (Link to announcement: <a href="https://www.youtube.com/watch?v=qy4HjdQdxUs">https://www.youtube.com/watch?v=qy4HjdQdxUs</a>) on March 1, 2024, which marked a significant milestone in the recognition of foreign credentials and the assimilation of internationally educated professionals into the Canadian healthcare system.</p> |
| 2 | <p>Continued PLAR The ADT Phase II project aims to transform the education pathway for both domestically and internationally educated and trained dental lab associates and assistants. By recognizing prior informal learning and relevant experience, individuals will be able to demonstrate their knowledge and competence, paving the way for a rewarding career in Canada as a registered dental technologist or technician (RDT). The project's funding will also support communications efforts to raise awareness and provide tools for applicants to access before they leave their home country, as well as education upgrading tools. Additional milestones achieved in this project in 2024 include: Signed Project Charter, affirming our commitment to fair registration practices and labour mobility. A project manager has been retained to ensure that deliverables and terms of the agreement are met.</p>   |
| 3 | <p>Continued PLAR ADT II steering committee was established, with CDTO's Registrar appointed as the chair. A PLAR consultant was retained to conduct an environmental scan of PLAR programs and tools offered by dental technology regulators across Canada, as well as by external organizations. An environmental scan was completed in September 2024 and will inform recommendations regarding eligibility requirements, the assessment tool, and applicant reporting. Public meeting materials detailing PLAR discussions: Board Package, January 26, 2024 – Agenda Item 9.2 pages 28-31</p>  |

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|   | <p><a href="https://cdto.ca/wp-content/uploads/138th-Public-Package.pdf">https://cdto.ca/wp-content/uploads/138th-Public-Package.pdf</a> Board Package, April 26, 2024 – Agenda Item 10.2 pages 47-28 <a href="https://cdto.ca/wp-content/uploads/1a-Public-Package-April-26.pdf">https://cdto.ca/wp-content/uploads/1a-Public-Package-April-26.pdf</a> Board Package, June 21, 2024 – Agenda Item 12.1 Page 103 <a href="https://cdto.ca/wp-content/uploads/140th-Board-Meeting-Public-Package.pdf">https://cdto.ca/wp-content/uploads/140th-Board-Meeting-Public-Package.pdf</a> Open Meeting of the Executive Committee, September 27, 2024 - Agenda Items 10.3 (Presentation) and 11.1 Page 105 <a href="https://cdto.ca/wp-content/uploads/179th-Open-Executive-Committee-Meeting-Package.pdf">https://cdto.ca/wp-content/uploads/179th-Open-Executive-Committee-Meeting-Package.pdf</a> Board Package, December 6, 2024 – Agenda Item 10.2 (Presentation) and 11.1 page 165 <a href="https://cdto.ca/wp-content/uploads/141st-Board-Meeting-Public-Package.pdf">https://cdto.ca/wp-content/uploads/141st-Board-Meeting-Public-Package.pdf</a></p>  |
| 4 | <p>Emergency Class of Registration (ECR) Policy &amp; Supervision Guidelines: On December 6, 2024, the Registration Committee recommended, and the Board approved, the Emergency Class Policy and the Supervision of Emergency Class Registrants Guidelines. The policy outlines the conditions under which the CDTO can issue Emergency Class certificates and expedite the registration process by allowing certain requirements to be waived. Additionally, the guidelines provide clarity on the supervision expectations for Emergency Class Registrants (ECRs) and their supervisors. These changes are intended to ensure clarity, compliance, and effective implementation in emergency situations, as well as to support ECR applicants and registrants. The changes take effect immediately. Board meeting materials detailing ECR discussions: Board Package, April 26, 2024, Agenda Item #10.5 pages 54-55. Link to package: <a href="https://cdto.ca/wp-content/uploads/1a-Public-Package-April-26.pdf">https://cdto.ca/wp-content/uploads/1a-Public-Package-April-26.pdf</a> Board Package, December 6, 2024, Agenda Item #10.6 - Emergency Class Policy and Supervision Guidelines, pages 150-162. Link to package: <a href="https://cdto.ca/wp-content/uploads/141st-Board-Meeting-Public-Package.pdf">https://cdto.ca/wp-content/uploads/141st-Board-Meeting-Public-Package.pdf</a></p> |
| 5 | <p>Equity, Diversity, Inclusion and Indigeneity (EDI-I) A new Strategic Plan for 2024-2027 was approved in December 2023, with EDI-I (Equity, Diversity, Inclusion, and Indigeneity identified as a key commitment across all strategic pillars: Professional Excellence, Engagement, and Governance Excellence. Recognizing that EDI must evolve from being a performative (tick-box) effort to a truly transformative one, the Board made the strategic decision to place the EDI-I domain under Regulatory Excellence. This ensures that acting in the best interests of the organization and its diverse community is at the core of all decisions. To support this, the Board approved a dedicated strategic initiatives budget, and management appointed an EDI lead to appropriately resource the EDI-I goals, actions, and Key Performance Indicators (KPIs)</p>   |

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|   | <p>developed by the CDTO in August 2024. These KPIs encompass areas such as the College's governance practices, equity impact assessments, and data collection related to registrants and applicants. Progress against the KPIs is reported to the Board at every meeting. During the final Board meeting of 2024, held on December 6, updates on the EDI-I Project Domain were provided. Specifically, within the Registration department, these KPIs are essential for ensuring fairness, preventing discrimination among registrants and applicants, and driving continuous improvement in registration processes. In 2024, the following key EDI-I milestones were achieved: Launched an updated EDI-I webpage on the CDTO website, featuring content on topics such as EDI strategy and accountability, anti-racism, truth and reconciliation, and an EDI glossary and resources. Participated in EDI-focused training sessions, including workshops on Decolonizing Workplace Practices and Race-Based Data Collection. Developed an updated EDI action plan, focusing on three actionable priority areas identified through the HPRO EDI Organization Self-Assessment results.</p> |
| 6 | <p>Continued EDI-I Board materials detailing EDI discussions include: Board Package, December 15, 2023, Agenda Item 8.4 pages 99-107 <a href="https://cdto.ca/wp-content/uploads/A.-137th-Public-Board-Meeting-Package-FINAL.pdf">https://cdto.ca/wp-content/uploads/A.-137th-Public-Board-Meeting-Package-FINAL.pdf</a> Board Package, June 21, 2024, Agenda Item 9.4 pages 60-62 of the June 21, 2024 <a href="https://cdto.ca/wp-content/uploads/140th-Board-Meeting-Public-Package.pdf">https://cdto.ca/wp-content/uploads/140th-Board-Meeting-Public-Package.pdf</a> Board Package, December 6, 2024, Agenda Items 10.1 page 119 and 10.4 pages 131-142 <a href="https://cdto.ca/wp-content/uploads/141st-Board-Meeting-Public-Package.pdf">https://cdto.ca/wp-content/uploads/141st-Board-Meeting-Public-Package.pdf</a></p>  |

## B. Risks and Mitigations

| Risk  | Mitigation Measure   |
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| Not regulating dental lab associates who currently work under the supervision of an RDT or dentist. | Engagement with the Ministry of Health: The Registrar met with the Ministry of Health to discuss the challenges of regulating a profession that is in the public domain. Only those who supervise the profession are required to be licensed. This discussion acknowledges the existing risks due to the lack of direct accountability of this large pool of unlicensed dental lab |

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|  | <p>associates (estimated at 2,200 without any form of licensure) working in the field. Support for Qualified Individuals: CDTO continues to provide support to dental lab associates. Measures like enhanced communication, increased pathways to registration (e.g., PLAR and Limited Licenses), and awareness campaigns help improve the situation by making it easier for these professionals to transition into regulated practice. Outreach and Awareness: CDTO is actively involved in outreach through participation in key events and conferences (Spectrum Day, Technorama, ADTO Gala), as well as through information-sharing on various platforms (website, social media, newsletters). These efforts help to raise awareness and ensure that qualified individuals are informed of available pathways for regulation. In addition to these mitigation measures, CDTO is pursuing regulatory changes and unified standards to fully mitigate the risk.</p> |
| Not having a registration pathway for individuals that do not meet the non-exemptible academic requirements. | <p>Engagement with the Ministry of Health: The Registrar met with the Ministry of Health to discuss proposed amendments to the Registration Regulation, including revising the non-exemptible registration requirement for recognized academic credentials to incorporate Prior Learning Assessment and Recognition (PLAR). While a formal regulatory solution is still in progress, this engagement sets the stage for potential changes, offering a more</p>  |

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|  | <p>flexible pathway to registration for those who do not meet traditional academic requirements. ADT Phase II Project: The CDTO continues to lead the ADT Phase II project, in partnership with the Canadian Alliance of Dental Technology Regulators (CADTR) and funded by the federal government's Foreign Credential Recognition Program. This project focuses on recognizing prior informal learning and experience, aiding both domestic and international dental lab associates and assistants in becoming registered dental technologists or technicians. The implementation of a pan-Canadian PLAR program aims to promote inclusivity and provide access to the profession, addressing the shortage of Registered Dental Technologists (RDTs) and contributing to national consistency in dental technology practice. PLAR ensures that applicants with limited access to or proof of academic achievements—such as those from regions affected by war or instability—can still pursue registration. Successful PLAR applicants must challenge national registration exams to ensure readiness to practice safely and competently. Given the ongoing shortage of RDTs and the critical need for qualified professionals to supervise dental lab associates and assistants, this new registration pathway is crucial to expanding opportunities for applicants unable to meet traditional academic criteria. For further details</p> |
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|   | on key milestones achieved in 2024, refer to the \"Accomplishments\" section of Step 2 in this report.   |
| Limited capacity to facilitate labor mobility from Canadian provinces or territories, like Alberta, where registered Dental Technicians are registered in four distinct disciplines of dental technology practice. The CDTO does not have an equivalent class of registration to Alberta's Dental Technicians who are licensed to practice a single discipline. | Engagement with the Ministry of Health: The Registrar met with the Ministry of Health to discuss proposed amendments to the Registration Regulation, including the introduction of a Limited Class of Registration. These amendments are currently under consideration by the Minister of Health and aim to create a more flexible registration framework to enhance labor mobility, particularly for individuals from provinces or territories with single-discipline licensing. Limited Class of Registration: Implementing a Limited Class of Registration would improve labor mobility for applicants from provinces or territories with single-discipline licensing. This approach allows competent applicants to become recognized healthcare professionals in specific dental technology disciplines. A dental technician under this model would be defined as someone with relevant education who has passed a practical examination in one or more of the following disciplines: Removable full prostheses, Removable partial prostheses, Fixed partial prostheses, Fixed and removable orthodontic and periodontal appliances Alberta's existing model, which registers dental technologists across all disciplines and dental technicians in distinct disciplines, serves as a proven example |

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|  | <p>of this approach. Benefits of the Limited Class of Registration: The new class of registration would provide individuals whose education does not meet the General Certificate of Registration requirements with a pathway to be recognized as oral health professionals. This would help address the shortage of Registered Dental Technologists (RDTs) and improve access to high-quality dental prosthetics, especially in remote communities. Research shows that RDTs typically specialize in one discipline but can work independently in specific areas if they meet entry-to-practice competencies. The Limited Class of Registration would allow these professionals to be more mobile while ensuring they remain accountable to the College's standards for</p> |
| <p>Over the last five years, a significant decrease in approved program graduates applying for registration from 50% to 30%. This could be a result of the regulation permitting individuals to practice the profession under supervision.</p> | <p>The following outlines the mitigation measures aimed at addressing this risk: Engagement Day On September 26, 2024, CDTO Board and staff engaged with over 110 GBC students from all years of the Dental Technology Program. Presentations covered CDTO's role, RDT licensure, and efforts to reduce registration barriers. Focus groups gathered feedback on students' licensing challenges. CDTO's Board also met with the Associate Dean, School of Dental Health, to explore ways to connect with students, reduce attrition, increase licensure rates, and collaborate with partners to represent dental technology professionals. These</p>   |

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|  | <p>discussions will continue to support future RDTs. CDTO will return in Fall 2025 to address all students and the Class of 2025 before graduation, offering information on career opportunities and licensing. Voluntary Register A voluntary student register was launched to provide updates and answers to frequently asked questions. A total of 53 students, including 92% of 3rd-year students, signed up. Two communication campaigns were sent, including a compilation of questions from presentations, an applicant checklist, and an invitation to CDTO's livestreamed December Board meeting.</p> <p>Student Mentorship Program As a member of the GBC Program Advisory Committee, CDTO ensures curriculum alignment with industry needs. The committee provides guidance on curriculum, technology, and work-integrated learning. A new mentorship program pairs students with experienced RDTs to support career development and ease the transition into the profession.</p> <p>Additional Activities</p> <ul style="list-style-type: none"> <li>• Connected with 10 GBC students at Spectrum Day, offering guidance.</li> <li>• Presented to 3rd-year students on J&amp;E, providing materials like slides, an applicant checklist, and an evaluation survey.</li> <li>• CDTO engaged students and graduates through social media and is considering a modified fee schedule to reduce licensure costs in Ontario.</li> </ul> |
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## 6. Changes to registration practices

During the January 1 to December 31, 2024 reporting period, College of DENTAL TECHNOLOGISTS of Ontario has introduced the following changes impacting its registration processes. Changes, anticipated impacts, and risk mitigation are summarized below.

### A. Registration requirements and practices

| Registration process  | Changes Made (Yes / No) | Description   |
|---|-------------------------|---|
| Registration requirements either through regulation, by-law or policy                 | Yes                     | On December 6, 2024, the Board approved the Emergency Class Policy and Supervision of Emergency Class Registrants Guidelines, effective immediately, to ensure clarity, compliance, and support for ECR applicants and registrants if the ECR is triggered by MOH or CDTO. The policy allows expedited registration by waiving certain requirements, and the guidelines clarify supervision expectations for ECRs and their supervisors. For further information, please refer to the "Accomplishments" section of Step 2 in this report. |
| New or consolidated class of certificates or licenses                                 | No                      |   |
| Assessment of qualifications, including competency-based assessments and examinations | No                      |   |
| Documentation requirements for registration   | No                      |   |

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| Timelines for registration, decisions and/or responses | Yes | In 2024, various process improvement initiatives were implemented to monitor, record, and optimize internal timelines. Since CDTO began reporting key metrics to the MOH on a quarterly basis, the average turnaround time from processing completed applications to granting registration has been on average 1.3 days.  |
| Registration and/or assessment fees                    | Yes | Fees are increased annually by at least the Consumer Price Index (CPI). In determining registration and assessment fees, the CDTO follows a zero-based budgeting process, considering both known and anticipated expenditures for the upcoming year. These expenditures are influenced by various economic factors, such as inflation, interest rates, legislative directives, registrant numbers, operational efficiencies, and ongoing strategic initiatives. To improve financial efficiency, the College collaborates with provincial and national system partners and seeks external funding opportunities, including the Foreign Credential Recognition Program. By leveraging such funding, the College has been able to limit fee increases to the CPI. In 2024, the CDTO mitigated potential fee increases above the CPI by reviewing the annual issuance of the RDT stamp. This review led to the Board of Directors approving a policy change. After assessing the stamp's role in the regulatory environment and exploring alternative measures to protect the public interest, it was decided that the RDT stamp, previously applied to each invoice or authorization for the release of a dental prosthetic to signify the RDT's responsibility for the case, would be replaced with three mandatory RDT identifiers. These |

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|  |    | identifiers include: the RDT's full name and registration number as it appears on the Public Register, and the full title "Registered Dental Technologist." This policy change took effect on September 1, 2024, following consultation with system partners and a thorough communications campaign to ensure broad awareness. The significant cost savings from this change enabled the College to restrict the fee increase to the CPI for the 2025-2026 fiscal period. |
| Changes to internal review or appeal process | No |   |
| Access by applicants to their records        | No |   |
| Other  | No |   |

## B. Training, policy and applicant supports

| Registration process   | Changes Made (Yes / No) | Description  |
|--|-------------------------|--|
| Training and resources for staff who deal with registration issues | Yes                     | In 2024, CDTO Staff who deal with registration issues participated in: Reviewed registration processes, principles of fairness (TOIF) and resources and references such as slide decks, toolkit and learning modules to the Registration Committee. Targeted EDI-focused training sessions, such as workshops on Decolonizing Workplace Practices and Race-Based Data Collection. This training ensures that individuals dealing with registration issues are equipped with the necessary knowledge and skills to create more inclusive, equitable and fair processes. Continued participation in such training sessions will help reinforce the |

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|   |     | College's commitment to embedding EDI-I in all aspects of its work. Governance and bias training, which would support decision-makers in understanding potential biases (conscious or unconscious) to encourage fairness and objectivity in decision-making processes. A tour of the dental technology laboratories and classes at George Brown College to hear from the students and faculty, understand the challenges that applicants to registration may face, and collaborate as partners to create solutions.  |
| Resources or training to support applicants to move through the licensing process | Yes | Presented to the first- and third-year students of George Brown College in September 2024 information on steps to becoming licensed, including the CADTR credentialing and competency assessment process, CDTO registration requirements, and provided links to resources/tools. A Voluntary Register was established in September 2024 with 92% of third year students joining. This register provides information to potential applicants about the steps to becoming licensed, costs associated and circulates answers to their frequently asked questions. The webpage For Applicants is kept up to date with important information on the following: - Links to valuable CADTR credentialing, competency assessment, and policy information for all entry-to-practice pathways. - Jurisprudence & Ethics Examination - exam application instructions, resources/tools, and key examination dates. - Application for a General Certificate of Registration instructions. |
| Anti-racism and inclusion-based   | Yes | A new Strategic Plan for 2024-2027 was approved in December 2023 and can be reviewed on page 107 of the December 13,   |

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| policies and practices |  | 2023 Board Package. EDI-I (Equity, Diversity, Inclusion, and Indigeneity) is a commitment across all strategic pillars: Professional Excellence, Engagement and Governance Excellence. Recognising that EDI must go beyond performative (tick box) to transformative, the Board approved placing the EDI-I domain under Regulatory Excellence, to ensure that acting in the best interests of the organization and its diverse community is at the core of all decisions. Targeted EDI-focused training sessions were held as indicated above. |
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### C. System partners

| Registration process  | Changes Made (Yes / No) | Description |
|---|-------------------------|-------------|
| Steps to increase accountability of third-party service provider(s) | No                      |             |
| Accreditation of educational programs                               | No                      |             |
| Mutual recognition agreements                                       | No                      |             |

### D. Responsiveness to changes in the regulatory environment

| Registration process         | Changes Made (Yes / No) | Description  |
|------------------------------|-------------------------|--|
| Emergency registration plans | Yes                     | Registering eligible applicants in response to an emergency invoked by the Minister of Health or the Board. In 2024, the Registration Committee finalized a policy to open and close the Emergency Class of Registration, along with |

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|                                       |     | supervision guidelines for Emergency Class Registrants (ECRs). The policy and guidelines were presented to the Board and approved at its December 2024 meeting. These regulatory tools aim to ensure clarity, compliance, and effective implementation during emergency situations, facilitate expedited registration by waiving certain requirements, clarify supervision expectations, and support ECR applicants and registrants. For further details, please refer to the "Accomplishments" section of Step 2 and the "Changes to Registration Practices" of Step 3 in this report.  |
| Technological or digital improvements | Yes | RDT identifiers replace the physical RDT stamp. On June 21, 2024, the Board of Directors passed a motion that it would no longer issue stamps to Registered Dental Technologists (RDTs). This decision was reached after consideration of changes to the practice environment for digitization, appropriateness of the RDT Stamp as a regulatory tool, and risk assessments under the strategic domain of Dental Technology & Unauthorized Practice Awareness. The stamp was issued on an annual basis and was applied on each invoice or other authorization for release of a dental prosthetic to signify the RDT taking responsibility for the case. Starting September 1, 2024, the RDT Stamp was replaced with RDT Identifiers which would continue to signify the RDT responsible. The Identifiers required the following information in place of the Stamp: full name and registration number as it appears on the Public Register, and the full text indicating their title as "Registered Dental Technologist". |
| Steps to address labour shortages in  | Yes | CDTO does not have evidence that shows a labour shortage of dental technologists,  |

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| the profession or trade |  | however, we have received feedback from registrants and system partners that this is occurring. We are also experiencing a significant decline in RDTs in Ontario due to retirement, changing of professions, and graduates no longer pursuing licensure. To address labour shortages and the decline in registrants, CDTO proposed amendments to its Registration Regulation to create new pathways for registration through Prior Learning Assessment and Recognition (PLAR) and a Limited Class of Registration. In addition to expanding the registrant base, these changes aim to enhance accountability among unregulated professionals by ensuring they meet the College's standards for safe, competent, and ethical care. CDTO continues to maintain a dialogue with the MOH to enhance understanding of the profession, its operating environment, the challenges of a declining registrant base, and the drivers for implementing the proposed regulation changes. For further details, please refer to the "Accomplishments" and "Risks" sections of Step 2 in this report. |
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## 7. Membership and application data

The Office of the Fairness Commissioner collects membership and application data from regulators through annual Fair Registration Practices Reports, which are also made available to the public. Information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year.

### A. Race-based data collected

|            | <b>Race-based data collected?<br/>(Yes or No)</b> |
|------------|---|
| Members    | No  |
| Applicants | No  |

Additional description:

## **B. Other identity-based or demographic data collected**

|            | <b>Other identity-based or demographic data collected?<br/>(Yes or No)</b> |
|------------|--|
| Members    | Yes  |
| Applicants | Yes  |

Additional description:

The CDTO collects information on date of birth, gender and languages of care. The data is used to assess whether the Board and its Committees reflect the diversity of its registrants and assess patterns in licensure. CDTO is considering other data to collect and other meaningful ways to analyze it.

## **C. Languages of service provision**

College of DENTAL TECHNOLOGISTS of Ontario makes application materials and information available to applicants in the following languages.

| <b>Language</b>        | <b>Yes / No</b> |
|------------------------|-----------------|
| English                | Yes             |
| French                 | Yes             |
| Other (please specify) |                 |

## D. Membership Profile

| Profession Name     | Total Number of Members |
|---------------------|-------------------------|
| Dental Technologist | 489                     |

| Class of License                     | Total Number of Members | Number of Internationally Educated Members |
|--------------------------------------|-------------------------|--|
| Full / General/ Independent Practice | 465                     | 126  |
| Inactive (Non-practicing)            | 24                      | 5  |

| Gender  | Number of Members |
|---|-------------------|
| Male  | 342               |
| Female  | 147               |
| X (includes trans, non-binary, and two-spirit people) | 0                 |

| Jurisdiction of Initial Training | Number of Members |
|----------------------------------|-------------------|
| Ontario                          | 311               |
| Other provinces and territories  | 11                |
| United States                    | 7                 |
| Other International              | 131               |
| Multiple Jurisdictions           | 0                 |
| Other/not collected              | 29                |

| Country of Initial Training | Number of Members |
|-----------------------------|-------------------|
|-----------------------------|-------------------|

|                        |     |
|------------------------|-----|
| Albania                | 1   |
| Argentina              | 1   |
| Bosnia and Herzegovina | 2   |
| Bulgaria               | 4   |
| China                  | 2   |
| Croatia                | 1   |
| Czechia                | 1   |
| Ecuador                | 1   |
| Egypt                  | 3   |
| Fiji                   | 1   |
| Germany                | 7   |
| Greece                 | 1   |
| Hong Kong              | 2   |
| Hungary                | 2   |
| India                  | 2   |
| Iran                   | 3   |
| Iraq                   | 1   |
| Israel                 | 5   |
| Japan                  | 1   |
| Jordan                 | 3   |
| Kazakhstan             | 1   |
| Latvia                 | 1   |
| Lebanon                | 6   |
| Moldova                | 1   |
| Philippines            | 3   |
| Poland                 | 14  |
| Romania                | 9   |
| Russia                 | 5   |
| Serbia                 | 8   |
| Slovenia               | 1   |
| South Africa           | 6   |
| South Korea            | 17  |
| Syria                  | 4   |
| Turkiye                | 1   |
| Ukraine                | 1   |
| United Kingdom         | 9   |
| Canada                 | 322 |
| Other Countries        | 29  |

|                          |   |
|--------------------------|---|
| United States of America | 7 |
|--------------------------|---|

| Official language of preference | Number of Members |
|---------------------------------|-------------------|
| English                         | 489               |

| Racial identity (optional) | Number of Members |
|----------------------------|-------------------|
| Not collected              | 489               |

## E. Data Notes

The CDTO is currently examining the types of race-based data to collect for the 2025/2026 fiscal period, with the goal of ensuring that the data serves a meaningful and purposeful function.

## F. Applicant Profile

| Profession Name     | Total Number of Applicants |
|---------------------|----------------------------|
| Dental Technologist | 15                         |

| Gender  | Number of Applicants |
|---|----------------------|
| Male  | 6                    |
| Female  | 9                    |
| X (includes trans, non-binary, and two-spirit people) | 0                    |

| <b>Jurisdiction of Initial Training</b> | <b>Applications received in 2024</b> | <b>Applications with decisions pending (in progress at end of reporting year)</b> |
|---|--------------------------------------|---|
| Ontario                                 | 9                                    | 0   |
| Other provinces and territories         | 1                                    | 0   |
| United States                           | 1                                    | 0   |
| Other International                     | 4                                    | 0   |
| Multiple Jurisdictions                  | 0                                    | 0   |
| Other/not collected                     | 0                                    | 0   |

| <b>Country of Initial Training</b> | <b>Number of Applicants</b> |
|------------------------------------|-----------------------------|
| Canada                             | 10                          |
| United States of America           | 1                           |
| South Africa                       | 1                           |
| South Korea                        | 2                           |
| Turkiye                            | 1                           |

| <b>Official language of preference</b> | <b>Number of Applicants</b> |
|--|-----------------------------|
| English                                | 15                          |

| <b>Racial identity (optional)</b> | <b>Number of Applicants</b> |
|-----------------------------------|-----------------------------|
| Not collected                     | 15                          |

## G. Data Notes

The CDTO is currently examining the types of race-based data to collect for the 2025/2026 fiscal period, with the goal of ensuring that the data serves a meaningful and purposeful function.

## H. Application Decisions

The table below summarizes the outcome of registration decisions finalized in 2024. Some applications may have been received in the previous year.

| <b>Jurisdiction of initial training</b> | <b>Successful</b> | <b>Unsuccessful</b> | <b>Withdrawn</b> |
|---|-------------------|---------------------|------------------|
| Ontario                                 | 9                 | 0                   | 0                |
| Other provinces and territories         | 1                 | 0                   | 0                |
| United States                           | 1                 | 0                   | 0                |
| Other International                     | 4                 | 0                   | 0                |
| Multiple Jurisdictions                  | 0                 | 0                   | 0                |
| Other/not collected                     | 0                 | 0                   | 0                |

## I. New Registrants

For the 2024 reporting year, the breakdown of new registrants by class of registration is provided below:

| <b>Class of registration</b>         | <b>Total new registrants</b> | <b>Number of internationally educated registrants</b> |
|--------------------------------------|------------------------------|---|
| Full / General/ Independent Practice | 15                           | 4   |

## J. Data Notes

For table B.8, General Certificate is the only class that initial applicants may apply for at this time.

## K. Reviews and Appeals

Applicants for registration may appeal a registration decision. An **internal review or appeal** involves formal reconsideration of a registration decision further to an application and submissions by the applicant.

| Jurisdiction of initial training | Number of internal reviews and appeals processed | Number of decisions changed following internal review or appeal |
|----------------------------------|--|---|
|                                  |  |   |

An **external review or appeal** involves review of a registration decision by an external appeal tribunal or court, such as the Health Professions Review and Appeal Board or Divisional Court.

| Jurisdiction of initial training | Number of applicants who sought external review or appeal | Number of decisions changed following external review or appeal |
|----------------------------------|---|---|
|                                  |   |   |

**Issues raised in reviews and appeals** can point to challenges in the registration process. The table below summarizes top issues or reasons that applicants raised during these appeal proceedings.

| Issue or reason raised | Number of appeals |
|------------------------|-------------------|
|------------------------|-------------------|

|  |  |
|--|--|
|  |  |
|--|--|

**Internationally trained applicants** face additional challenges in the registration process. The table below summarizes top reasons for not registering internationally trained individuals.

| Reason for not registering | Number of internationally trained applicants |
|----------------------------|--|
|                            |  |

### L. Data Notes

|   |
|---|
| During this reporting period, we did not receive any appeals nor deny registration to any applicants. |
|---|

## Glossary of terms

**Applicant:** An individual who has applied for membership in a regulated profession or compulsory trade, with the associated rights to practice their profession / trade or use a professional title.

**Domestic labour mobility:** Applications subject to the Canadian Free Trade Agreement, which stipulates that a certificate issued by one province or territory should be recognized by all others unless there is an exception due to public health, safety and security reasons.

**Internationally educated / trained:** An individual whose initial professional education was not from a Canadian educational institution, or who is applying for trade certification based on experience gained outside Canada. This category includes individuals with education / training in the US and other countries. It also includes individuals who completed their initial professional education outside Canada and later addressed gaps with courses or a bridging program based in Canada.

**Jurisdiction of initial training:** For professions, the jurisdiction in which an applicant obtained their initial professional education used in full or partial fulfilment of registration requirements. For trades, the jurisdiction of initial trade experience listed on a Trades Equivalency Assessment (TEA) application.

**Member:** An individual who has satisfied the conditions for registration in their profession / trade and has been granted the right to practice and/or the right to use a professional designation or title. Members may hold a full license to engage in independent practice, or they may hold an alternate class of registration.

**Racial identity:** Voluntary self-report data of racial identity as a social description. Follows categories identified in the Ontario Anti-Racism Directorate Data <<https://www.ontario.ca/document/data-standards-identification-and-monitoring-systemic-racism>> .

**Registration requirements:** the entry-to-practice requirements that that an applicant must meet to be granted full membership in a regulated profession or trade, with the associated right to practice or right to use a professional title.

- **Academic requirement:** The formal education, or equivalent, that is required for licensing or certification in a particular regulated profession or trade.
- **Experience requirement:** The experiential training or work experience that is required for licensing or certification in a particular regulated profession or trade.
- **Language requirement:** The level of language proficiency that is required for licensing or certification in a particular regulated profession or trade, and the language proficiency tests accepted in fulfillment of this requirement.

**Third party service provider:** An external organization that assesses applicant qualifications on behalf of the regulator.