



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

NAME: 136th Board Meeting

DATE: September 22, 2023

TIME: 9:00 AM to 3:00 PM

Live streamed via YouTube [here](#)



136th Board Meeting

Date: September 22, 2023

Time: 9:00 AM to 3:00 PM

Board of Directors:		Staff:
James Matera, RDT, Chair Abena Buahene, Public Asif Khan, Public (noon) Jill Langford, RDT Melanie Liassides, RDT Allison Malloy, Public Michael Sanders, RDT, Vice-Chair David Savioli, RDT	Rehan Siddiqui, Public (noon) Poonam Singh, Public William (Bill) Van Evans, RDT Franz Yagin, RDT <u>Regrets:</u>	Judy Rigby, Registrar & CEO Safya Mohammed, Office Manager Paola Bona, Registration and Examinations Rose Far, Policy and Strategic Projects Leanne Cheng, Professional Practice, Conduct and Regulatory Affairs Wellie Chihaluca, Communications <u>Guest(s):</u> Taruna Goel, North Pacific Inc Denise Maclean, Graybridge Malkam

Agenda	Speaker	Action	Time Allotment
1. Call to Order	Chair		2 mins
2. Land Acknowledgement	Chair		5 mins
3. Roll Call	Registrar		2 mins
4. Approval of Agenda	Chair	Motion	2 mins
5. Conflict of Interest Declaration	Chair		5 mins
6. Consent Agenda 6.1. Approval of Board Meeting Minutes – 135 th Meeting of Board – June 23, 2023 • <u>Appendix I</u> - Status Updates on Board Action Items 6.2. Executive Committee 6.3. Discipline Committee 6.4. Examinations Committee 6.5. Fitness to Practice Committee 6.6. ICRC Committee 6.7. Patient Relations Committee 6.8. Quality Assurance Committee 6.9. Registration Committee 6.10. Recruitment Committee	Chair	Motion	5 mins
A consent agenda is a bundle of items that is voted on, without discussion, as a package. It differentiates between routine matters not needing explanation and more complex issues requiring further discussion. Any Director may request to the Chair that an item be removed for discussion.			
7. Governance 7.1. Board Meeting Evaluation – June 23, 2023 7.2. Current Strategic Plan 7.2.1. Standards of Practice 7.2.1.1. COVID-19 Guidance 7.2.1.2. Proposed Framework & Code of Ethics 7.2.2. Equity Diversity and Inclusion (TDB) 7.2.3. Regulatory Disruption – Unauthorized Practice 7.3. 2023 Strategic Plan 7.4. Board Elections – District 2	Chair R. Far Registrar L. Cheng R. Far W. Chihaluca	Information Information Information Information Verbal Report Presentation	10 mins 20 mins 15 mins 10 mins 10 mins 10 mins
Energy Break – 15 minutes			



Agenda	Speaker	Action	Time Allotment
8. Board Education			
8.1. Anti-Racism in Health Regulation	GM	Presentation	45 mins
8.2. CDTO EDI Organization Self-Assessment	Registrar	Verbal Report	10 mins
Lunch Break – 45 minutes			
9. Regulatory Programs			
9.1. Registration Regulation Amendments Emergency Class	Registrar	Report	10 mins
9.2. Prior Learning Assessment Recognition (PLAR)	Registrar	Information	15 mins
9.2.1. Recognition of Prior Learning	Taruna G.	Presentation	30 mins
9.3. 2023-2024 Annual Registration Renewals	P. Bona	Information	10 mins
9.4. Credential and Assessment Services	P. Bona	Information	10 mins
9.5. Quality Assurance Summary of Professional Development Profiles (SPDP)	L. Cheng	Presentation	10 mins
Energy Break – 15 minutes			
10. Management Report			
10.1. 2022 – 2023 Financial Audit	J. Rigby	Verbal Report	10 mins
10.2. Office Closure	J. Rigby	Information	10 mins
11. Communication Strategy Update			
11.1. Communications Update	W. Chihaluca	Presentation/ Information	20 mins
12. Registrar's Update			
12.1. Registrar's Report - Verbal	Registrar	Information	10 mins
13. In-Camera Session - Pursuant to Section 7(2)(b) of the HPPC – None	Chair	None	0 min
14. Next Meeting Date December 15, 2023	Chair	Information	1 min
15. Meeting Adjournment	Chair	Motion	2 min

CDTO Land Acknowledgement Statement

In this virtual space, we wish to acknowledge the land of the original people of Ontario.

For thousands of years the traditional land where the College is located has been the home of the Huron, Wyandot, the Seneca, Mississauga New Credit.

The College also acknowledges the over 40 Treaties and land agreements of Nations of Ontario including the Metis Nation.

We acknowledge the painful history of genocide and forced removal from this territory, and we honor and respect these nations as the traditional stewards of the land and water on which we share today. We honour the ancestors on those traditional lands we are on today.

The CDTO is committed towards Indigenous reconciliation and will actively support the health and wellness and inclusion of Indigenous People in all sectors of Ontario.

We stand in solidarity of murdered and missing indigenous women, girls, and two-spirited people.



Roll Call

136th Board Meeting

Friday, September 22, 2023

Board of Directors	
<input type="checkbox"/> Abena Buahene	Public
<input type="checkbox"/> Asif Khan	Public
<input type="checkbox"/> Jill Langford	RDT
<input type="checkbox"/> Melanie Liassides	RDT
<input type="checkbox"/> Allison Malloy	Public
<input type="checkbox"/> James Matera (Chair)	RDT
<input type="checkbox"/> Michael Sanders (Vice-Chair)	RDT
<input type="checkbox"/> David Savioli	RDT
<input type="checkbox"/> Rehan Siddiqui	Public
<input type="checkbox"/> Poonam Singh	Public
<input type="checkbox"/> William (Bill) Van Evans	RDT
<input type="checkbox"/> Franz Yagin	RDT



135th Board Meeting Minutes

Date: June 23, 2023, 9:00 AM – 12:00 PM (Virtual)

Board of Directors:

James Matera, RDT, Chair
Michael Sanders, RDT, Vice-Chair
Abena Buahene, Public
Jill Langford, RDT
Melanie Liassides, RDT
Allison Malloy, Public
David Savioli, RDT
Rehan Siddiqui, Public

Board of Directors:

William (Bill) Van Evans, RDT
Asif Khan, Public

Regrets:

Poonam Singh, Public
Franz Yagin, RDT

Staff:

Judy Rigby, Registrar & CEO
Safya Mohammed, Support
Paola Bona, Registration and Examinations
Rose Far, Policy and Strategic Projects
Leanne Cheng, Professional Practice,
Conduct and Regulatory Affairs

Guest(s):

Erica Richler, SML Co-Managing Partner
Jordan Glick, GlickLaw

1. Call to Order.

The Chair, J. Matera, called the 135th Board meeting to order at 9:05 am and welcomed Directors and staff to the meeting and all those watching via YouTube.

2. Land Acknowledgement

The Chair delivered the College's land acknowledgement to recognize and respect for the Indigenous peoples of Canada.

3. Roll Call

J. Rigby, Registrar & CEO, conducted the roll call, noted regrets, and informed the Chair that quorum was met. Guest J. Glick was welcomed at the meeting.

4. Approval of Agenda

MOTION: THAT the agenda be approved as presented.

Moved by: J. Matera and seconded by A. Buahene

CARRIED

5. Conflict of Interest Declaration

None declared.

6. Consent Agenda

MOTION: THAT the consent agenda be approved as presented.

Moved by: J. Matera and seconded by M. Liassides

CARRIED

7. Governance Effectiveness Assessment

7.1. Board Meeting Evaluation – April 28, 2023

The Chair discussed the meeting evaluation from April 28, 2023. The Chair informed Directors that there would be an evaluation after each Committee meeting and that the current Board evaluation was revamped with a new rating criterion. There were no comments at this time.

7.2. Briefing Note – Governance Policy Manual Review and Update

The Governance Policy Manual review process was presented by R. Far with updates to reflect changes to the College By-laws and align with organizational goals. The offices responsible for conducting policy reviews in 2023, 3 years following year of approval are the Executive and Patient Relations Committees and



the Registrar. R. Far presented their recommended revisions to the Governance Policy Manual for approval.

MOTION:

1. **THAT** the Board receive the recommendations from responsible offices including the Executive and Patient relations Committees to revise the Governance Policy Manual and issue a decision to:
 - a. Approve them “as presented”,
 - b. Request staff or the relevant responsible office to make substantial changes and bring them back to the Board for a decision
2. **AND THAT** Staff be authorized and directed to do all things necessary to give effect to this resolution.

Moved by: M. Liassides and seconded by A. Malloy

CARRIED

7.3. 2023 Strategic Plan – Update

R. Far was introduced to present an update to the 2023 Strategic plan. She provided a brief review of Phase 1 and updated the Board on Phase 2. The Board was directed to the April 28 Board meeting briefing note on the Strategic plan for more details on Phase 1. Staff and leadership team met and discussed the direction of the strategic plan and the new strategic module. The vision and mission statements will be brought to the Board for final approval in September.

7.4. Strategic Projects – Regulatory Disruption (Unauthorized Practice)

J. Glick, Glick Law, legal counsel to the Professional Conduct Committees, provided a presentation on how CDTO handles unauthorized practice, one of many obligations’ regulators have to protect the public. Mr. Glick outlined CDTO’s processes, from the receipt of information about an unauthorized practice to the escalating steps taken to gain compliance. This may result in the execution of search warrants or applications to the Superior Court. Mr. Glick provided insights into the court systems and the delays in litigation due to COVID. It was further emphasized that the CDTO is able to manage most matters with a cease and desist letter and currently only has one case in the Superior Court.

The Chair and directors thanked J. Glick for his presentation.

7.5. Vacancy on the Quality Assurance Committee

The Board discussed the vacancy of a non-Board Committee member on the Quality Assurance Committee. The Board was presented with two options to choose from – either appoint a non-Board member to fill the vacancy or to take no action and leave the position vacant for the remainder of the committee’s term. The second option was not recommended as it does not abide by governance best practices in separating the Board and Committee roles and generates conflict of interest. Given O. Lauric’s current position as a non-Committee member for the Discipline Committee, it was recommended that they be appointed to fill the vacancy on the Quality Assurance Committee.

MOTION: THAT the Board appoints O. Lauric as a non-Board Committee member to the Quality Assurance Committee

Moved by: A. Malloy and seconded by M. Sanders

CARRIED



8. Board Education

8.1. Indigenous Peoples, Reconciliation and Anti-Bias May 26th Workshop

J. Matera reported an overview of the Workshop held on May 26, the first ever collaborative effort of the four Oral Health Colleges with a turnout of around seventy (70) attendees. Although restitution efforts have been implemented, they do not compensate for reconciliation. J. Rigby asked that the directors who attended M. Liassides, A. Buahene and J. Matera share their experiences and takeaways from the Workshop. They all shared their takeaways from the workshop and how it will impact their professional roles, with A. Bauhene adding that it provided meaningful feedback to incorporate equity and inclusion into future efforts towards reconciliation. J. Rigby discussed some of the goals of the four (4) Oral Health Colleges as they move forward and support registrants in the process. J. Rigby encouraged that Directors who did not attend look at the materials, complete the survey, and view the shared YouTube video, which would be available until July 1. She noted that the College is looking at terminology changes to better align with outcomes from the workshop.

9. Regulatory Programs

9.1. CDTO Registration Regulation Amendments

J. Rigby shared that more letters of support were received following the amendment approvals. A letter received from the Ministry of Health indicated that the proposed changes will be phased in, with immediate emphasis placed on the emergency class of registration. Some Colleges had already been contacted to revise their draft regulations and will move forward for approval as early as July. The CDTO has not received any direction yet but is preparing for approval at the Cabinet in Fall. Next steps include creating a new group, composed of members from the Registration Committee and Quality Assurance Committee, to support the development of these policies.

10. Financial and Management Reporting Strategic Project – Regulatory Disruption

10.1. 2022-2023 Q3 Financial Monitoring Report

J. Rigby presented the report, providing information on the 2022-2023 Operating and Strategic Initiatives Project budgets, actual results as of February 28, 2023 (Q3) and forecast to the fiscal year-end August 31, 2023. She noted that the College's mandate is to ensure there are enough funds to run regulatory programs which come out of our operating revenues.

MOTION:

1. **THAT** the report entitled "2022-2023 Financial Monitoring Report" be received.
2. **AND THAT** the Board approve transferring funds in the amount of \$7,148 from the Regulatory disruption project to cover the deficit in the Amalgamation/Collaboration and Capital Investment IT projects and closing both projects.
3. **AND THAT** the Board approve transferring funds of \$13,008 from Unrestricted net assets to Internally restricted for strategic initiatives to fund the EDI (Equity, Diversity, and Inclusion) project.

Moved by: W. Van Evans and seconded by R. Siddiqui

CARRIED



10.2. Briefing Note 2023-2024 Budget and Fee Schedule Approval

J. Rigby provided a summary of the 2023-2024 Operating Budget and Fee Schedule for approval and presented the steps that the Executive Committee took before recommending the budget for approval. The initial draft budget projected a deficit of approximately \$40,000 which after careful consideration the Committee agreed could be eliminated by reducing both Unauthorized Practice (UAP) and Human Resource expenditures. The Committee assessed the risks and agreed that pro-rating the expenditure in the budget year were reasonable since the UAP strategic project was not yet complete and there are sufficient funds remaining in the Strategic Initiatives Project for UAP and the filling of a Governance/EDI position could be deferred until HPRO implementation of EDI project. The Registrar reviewed the assumptions used to strike the budget including no graduating class at George Brown College in 2023 and the termination of the office lease agreement at August 31, 2023.

MOTION:

1. **THAT** the report entitled “2023-2024 Budgets and Fee Schedule Approval Report” be received.
2. **AND THAT** the Board approve the 2023-2024 Operating Budget and Fee Schedule (Schedule 5 to the By-laws) as recommended by the Executive Committee.
3. **AND THAT** Staff be authorized and directed to do all things necessary to give effect to this resolution.

Moved by: A. Malloy and seconded by J. Langford

CARRIED

11. Communications Strategy Update

11.1. Communications Update

W. Chihaluca provided an update on the current Communications campaign, which was launched May 2023, titled “allied oral health professionals are key to your patients”. The purpose of this campaign was to highlight the role of the RDT as part of the allied oral health team and the value of having these registered oral health professionals as a part of the oral health care team. The article was published through Media Planet on healthinsight.ca, Twitter and LinkedIn. She reviewed the Key Performance Indicators including reaction rates from campaign efforts which is an indicator of how well the content engaged the reader – how often they shared the article, bookmarked it, clicked on banners and logos with hyperlinks.

ACTION ITEM: Staff to provide an update at next Board meeting on the outcomes of the campaign.

12. Registrar’s Update

12.1. Registrar’s Report

J. Rigby shared a few updates on meetings, one of which was the George Brown College (GBC) where staff and the Chair attended in person and were able to tour the newly launched digital lab at George Brown College. There were concerns about graduates not seeking registration with the College, and she commented on the



bridging programs being developed at the GBC. She went on to discuss the outcomes from the meeting with RCDSO where the Chair was able to attend. She thanked the Directors for attending HPRO and other anti-bias training, unconscious bias training.

Lastly, she thanked the Board for their support and for her opportunity to attend in person the CLEAR IPCOR Conference that was held in Ireland. One of the outcomes of this conference was that she invited one of the speakers, C. Abels from Early Childhood Educators, to talk about “Nudge Theory” with staff and how it can apply to our registration process.

13. In-camera session – None

14. Next Meeting Dates – Sept 22, 2023

15. Meeting Adjournment.

MOTION: THAT the 135th Board meeting be adjourned at 12:02 pm.

Moved by: J. Matera and seconded by M. Sanders

CARRIED

Status Updates on Board Decisions

Board of Directors Meeting	Item	Action	Status
June 23, 2023	Board update	Communications Staff was asked to update the Board on the “allied oral health professionals are key to your patients” campaign outcomes	In progress to be brought to September 22, Board mtg.



EXECUTIVE COMMITTEE REPORT

September 22, 2023

Committee Members

Jamie Matera, Professional Member, Chair
Michael Sanders, Professional Member, Vice-Chair
Allison Malloy, Public Member
Rehan Siddiqui, Public Member
Bill Van Evans, Professional Member

Committee Mandate

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

Meetings

The Executive Committee has not met since the last report to the Board on June 23, 2023.

For Action of the Board of Directors

None

For Information

None



DISCIPLINE COMMITTEE REPORT

September 22, 2023

Committee Members

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

Non-Board Committee Members

Igor Kobierzycki, Professional Member

Ovidiu Lauric, Professional Member

Committee Mandate

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

Meetings and Hearings

The Discipline Committee has not met since the last report to the Board on June 23, 2023.

For Action of the Board

There are currently no items for action.

For Information

There are currently no items for information.



EXAMINATIONS COMMITTEE REPORT

September 22, 2023

Committee Members:

Asif Khan, Public Member
Igor Kobierzycki, Professional Member (Non-Council)
David Savioli, Professional Member

Committee Mandate:

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

Meetings:

Since the report provided at the June 23, 2023 Board meeting, the Examinations Committee has not met.

For Action of the Board

There are currently no items for action.

For Information

There are no items for information at this time.

Upcoming Examination Dates	
CDTO Jurisprudence and Ethics Exam <ul style="list-style-type: none"> ✓ Tuesday, February 14, 2023 ✓ Tuesday, April 4, 2023 ✓ Tuesday, August 1, 2023 • Tuesday, November 7, 2023 	CADTR Knowledge Based Assessment (KBA) <ul style="list-style-type: none"> ✓ Friday, March 10, 2023 ✓ Friday, July 14, 2023 • Friday, December 1, 2023 CADTR Performance Based Assessment (PBA) <ul style="list-style-type: none"> • October 22 and 23, 2023 (tentative) NAIT, Edmonton, Alberta • October 28 and 29, 2023 GBC, Toronto, Ontario



FITNESS TO PRACTICE COMMITTEE REPORT

September 22, 2023

Committee Members

Every member of the Board is a member of the Fitness to Practice Committee.

Committee Mandate

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

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

Meetings and Hearings

The Fitness to Practise Committee has not met since the last report to the Board on June 23, 2023. To date, no hearings have been held by the Fitness to Practise Committee.

For Action of the Board

There are currently no items for action.

For Information

There are currently no items for information.



INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE REPORT

September 22, 2023

Committee Members

James Matera, Professional Member (Chair)

Asif Khan, Public Member

Jill Langford, Professional Member

David Savioli, Professional Member

Rehan Siddiqui, Public

Manijeh Rezaeizadeh, Professional Member (non-Board Committee Member)

Committee Mandate

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

Meetings

The ICRC has not met since the last report to the Board on June 23, 2023.

For Action of the Board

There are currently no items for action.

For Information

1. Formal Complaints

During this reporting period, no new complaints were received. One complaint was carried over from the previous reporting period.

2. Registrar's Reports

During this reporting period, no new Registrar's Reports were initiated. Three Registrar's Reports were carried over from the previous reporting period.

3. Quality Assurance Committee Referral

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

4. Health Professions Appeal and Review Board

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

During the reporting period, no new panel decisions were appealed to HPARB. HPARB has not rendered any decisions during this reporting period.



PATIENT RELATIONS COMMITTEE REPORT

September 22, 2023

Committee Members:

Jill Langford, Professional Member
Allison Malloy, Public Member
Michael Sanders, Professional Member
Rehan Siddiqui, Professional Member
Poonam Singh, Public Member
Franz Yagin, Professional Member

Committee Mandate:

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

Meetings:

The Patient Relations Committee has not met since the last report to the Board of Directors on June 23, 2023.

For Action of the Board of Directors:

There are currently no items for action.

For Information:

There are currently no items for information.



QUALITY ASSURANCE COMMITTEE REPORT

September 22, 2023

Committee Members

Melanie Liassides, Professional Member
Allison Malloy, Public Member
Poonam Singh, Public Member
Bill Van Evans, Professional Member
Franz Yagin, Professional Member

Committee Mandate

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

Meetings

The QA Committee met once on June 19, 2023, after the Report to the Board was published on June 16, 2023.

For Action of the Board

There are currently no items for action.

For Information

The Committee met on June 19, 2023 and report on the following activities:

1. Orientation

The Committee received an orientation about their role and responsibilities as part of CDTO's mandate, understanding the objectives of the Quality Assurance Program and its two components: professional development and practice assessment. The Committee also reviewed its toolkit and resources including the enabling legislation, terms of

reference, decision-making process maps and the College Performance Measurement Framework expectations.

2. 2023-2024 Quality Assurance Program

This year, the Cycle group of September 1, 2020 to August 31, 2023 will be submitting their summary professional development profiles to demonstrate compliance with 90 professional development credits. This includes a total of 184 RDTs who will be notified according to established timelines and non-compliant RDTs referred to the Quality Assurance Committee for further review.

As required by the legislation, the Committee has randomly selected 2% of RDTs to undergo a peer and practice assessment. This occurs at the RDT's primary place of practice and ensures that an RDT is practising to the College's standards of practice and code of ethics. This process is meant to be educational and not punitive as peer assessors support RDTs in improving their practice.

3. 2022-2023 Professional Development Referrals

There are two outstanding summary professional development profile submissions from the Cycle group of September 1, 2019 to August 31, 2022. The Committee directed no further action on one matter, and the other was referred for a peer and practice assessment and will be responsible for the costs. The practice assessment will determine if the RDT is practising to the College's standards of practice and code of ethics.



September 22, 2023

Committee Members:

Jill Langford, Professional Member, Chair
Abena Buahene, Public Member
Melanie Liassides, Professional Member
Rehan Siddiqui, Public Member
Franz Yagin, Professional Member

Committee Mandate:

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

Meetings:

Since the report provided at the June 23, 2023 Board meeting, the Registration Committee has held one virtual meeting on July 11, 2023.

For Action of the Board

There are currently no items for action.

For Information

Committee Training:

The Committee received orientation training which included the roles and responsibilities of the Committee, Members and Staff, meeting schedule, priorities for the year ahead. A Committee Toolkit was reviewed emphasizing the registration-related sections of the Code, College regulations, exemptible and non-exemptible registration requirements, by-laws and policies. As well, the Committee received a presentation on the national credential and competency assessment services provided by the Canadian Alliance of Dental Technology Regulators (CADTR).

Terms of Reference:

As required in the Policy Review Schedule of the Governance Policy Manual, the Committee reviewed their Terms of Reference. The Committee approved the current version of the Terms of Reference and had no changes to recommend to the Board.

Committee Updates:

- Reviewed three policies and recommended amendments. These policies will be brought to the Committee for approval before they are brought forward to the Board
- Considered the experiential evidence requirements for Emergency Class of Registration applicants and will continue the discussion at the next meeting
- Approved a request from an applicant enrolled in full time denturism studies to extend the application deadline for a General Certificate of Registration
- Received an update from staff on:
 - 2022 Health Profession Database submission
 - Emergency Class of Registration regulation amendments
 - 2023-2024 Annual Renewals
 - 2022 OFC Fair Registration Practices Report (FRPR) due August 4th, 2023. Link to posted [2022 Report](#).



September 22, 2023

Committee Members:

Melanie Liassides, Professional Member, Chair

Abena Buahene, Public Member

Franz Yagin, Professional Member

Committee Mandate:

The Recruitment Committee is responsible for coordinating the recruitment process for Board and Committees from the Registrants of the College. The Committee decides on the appropriate number of interview questions, conducts interviews to determine the eligibility of applicants (elected and appointed), and recommends appointments for positions to the Board.

Meetings:

Since the report provided at the June 23, 2023 Board meeting, the Recruitment Committee has not met.

For Action of the Board

There are currently no items for action.

For Information

There are no items for information at this time.



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

Board Meeting Evaluation

June 23, 2023

THE COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO



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

The meeting package was received with sufficient time to allow me to prepare.

4.3 out of 5.0



Agenda items and materials were appropriate to the Board's role, and sufficient to assist me in forming opinions on matters before the Board.

4.6 out of 5.0



Time was used effectively, and discussions were focused.

4.6 out of 5.0



More time to discuss unauthorized practice would have been useful.





Board discussions and deliberations remained centred on the public interest, and we did not get into administrative and operational management details.

4.6 out of 5.0



Any disagreements were handled openly, honestly, and directly. There was a positive climate of trust and respect.

4.6 out of 5.0



Where appropriate, next steps and action items were clearly identified.

4.6 out of 5.0





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

Directors appeared prepared for the meeting.

4.3 out of 5.0



I was satisfied with the opportunities that all of us had to participate in and contribute to the discussion and debate.

4.3 out of 5.0



The Chair was effective in guiding the meeting and allowing all sides to be heard, while bringing matters to decision.

4.3 out of 5.0



Additional suggestions for Continuous Improvement

N/A





Board Report

Date: September 22, 2023

SUBJECT: COVID-19 Updates – Rescission of ‘COVID-19 Guidance for RDTs’
INITIATED BY: Rose Far, Manager of Policy and Strategic Projects

PURPOSE:

This report updates the Board on the status of COVID-19 and its impact on the practice of dental technology in Ontario. It also elaborates on the rationale and process for rescinding the COVID-19 Guidance for RDTs, which the College developed to address the infection risks during the pandemic.

PUBLIC INTEREST RATIONALE:

CDTO’s mandate is to protect the public by promoting safe dental technology practice. The College aims to regularly evaluate and update its standards of practice and guidelines based on the best available evidence. The COVID-19 pandemic continues to be an evolving situation that impacts dental technology practices. The College is closely monitoring the situation by ensuring that the public and the profession have up-to-date information related to the College’s guidance, as well as engaging with its system partners to align practice standards to promote unified and safe oral health practice and public protection.

INFORMATION & CONSIDERATIONS:

The health and safety of patients, the public, and RDTs is the College’s top priority during the COVID-19 pandemic. The College developed the “COVID-19 Guidance for Registered Dental Technologists” to provide core requirements for managing infection risks. The COVID-19 Guidance has been updated several times since 2020 based on multiple factors, such as changes in public health indicators, updates from public health authorities, emerging evidence, new variants of concern, and alignment with other Ontario’s Oral Health regulatory Colleges (OHCs). The College has always relied on the best available evidence and expert consultation for these updates.

The COVID-19 guidance was last updated in August 2022. Since then, the pandemic has changed in several ways that prompted us to revisit this issue.

1. COVID-19 Guidance for RDT is rescinded effective July 19, 2023

Following a careful analysis of current trends and the available evidence and in alignment with other Oral Health Colleges, our COVID-19 guidance for RDTs is rescinded.

A. Literature Review and Environmental Scan

We conducted a literature review and environmental scan. The main findings of our review were:

- Public health authorities have begun to signal the end of the pandemic phase (e.g., World Health Organization ‘WHO’).
- Public health indicators in Ontario continue to show signs of improvement. [Public Health Ontario’s COVID-19 tool](#) shows that case counts and rates are declining, while vaccination rates remain high.
- With changing infection rates and a decreasing incidence of severe outcomes, a number of Canadian health regulators have begun to revert to standard IPAC measures (as examples, the dental Colleges in Alberta, Manitoba, and Quebec have reverted to standard IPAC, as have the hygiene Colleges in Manitoba and Quebec).
- Ontario’s public health authorities, including Public Health Ontario (PHO), continue to provide useful guidance for healthcare workers, especially for the treatment of patients who are suspected or confirmed COVID-19 positive.
- A review of relevant literature does not change our current understanding of the risks of transmission in dental care settings.

B. CDTO’s Guidance Review and Analysis

Based on our review, we identified all the provisions in the COVID-19 guidance and ensured that they are all anchored to either our Infection Prevention and Control (IPAC) or health authorities’ documents, including PHO and the Ministry of Health guidance (MOH). We concluded that CDTO can rescind its COVID-19 guidance for RDTs since all relevant provisions are covered by either PHO and MOH guidance or CDTO’s existing IPAC Standard.

C. Oral Health Colleges Collaboration

We have collaborated with Ontario’s four oral health regulatory Colleges (representing dental hygienists, dentists, denturists, and dental technologists) to decide whether to maintain our unified COVID-19 Guidance document. Based on current trends and available evidence, we have agreed to rescind the document and align with the provincial directives on this critical issue.

D. Frequently Asked Questions for COVID-19 Guidance

An extensive [COVID-19 FAQ](#) for RDTs has been developed to further support RDTs in their practice and direct them to CDTO's IPAC standards or relevant health resources.

2. RDTs are reminded to continue to:

- Comply with COVID-19-specific guidance set out by provincial and national public health authorities.
- Avoid the in-person care of patients who are suspected or confirmed COVID-19 positive, unless in an urgent or emergency situation that cannot be avoided.
- Adhere to the College's current [Infection Prevention and Control Standards](#).
- Be mindful of the possibility of future public health emergencies and maintain the ability to respond nimbly to new risks that may emerge.

To support our registrants, we have updated our FAQs and are continuing to provide Practice Advisory services. You can find the latest guidance in our FAQs and contact our Practice Advisor if you need more support.

3. To rescind the COVID-19 Guidance for RDTs,

We took the following steps:

- Informed the Board via email, and the Executive Committee approved the rescission via email voting on July 18, 2023.
- In coordination with other Oral Health Colleges, informed our registrants through an email blast on July 19, 2023.
- Published a [news post](#) on our website simultaneously with other Oral Health Colleges on July 19, 2023.

The College continues to:

- Monitor COVID-19 public health indicators and landscape.
- Work collaboratively with OHCs and maintain ongoing alignment with them on this issue.
- Post COVID-19 updates on the dedicated [COVID-19 webpage](#) as needed.
- Answer all public and registrants' inquiries and/or concerns by phone or email in a timely manner.

DECISION(S) SOUGHT:

None – for information



Board Report

Date: September 22, 2023

SUBJECT: Standards Framework and Code of Ethics
INITIATED BY: Rose Far, Manager of Policy and Strategic Projects

PURPOSE:

The purpose of this report is to provide the Board with an update on the progress of the development of the standards framework undertaken by staff.

PUBLIC INTEREST RATIONALE:

The College's mandate is to protect the public by promoting safe and quality dental technology practice. The Standards Framework sets out the overarching principles of professionalism and practice that support Registrants in providing safe and ethical care and is also used as accountability measures by Registrants, the College, and the public.

INFORMATION & CONSIDERATIONS:

The work on this initiative commenced in 2022. Research into best practices across Canada and other countries revealed the following gaps in the College's current standards for the delivery of care: a lack of ethical principles, a lack of clearly outlined professional standards, and a lack of equity, diversity, and inclusion (EDI). Staff responded to these gaps by preparing a draft standards framework model that incorporated the aforementioned elements. In September 2022, a report on this matter was presented to the Board for informational purposes and to explain the structure of the proposed standards framework. Since then, staff have aligned their work with the By-Laws review initiative and expanded its scope to include the Code of Ethics.

Code of Ethics and Framework

In 2023, staff conducted a literature review of CDTO's publications and those of other colleges. It was found that the CDTO's Code of Ethics in Schedule 4 of the By-Laws had a significant thematic overlap with the proposed standards framework. Staff explored the benefit of integrating the College's Code of Ethics into the draft standards framework and identified two main advantages:

- It ensures that the standards framework is based on the existing ethical principles of the College.

- It avoids duplication and provides greater clarity for Registrants on professional and ethical matters when the Code of Ethics resides in the standards framework.

Staff also verified that all the Code of Ethics provisions in Schedule 4 of the By-Laws are incorporated into the draft standards framework as professional standards under Ethical principles (Appendix I). Based on the information gathered under the By-Law review initiative, our understanding is that there is no legal requirement to maintain the Code of Ethics as a schedule to the By-Laws.

Proposed Structure

A standards framework has been developed based on the review of best practices across Canadian and international jurisdictions related to dental technology, oral health, and other medical professions. Elements from these examples have been adapted to meet the needs and specific context of regulating the dental technology profession in Ontario. Further, where applicable, the College's existing Code of Ethics has been used to guide the formulation of the standards framework.

- The goal of this newly proposed framework is to move away from prescriptive Standards that define step-by-step tasks for RDTs and toward overarching principles of professionalism and practice that help support accountability and quality of care for Ontarians.
- The framework will use and expand upon the existing ethical principles established in the College By-Laws to produce an overall standards structure that is tailored to RDTs.
- This framework seeks to utilize principles of equity, diversity, and inclusion.
- The College acknowledges the existence of discrimination and systemic racism toward equity-deserving groups and is committed to reducing systemic barriers that exist for patients. The standards framework will utilize equity, diversity, and inclusion principles that are to inform and impact all activities of RDTs.

Framework Components

There are three components to the proposed Standards Framework:

- Ethical principles – describe the overarching themes of the Standards Framework. These principles include the requirement for Equity, Diversity, and Inclusion (EDI) in dental technology practice.
- Professional standards – describe what RDTs must do to ensure they adhere to the ethical and EDI principles. The principles outlined in the Code of Ethics have been integrated here.
- Practice standards – specific standards related to practice areas (e.g., technical aspects of dental technology practice). The practice standards will be separate documents that are not part of the framework document (e.g., Infection Prevention and Control 'IPAC' standard).

National Collaboration

Given that the scope of practice within the dental technology profession is generally consistent across regulated provinces, the Canadian Alliance of Dental Technology Regulators (CADTR) has discussed the advantages of creating a national standard framework along with its relevant standards. The College will share the draft standard

framework with CADTR members for further consideration, exploring the potential of adapting it as a benchmark for a national Standards Framework.

The staff will undertake the following steps:

- Finalize the draft framework by incorporating recommendations from:
 - Consultation with equity-deserving/seeking groups.
 - the By-Law review of the Code of Ethics.
- Share the proposed framework with CADTR to explore its potential use as a benchmark for a national Standards Framework.
- Conduct consultations with our Registrants, system partners, the public, and legal counsel.
- Present the standards framework to the Board of Directors for approval.

DECISION(S) SOUGHT:

None – for information

Attachment:

Appendix I: Integration of the Code of Ethics into the Standards Framework Table

Integration of the Code of Ethics into the Standards of Practice		
Services to the Public		
Original text (By-Laws)	Proposed changes (Standards)	Rationale and new location
1. Practise their profession with all the knowledge and ability of which they are capable;	Practising their profession with all the knowledge and ability of which they are capable.	Changed wording for consistency with other standard formulations. Placed as Professional Standard #7.
2. Not practise under conditions which may adversely affect the quality of their services;	Avoiding any arrangements that could potentially compromise or influence their professional judgment and the quality of the services provided.	Reformulated for consistency with other standards. Placed as Professional Standard #12.
3. Continue their education to improve their standards of services;	Continuing their education to improve their standards of services.	Simple wording change for consistency. Placed as Professional Standard #15.
4. Kindly but firmly insist upon doing only those things which their professional knowledge dictates to be in the best interest and welfare of the patients for whom dental technology services are requested;	Ensuring the best interests of patients by practicing based on best professional judgment.	Reformulated for consistency with other standards. Placed as Professional Standard #9.
5. Not abdicate their professional responsibilities to protect the health and well-being of their patients for whom dental technology services are requested;	Upholding their professional responsibilities to protect the health and safety of the patients [who need dental technology services] .	Converted proscription into positive obligation: more in line with standard structure. Placed as Professional Standard #1.
6. Recognize that patients have the right to accept or reject any treatment plan recommended by a dental technologist and have the right to request opinions from other dental technologists;	Respecting the patients' right to accept or reject any treatment plan suggested by a dental technologist and to seek other opinions.	Reformulated for consistency with standards framework; updated "recognize" to "respect" to create stronger positive affirmation for standards purposes. Placed as Professional Standard #4.
7. Keep in confidence information derived from their patients or from colleagues regarding patients and divulge it only with the permission of the patients except when the	Keeping information regarding patients confidential and only disclosing it with the patients' consent, unless there is a legal requirement, or a need for inter-professional consultation.	Reworded for simplicity and consistency with other standards; note that this standard would be rather long and could be broken up for clarity.

law requires them to do otherwise, and in circumstances of inter-professional consultation;		Placed as Professional Standard #6.
8. Ensure that their conduct in the practice of their profession is above reproach and that they will not take, physical, emotional or financial advantage of patients referred to them;	Ensuring professional and ethical practice to provide safe, quality, and competent care for their patients.	Reworded due to the ethical principle that calls for not just avoiding harm, but also to benefit patients and/or to promote their welfare. Placed as Professional standard #32.
9. Assist on patients' requests, by supplying them the information required to enable the patients to receive any benefits to which they may be entitled;	Assisting patients' requests by providing them with the necessary information.	Reworded to make it more general. Placed as Professional standard #23.
10. Not hold out to the public as exclusive agents of any method or technique unless they are qualified;	Practicing only in the areas where they have demonstrated competency.	Converted proscription into positive obligation: more in line with standard structure. Placed as Professional standard #27.
11. Cooperate with appropriate public officials;	Cooperating with appropriate public officials.	Could be slated for removal. Would mostly fall under other obligations, such as complying with the relevant laws.
12. Act in a manner consistent with the Canadian Human Rights Act and the Human Rights Code (Ontario);	Acting in a manner consistent with the Canadian Human Rights Act and the Human Rights code (Ontario).	Could fall under other more general obligations such as EDI provisions and legal compliance in general. TBD – consultation with EDI experts, and equity-seeking and equity-deserving groups
13. Inform the College, because of reasonable grounds obtained in the course of practising the profession, of conduct constituting sexual abuse of a patient by a Registrant of the College, or, where such conduct is by a registrant of another College, inform the College of which the person who is a member.	Complying with the legal obligation to report to the College any conduct that involves sexual abuse of a patient by a Registrant of the College, or by a registrant of another college, based on reasonable grounds obtained while practicing the profession, and informing the relevant college if the conduct is by a registrant of another college.	Reworded to improve clarity. Placed as Professional Standard #38.

Fellow/Prescribing Practitioners		
1. Not pass judgement on the qualifications of or procedures rendered by fellow practitioners except as may be required in the interest of patients' oral health;	Commenting or passing judgment on the qualifications of or procedures performed by other registrants only when it is in the best interest of patients' oral health or required by law.	Reformulation to create more positive obligation and to improve clarity. Placed as Professional Standard #28.
2. Render only such dental technology service as has been requested by the prescribing practitioner;	Rendering only such dental technology service as has been requested by the prescribing practitioner.	Removed. Since it is a practice standard not a professional or ethical one.
3. Not collaborate with prescribing and/or fellow practitioners in acts that may lead to fraudulent activities or contravention of the Act or the RHPA.	Building positive relationships with all health care professionals especially those in the oral health professions, to enable interprofessional collaboration and referrals for the benefit of patients.	Converted proscription into positive obligation: more in line with standard structure. Placed as Professional Standard #34.



Board Report

Date: September 22, 2023

SUBJECT:	Regulatory Disruption – Unauthorized Practice
INITIATED BY:	Leanne Cheng, Manager of Professional Conduct, Practice and Regulatory Affairs

PURPOSE:

To provide the Board with legal counsel's opinion on the publication of information regarding unauthorized practice.

PUBLIC INTEREST RATIONALE:

The practice of dental technology must be supervised by a Registered Dental Technologist (RDT) or a dentist registered in Ontario. These health professionals have demonstrated competencies that ensure patients will receive safe and ethical care. Although CDTO only has jurisdiction over RDTs, our mandate is to protect the public interest. The public is at risk of harm when individuals not authorized to practice the profession do so.

INFORMATION & CONSIDERATIONS:

BACKGROUND

The Board previously determined that a strategic priority was to increase awareness of the risks associated with unauthorized practices and to develop policies relating to the publication, investigation and prosecution of unauthorized practices. This would eventually merge into the professional conduct department and its operating budget.

At the previous Board meeting, June 23, 2023, legal counsel, Jordan Glick of GlickLaw, presented on the processes established by CDTO to handle unauthorized practice, from the receipt of information about an unauthorized practice to the escalating steps taken to gain compliance. This may result in the execution of search warrants or applications to the Superior Court.

An outcome of the presentation was to seek a legal opinion (attached as Appendix 1) to ensure that CDTO is meeting its public protection mandate without putting the organization at risk for a lawsuit. The legal opinion sets out the benefits and risks of hosting a webpage to share information to the public on unauthorized practices and the defences and tools available to the CDTO for a defamation claim. CDTO also received specific guidance on how it can improve its unauthorized practice webpage, and cease and desist letters to protect against potential lawsuits. These changes will be implemented in the Fall of 2023 and will support CDTO in continuing its actions against unauthorized practices.

DECISION(S) SOUGHT:

- 1) None.

ATTACHMENTS:

- 1) Opinion Regarding the Publication of Information Relating to Unauthorized Practice by Jordan Glick of GlickLaw – August 17, 2023

Memo

To: Judith Rigby, CPA, CGA, Registrar and CEO, College of Dental Technologists of Ontario
Leanne Cheng, Manager of Professional Practice, Conduct and Regulatory Affairs, College of Dental Technologists of Ontario

From: Jordan Glick and Lisa Feinberg, GlickLaw

Date: August 17, 2023

Re: Opinion Regarding the Publication of Information Relating to Unauthorized Practice

Thank you for the opportunity to provide the College of Dental Technologists of Ontario (the “**College**”) with an opinion with respect to several issues relating to unauthorized practitioners (“**UAPs**”).

You have asked us to provide an opinion regarding the following:

- The benefits and risks of hosting an online page reporting on UAPs;
- The available defences for the College and its staff should a lawsuit be brought and the likely outcome of a lawsuit (or threat of a lawsuit) against the College; and
- Steps that can be taken to mitigate the risk of the College or its staff being sued.

In our view, the benefits of hosting an online page reporting on UAPs (a cost-effective mechanism for protection of the public against UAPs) outweigh the risks of doing so (the possibility of a defamation lawsuit against the College). Moreover, the risk of a lawsuit against the College can be minimized by the College taking several attempts, such as due diligence before posting information, including communicating with UAPs prior to publication.

As part of setting out the steps that can be taken to mitigate the risks of the College being sued, you have asked us to review the College’s current webpage with respect to UAPs and the College’s cease and desist letter to UAPs. We have made proposed edits to those documents. The original documents and track change documents with our proposed edits are attached as appendices, as follows: Current Webpage – Appendix A, Proposed Changes to Webpage – Appendix B, Current Cease and Desist Letter – Appendix C, and Proposed Changes to Cease and Desist Letter – Appendix D.

We would be pleased to discuss this matter further if you have any questions or comments with respect to this memorandum.

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1. Benefits and Risks of Hosting an Online Page Reporting on UAPs

The College is mandated under s 3 of the *Regulated Health Professions Act, 1991* (the “**RHPA**”) to serve and protect the public interest through its regulation of the practice of dental technology. Section 32 of the RHPA prohibits persons from practising dental technology if they are not themselves or are not being supervised by a member of the College or by a member of the Royal College of Dental Surgeons of Ontario (“**RCDSO**”).

A. Benefits of Hosting an Online Page Reporting on UAPs

The major benefit of hosting an online page reporting on UAPs is that it is an efficient and cost-effective tool for the College to meet its public protection mandate.

To meet its public protection mandate, the College must be seen to be actively taking steps to protect the public against UAPs. It may not be practical or an effective use of resources to seek injunctive relief or to initiate provincial offence proceedings in every case of unauthorized practice. Moreover, even where legal proceedings have been initiated against UAPs, these proceedings are most effective when the public is aware of them. One cost-effective way to protect the public from UAPs is by publishing the names of UAPs on the College website and warning the public about the risks of working with UAPs. Many other regulators do this, including in many cases, without commencing legal proceedings.¹

B. Risks of Hosting an Online Page Reporting on UAPs

There is a risk that hosting an online page reporting on UAPs could expose the College to a defamation lawsuit from a person whose name is published online.² However, this risk is mitigated by the College exercising appropriate due diligence. For example, we recommend that the College contact the person (as part of the cease-and-desist letter process), provide them with notice that the College may publish their name as an UAP, and give them an opportunity to respond in advance of publication. We have made proposed changes to the College's cease and desist letter to allow for this dialogue.

We note that for practical reasons, it is unlikely that the College will face a claim for defamation. This is because there will likely be some form of dialogue between the parties through the cease-and-desist process before publication. Moreover, if a party intends to bring a claim against the College for defamatory publication of their name on the website, the party will likely also first send a demand or cease-and-desist letter to the College. Such a defamation notice would allow the College an opportunity to assess the claim and determine whether or not to remove the publication.

¹See Financial Services Regulatory Authority of Ontario (FSRAO) website: <https://teao.fsrao.ca/?searchRequired=true&searchText=&enfActions=false&warnings=true&hasRelatedFiles=false&selectedLicenseTypes=1&selectedStatus=0&startDate=&endDate=>; See the College of Early Childhood Educators (CECE) website: <https://www.college-ece.ca/public/unregulated-persons/>

² To establish a defamation claim, an individual must prove that the statement was defamatory (that it lowered the person's reputation); that the defamatory words referred to the person; and that the words were published, or communicated to at least one person: *Grant v. Torstar*, [2009 SCC 61](#) at para 28.

We additionally note that even meritorious defamation claims do not hold a high dollar value for litigants. Should a potential litigant consult with counsel, presumably the combination of an unmeritorious action with a low dollar value will deter them from proceeding.

There is a remote possibility that the College will have to defend an unmeritorious defamation claim without being first notified by the party. However, there are several defences available to the College, which we review below, along with the immunity provision in the RHPA. Moreover, with the anti-SLAPP provisions in Ontario, such a claim will likely be dismissed at an early stage of the litigation, thereby reducing the costs and risks to the College.

2. The Defences and Tools Available to the College in Responding to a Defamation Claim

If the College is sued for defamation by the persons whose names are published on its website after doing the due diligence identified in this memorandum, the College will be able to raise several defences, including fair comment, responsible communication on matters of public interest and truth/justification.³ The College may also be to rely upon the immunity provision in the RHPA.

Additionally, the College may be able to have such a lawsuit dismissed at an early stage of the litigation, using tools designed to defend against potential lawsuits that silence public interest work, also known as Strategic Lawsuits Against Public Participation (“**SLAPP**”).

As noted above, there are several defences (fair comment, responsible communication, and truth/justification) that the College will be able to rely upon in defence of any defamation claims regarding its public warning activity.

³ The defence of absolute or qualified privilege do not apply, because they require that there is an occasion of privilege. Because the College website will be published broadly to the world, any privilege associated with the College’s communication is exceeded and therefore these defenses do not apply: [Bent v. Platnick](#), 2020 SCC 23 at paras [121-122](#); [Deeb v. Zebian](#), 2022 ONSC 6947 at para [126](#); [Canadian Frontline Nurses v. Canadian Nurses Association](#), 2022 ONSC 7280 at para [71\(a\)](#).

A. The College's Potential Defences to a Defamation Claim

i. Fair Comment

The College should be able to raise the defence of fair comment in response to a defamation claim. To rely on this defence, the College needs to be able to demonstrate that the comment is:

- (1) based on a matter of public interest
- (2) based on fact
- (3) even if it includes inferences of fact, recognizable as comment
- (4) a comment that a person could honestly make on the facts and
- (5) not actuated by malice.⁴

To meet criteria #2 of being based on fact, the comment must identify the facts upon which it relies. If the factual foundation is unstated or unknown or turns out to be false, the defence of fair comment is not available.⁵

To meet criteria #3 of being recognizable as comment, the College must characterize its publication as a "comment". To do this, the College can note that based on the facts known to the College, the College is of the opinion that these persons are not authorized to practise dental technology.

ii. Responsible Communication on Matters of Public Interest

To rely on this defence, the College must be establish that:

- (i) The publication is on a matter of public interest; and
- (ii) The publisher was diligent in trying to verify the allegation, having regard to:
 - a. the seriousness of the allegation;

⁴ [Volpe v. Wong-Tam](#), 2022 ONSC 3106 at para [222](#), citing *WIC Radio Ltd. v. Simpson*, [2008 SCC 40](#) at para. [28](#),

⁵ [Volpe v. Wong-Tam](#), 2022 ONSC 3106 at paras [225-228](#).

- a. the seriousness of the allegation;
- b. the public importance of the matter;
- c. the urgency of the matter;
- d. the status and reliability of the source;
- e. whether the plaintiff's side of the story was sought and accurately reported;
- f. whether the inclusion of the defamatory statement was justifiable;
- g. whether the defamatory statement's public interest lay in the fact that it was made rather than its truth ("reportage"); and
- h. any other relevant circumstances.⁶

Assuming that the College engages in due diligence efforts before publishing, including looking up the person at issue in various registries and contacting them and giving them an opportunity to respond prior to publication, the College may be able to rely upon a responsible communication on matters of public interest defence.

iii. Truth/Justification

To rely upon this defence, the College must be able to demonstrate that any statement published is "substantially true." The College must prove that all material facts are substantially true; partial truth is not a defence.⁷ The availability of this defence will depend on the specific facts of the case at issue. However, due to the likely availability of the fair comment and responsible communication defences, the College can be confident that with appropriate due diligence efforts prior to publication, it will have defences available to it.

B. The College's Potential Reliance Upon the Immunity Provision in the RHPA

The College may also be able to rely upon the immunity provision (s. 38 of the RHPA) in defence of a defamation lawsuit.

⁶ *Grant v. Torstar*, [2009 SCC 61](#) at para 126; *Volpe v. Wong-Tam*, 2022 ONSC 3106 at para 351.

⁷ *Bent v. Platnick*, 2020 SCC 23 at paras 107-108.

Section 38 of the RHPA states:

No action or other proceeding for damages shall be instituted against the Crown, the Minister, a College supervisor appointed under section 5.0.1 or his or her staff, an employee of the Crown, a College, a Council, or a member, officer, employee, agent or appointee of a College, a Council, a committee of a Council or a panel of a committee of a Council for an act done in good faith in the performance or intended performance of a duty or in the exercise or the intended exercise of a power under this Act, a health profession Act, the *Drug and Pharmacies Regulation Act* or a regulation or a by-law under those Acts or for any neglect or default in the performance or exercise in good faith of the duty or power.

The immunity provision only applies to “an act done in good faith in the performance or intended performance of a duty or in the exercise or intended exercise of a power under this Act.” This provision has been used with regularity by regulators to successfully move to dismiss lawsuits at an early stage in the litigation.⁸ That said, it has not yet been used with respect to the publication of information relating to unauthorized practice.

It is likely but not certain that the College’s publication of UAP activity would be considered to be an exercise (or intended exercise) of power under the RHPA within the meaning of the immunity provision. The College is not specifically mandated to publish information with respect to unauthorized practitioners. However, it is mandated broadly protect the public by regulating the profession and empowered to seek injunctive relief. While it is arguable that the publication of the names of unauthorized practitioners is an intended performance of a duty under the RHPA, this provision has not yet been used in this context.

⁸ [Yan v. Hutchinson](#), 2023 ONCA 97 at paras 14, 30, 36; [Howatt v. Klassen](#), 2005 CanLII 11191 (ON SC) at para 8; [Deep v. Ontario](#), 2004 CanLII 14527 (ON SC) at para 142; [Kwabanza v. The College of Physicians and Surgeons of Ontario](#), 2012 ONSC 5452 at paras 16-19; [Svec et al v. The College of Psychologists of Ontario et al](#), 2010 ONSC 5917 at paras 26-29; [Conroy v. The College of Physicians and Surgeons of Ontario](#), [2011 ONSC 324](#) at para. 61, aff’d [2011 ONCA 517](#), [Montgomery v. Seiden](#), 2012 ONSC 6235 at para 58.

Moreover, the immunity only applies to “good faith conduct.” As such, an interim motion can be defeated if the litigant pleads bad faith (and facts supporting bad faith) on the part of the College. We note that even if a litigant survives a motion to dismiss the lawsuit, bad faith is difficult to establish on the merits and the immunity provision would be helpful regardless in defending any potential action.

It is worth noting that there are other limitations to an immunity provision; it applies only to actions for damages, not to other remedies, such as declaratory or injunctive relief. It is not clear whether an immunity provision applies to damages flowing from a breach of the *Charter*.⁹ It will not apply to a legal proceeding commenced by the person protected by it.¹⁰

C. The College’s Potential Use of Anti-SLAPP Provisions to Dismiss a Lawsuit at an Early Stage

In the last few years, in Ontario, individuals and organizations publishing communications on matters of public interest have been able to successfully use sections 137.1 to 137.5 of the [Courts of Justice Act](#), RSO 1990, c C43 (“**CJA**”), the “anti-SLAPP provisions”, to dismiss defamation claims at an early stage with costs presumptively on a full indemnity basis, as outlined in more detail in the question below.¹¹

Because of the College’s role as a regulator acting in the public interest, in Ontario, the College can raise these defences on a motion to dismiss at an early stage of the litigation using anti-SLAPP provisions. The anti-SLAPP provisions in Ontario (which came into force November 2015) allow for the early dismissal of SLAPPs, lawsuits that are intended to deter parties from speaking out on an issue of public interest.¹² Although the anti-SLAPP provisions have not yet been used by a regulator, they have been successfully used by an association of regulated professionals, the Canadian Nurses Association, to dismiss defamation claims over communications on public interest issues involving the nursing profession.¹³

⁹ [Ernst v. Alberta Energy Regulator](#), 2017 SCC 1.

¹⁰ [Pagliaro v. College of Psychologists](#), 1997 CanLII 24736 (AB KB)

¹¹ [1704604 Ontario Ltd. v. Pointes Protection Association](#), 2020 SCC 22.

¹² [1704604 Ontario Ltd. v. Pointes Protection Association](#), 2020 SCC 22 at para 16; [Bent v. Platnick](#), 2020 SCC 23 at para 74.

¹³ [Canadian Frontline Nurses v. Canadian Nurses Association](#), 2022 ONSC 7280.

To rely on the anti-SLAPP provisions in Ontario, the moving party/defendant must meet a burden of showing that underlying proceeding arises from an expression relating to a matter of public interest.¹⁴ Since the College's publication of the names of UAPs is intended to protect the public, this publication can be easily characterized as an expression relating to a matter of public interest. The claim will then be dismissed unless the responding party/plaintiff can show that their underlying proceeding has substantial merit and that the moving party has no valid defence in the proceeding and that the harm suffered by the responding party outweighs the public interest in protecting that expectation.¹⁵

Section 137.1(7) of the *CJA* provides that if a judge dismisses a proceeding under the anti-SLAPP provisions, then the moving party is presumptively entitled to costs full indemnity basis (a departure from the standard partial indemnity basis), unless the judge determines such an award is not appropriate in the circumstances. This heightened exposure to costs also serves as a deterrent to litigants raising defamation claims on matters of public interest.

3. Measures the College can Take to Mitigate the Risks of a Potential Lawsuit

The College can take several steps to mitigate the risks of a potential lawsuit from an UAP whose name is published on the College website.

We recommend that the College take the following steps:

- Review information received from various sources to confirm that the individual is practising dental technology without being themselves (or without being supervised by) a member of the College or the RCDSO
- Cross-reference the names of the individuals with the College registry and the RCDSO registry;
- Contact the individual as part of the cease-and-desist process, requesting, if applicable, that they provide by a certain date a satisfactory explanation for why they do not believe that they

¹⁴ CJA, s 137.1(3); [1704604 Ontario Ltd. v. Pointes Protection Association](#), 2020 SCC 22 at paras [18, 21](#).

¹⁵ CJA, s, 137.1(4), [1704604 Ontario Ltd. v. Pointes Protection Association](#), 2020 SCC 22 at paras [18, 33](#).

have engaged in unauthorized practice and the names of the member of the College or the RCDSO who is supervising their practice, failing the College will take action against them, including publication of their name online;

- Maintain a record of the due diligence steps taken and information received to establish the factual foundation prior to publication on the website;
- After the date for a response from the UAP passes and if no reasonable explanation is provided, publish on the website the names of the individuals on the UAP, stating that the UAP is not licensed with the College and outlining the risks of working with UAPs; and
- The website would invite these individuals to reach out to the College at a specific email address if anything should change.

4. GlickLaw Comments on the Current UAP Website and Cease and Desist Letter:

A. UAP Website

We have reviewed your current UAP website (Appendix A) and made some minor proposed changes to the website (Appendix B). Namely, we recommend that the College add in a paragraph setting out its statutory mandate and how public awareness of the risks of working with a UAP is part of that mandate. We also recommend that the College add in a phrase clarifying that the list of UAPs are not members of the College or of the RCDSO. Furthermore, we recommend that you invite those listed as UAPs on the website to contact the College if they believe that they are working under the supervision of a member of the College or of the RCDSO or have other relevant information to provide the College. This invitation will encourage the dialogue discussed above that can help prevent litigation.

B. Cease and Desist Letter

You have provided us with a sample cease and desist letter which is being sent to persons who have been identified as an UAP (Appendix C). We have made some proposed changes to the letter (Appendix D).

The proposed changes to the cease and the desist letter can be summarized as follows:

- The addition of a sentence explaining who the College is and what it is mandated to do;

- The modification of the letter to be less unequivocal, indicating that the report is an allegation;
- The provision of the UAP with the opportunity to provide their explanation as to why they believe that they are not engaged in the authorized practice of dental technology, prior to publication of their names or taking legal steps against them; and
- The addition of s 87 of the RHPA to the appendix of the letter.

One of the rationales behind these changes is to allow for an opportunity for UAPs to raise concerns with the College and/or provide information to the College prior to taking legal action. This will hopefully mitigate the risks of any potential litigation as well as serve as due diligence steps that will bolster the College's ability to rely upon the defences to defamation.

APPENDIX A



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

Select Page



Unauthorized Practice

The practice of dental technology is defined as the design, construction, repair or alteration of a dental prosthetic, restorative or orthodontic device (e.g., crowns, bridges, implants, dentures).

In Ontario, individuals who fall under the following categories are authorized to practice dental technology:

- Registrants of the College of Dental Technologists of Ontario (CDTO) holding a General Certificate of Registration;
- Members of the Royal College of Dental Surgeons of Ontario (RCDSO);
- Unregulated dental technology associates supervised by a registrant of CDTO holding a General Certificate of Registration; or
- Unregulated dental technology associates supervised by a member of the RCDSO.

Individuals outside of these categories are NOT authorized to practice dental technology.

Only registrants of the CDTO are eligible to use the title “Dental Technologist” in Ontario. It is illegal to hold out or act in a manner that indicates one is qualified to supervise the practice of dental technology when they are not.

Unauthorized Practice

The following individuals are not registrants of the College. This means that they are NOT qualified to supervise the practice of dental technology and are NOT eligible to use the title “Dental Technologist” in Ontario:

- An Truong –Mississauga, ON
- Angelo Deluca – Mississauga, ON
- Carmine Foglia – Mississauga, ON
- Ernest Molnar – Richmond Hill, ON
- Lynn LaChapelle – Sudbury, ON
- Monzer Monzer – Richmond Hill, ON

- Kamal Ahmed – Toronto, ON
- Neil Karrandjas – Toronto, ON

The College's [Public Register](#) is the only accurate way to verify whether an individual is a Registered Dental Technologist (RDT), and is eligible to practice and supervise unregulated dental technology associates in the practice of dental technology.

Any suspicions of individual(s) who are not Registered Dental Technologists using the restricted title of "Dental Technologist" or engaging in the unauthorized practice of dental technology can be reported to the Professional Conduct Department at 416-438-5003. Reporting these concerns will help ensure that members of the public can be protected from harm.

FAQ's on Unauthorized Practice

Why is it important to work with an RDT?



As regulated health professionals, RDTs are held accountable for their conduct and practice, and must meet the College's requirements, including standards of practice, continuing competence and continuing quality improvement. Working with an RDT ensures that you will receive safe, ethical and competent care.

Who can use the title of Dental Technologist?



In Ontario, only registrants registered with the College can use the restricted titles "Dental Technologist", "Registered Dental Technologist", a variation or abbreviation (RDT), or an equivalent in another language. Using these restricted titles without being registered is illegal.

Which legislation governs the dental technology profession?



The *Regulated Health Professions Act, 1991* is an omnibus legislation that applies to all regulated health professions in Ontario. Section 32 of the [Regulated Health](#)

[Professions Act, 1991](#) outlines the supervision requirements of the practice of dental technology. Dental Technologists are also governed by the [Dental Technology Act, 1991](#) and its regulations.

Can RDTs in the Inactive Class practice dental technology?

RDTs who are in the Inactive Class of registration are NOT permitted to practice or supervise dental technology in Ontario. However, Inactive Class members can use the title Dental Technologist. Members who practice or supervise dental technology while in the Inactive Class may face consequences through the College's Complaints and Reports processes.

What steps does the College take against unauthorized practice?

The College takes unauthorized practice seriously and may take one or more of the following actions in the event of a concern:

- Send a cease-and-desist letter to demand that the unauthorized practice stops immediately;
- Apply to the Courts for an injunction to restrain an individual from practicing dental technology and/or for using a protected title; and/or
- Initiate a provincial offence proceeding for engaging in unauthorized practice and/or for using a protected title.

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For more information on the College of Dental Technologists of Ontario:

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Committees

- CDTO Board Portal
- Executive Committee
- Registration Committee
- Quality Assurance Committee
- Patient Relations Committee
- Inquiries, Complaints & Reports Committee
- Discipline Committee
- Fitness to Practice Committee
- Examination Committee
- Recruitment Committee

Services

[Privacy and Terms of Use](#)

- [About Dental Technology](#)
- [Legislation, Regulations and By-Laws](#)
- [Competencies, Standards, Advisories](#)
- [FAQs – Profession](#)

Contact Us

305 Milner Avenue, Suite 904

Scarborough, Ontario

M1B 3V4

Tel: (416) 438 5003

Mail: info@cdto.ca

[FAQs – Public](#)

[FAQs – Profession](#)

[FAQs – Members](#)

 English  Français (French)

APPENDIX B

, (416)438-5003 M info@cdto.ca



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

Select Page

Unauthorized Practice

The College is mandated under the *Regulated Health Professions Act, 1991* to serve and protect the public interest through its regulation of the practice of dental technology. This includes protecting the public from the unauthorized practice of dental technology, including by raising public awareness.

The practice of dental technology is defined as the design, construction, repair or alteration of a dental prosthetic, restorative or orthodontic device (e.g., crowns, bridges, implants, dentures).

In Ontario, individuals who fall under the following categories are authorized to practice dental technology:

- Registrants of the College of Dental Technologists of Ontario (CDTO) holding a General Certificate of Registration;
- Members of the Royal College of Dental Surgeons of Ontario (RCDSO);
- Unregulated dental technology associates supervised by a registrant of CDTO holding a General Certificate of Registration; or
- Unregulated dental technology associates supervised by a member of the RCDSO.

Individuals outside of these categories are NOT authorized to practice dental technology.

Only registrants of the CDTO are eligible to use the title "Dental Technologist" in Ontario. It is illegal to hold out or act in a manner that indicates one is qualified to supervise the practice of dental technology when they are not.

Unauthorized Practice

The following individuals are not registrants of the College or the RCDSO. This means that they are NOT qualified to supervise the practice of dental technology and are NOT eligible to use the title "Dental Technologist" in Ontario:

- An Truong -Mississauga, ON
- Angelo Deluca - Mississauga, ON
- Carmine Foglia - Mississauga, ON

- Ernest Molnar- Richmond Hill, ON
- Lynn LaChapelle - Sudbury, ON
- Monzer Monzer - Richmond Hill, ON

<https://cdto.ca/protecting-the-public/unauthorized-practice/>

- Kamal Ahmed - Toronto, ON
- Neil Karrandjas - Toronto, ON

Individuals whose names are listed above may contact the College at [insert email address and/or phone number] if they believe that they are working under the supervision of a member of the College or RCDSO or have other relevant information to provide the College.

The College's **Public Register** is the only accurate way to verify whether an individual is a Registered Dental Technologist (RDT), and is eligible to practice and supervise unregulated dental technology associates in the practice of dental technology.

Any suspicions of individual(s) who are not Registered Dental Technologists using the restricted title of "Dental Technologist" or engaging in the unauthorized practice of dental technology can be reported to the Professional Conduct Department at 416-4385003. Reporting these concerns will help ensure that members of the public can be protected from harm.

FAQ's on Unauthorized Practice

Why is it important to work with an RDT?

0

As regulated health professionals, RDTs are held accountable for their conduct and practice, and must meet the College's requirements, including standards of practice, continuing competence and continuing quality improvement. Working with an RDT ensures that you will receive safe, ethical and competent care.

Who can use the title of Dental Technologist?

0

In Ontario, only registrants registered with the College can use the restricted titles "Dental Technologist", "Registered Dental Technologist", a variation or abbreviation (RDT), or an equivalent in another language. Using these restricted titles without being registered is illegal.

Which legislation governs the dental technology profession?

0

The *Regulated Health Professions Act, 1991* is an omnibus legislation that applies to all regulated health professions in Ontario. Section 32 of the *Regulated Health*

<https://cdto.ca/protecting-the-public/unauthorized-practice/>

Professions Act, 1991 outlines the supervision requirements of the practice of dental technology. Dental Technologists are also governed by the *Dental Technology Act, 1991* and its regulations.

Can RDTs in the Inactive Class practice dental technology?

0

RDTs who are in the Inactive Class of registration are NOT permitted to practice or supervise dental technology in Ontario. However, Inactive Class members can use the title Dental Technologist. Members who practice or supervise dental technology while in the Inactive Class may face consequences through the College's Complaints and Reports processes.

What steps does the College take against unauthorized practice?

0

The College takes unauthorized practice seriously and may take one or more of the following actions in the event of a concern:

- Send a cease-and-desist letter to demand that the unauthorized practice stop immediately;
- Apply to the Courts for an injunction to restrain an individual from practicing dental technology and/or from using a protected title; and/or
- Initiate a provincial offence proceeding for engaging in unauthorized practice and/or for using a protected title.

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Fitness to Practice

Unauthorized Practice

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FAQs - Profession

Contact Us

305 Milner Avenue, Suite 904

Scarborough, Ontario

M1B 3V4

Tel: (416) 438 5003

Mail: info@cdto.ca

FAQs - Public FAQs - Profession FAQs - Members

:MEnglish 1 IFrancais (French)

APPENDIX C



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

February 7, 2023

PRIVATE AND CONFIDENTIAL

Sent by courier



Dear [REDACTED]:

Re: Notice to Immediately Cease and Desist

I am the Registrar of the College of Dental Technologists of Ontario (the “**College**”) and it has come to my attention that you are engaged in unauthorized practice.

What You Have Done

A member of the public has reported that you are engaged in the practice of dental technology without the supervision of a Registered Dental Technologist (“**RDT**”) or a dentist. A preliminary investigation into your laboratory informed us that you are engaged in fabricating a sub-component of a removable partial denture. The law requires that this is supervised by a dental technologist or a dentist.

Legislation

As per section 32(1) of the *Regulated Health Professions Act, 1991* (the “**Act**”) no person shall design, construct, repair or alter a dental prosthetic, restorative or orthodontic device unless the technical aspects are supervised by a member of the College or the Royal College of Dental Surgeons of Ontario, or the person is a member of one of these colleges. You are not a member of the College and never have been. The College also does not have records of an RDT or a dentist currently at Victech Casting Services. As such, you are not allowed to:

- Represent or hold your dental laboratory out as being supervised by an RDT or dentist;
- Employ individuals to practice dental technology without being supervised by a member of the College or a member of the RCDSO; and
- Represent or hold out expressly or by implication that you are a member of the College.

Through your actions, you have breached section 32 of the *Act*. These contraventions are offences under the *Act*. Persons who are found guilty of these offences can be fined up to \$25,000 for the first offence and up to \$50,000 for every subsequent offence. The College may also apply to the Superior Court of Justice to seek an injunction against you. If that happens, the College will seek all of its legal costs from you. I have enclosed the relevant sections of the *Act* for your reference.

How You Can Avoid Proceedings Being Taken Against You

You need to stop immediately. Please confirm in writing that:

1. You have ceased to practice dental technology without the supervision of a member of the College or a member of the RCDSO;
2. You will not engage in the practice of dental technology unless it is supervised by a member of the College or a member of the RCDSO;
3. You personally undertake not to:
 - a. Hold yourself out as being able to supervise the practice of dental technology;
 - b. Employ individual to practice dental technology without the supervision of a member of the College or a member of the RCDSO; and
 - c. Represent or hold out expressly or by implication that you are a member of the College.

To help you provide this confirmation to the College, we enclose an Acknowledgement and Undertaking form. Please sign this form and return it to us by **February 24, 2023**. If you do not do so, we will presume that you have no intention to comply with the Act and we will pursue legal proceedings against you.

Whether or not you sign this form, the College is concerned that you have already misled unsuspecting patients. To help minimize the harm, the College may inform the public about these falsehoods and what the College can do to stop those kinds of misrepresentations from continuing.

Yours truly,

Judy Rigby
Registrar and CEO
College of Dental Technologists of Ontario

Encls. Sections 32 and 40 of the *Regulated Health Professions Act, 1991*
Confirmation for [REDACTED]

Regulated Health Professions Act, 1991, S.O. 1991, c. 18
Sections 32 and 40

Dental devices, etc.

32 (1) No person shall design, construct, repair or alter a dental prosthetic, restorative or orthodontic device unless,

- (a) the technical aspects of the design, construction, repair or alteration are supervised by a member of the College of Dental Technologists of Ontario or the Royal College of Dental Surgeons of Ontario; or
- (b) the person is a member of a College mentioned in clause (a).

Employers

(2) A person who employs a person to design, construct, repair or alter a dental prosthetic, restorative or orthodontic device shall ensure that subsection (1) is complied with.

Supervisors

(3) No person shall supervise the technical aspects of the design, construction, repair or alteration of a dental prosthetic, restorative or orthodontic device unless he or she is a member of the College of Dental Technologists of Ontario or the Royal College of Dental Surgeons of Ontario.

Denturists

(4) This section does not apply with respect to the design, construction, repair or alteration of removable dentures for the patients of a member of the College of Denturists of Ontario if the member does the designing, construction, repair or alteration or supervises their technical aspects.

Exceptions

(5) This section does not apply with respect to anything done in a hospital as defined in the *Public Hospitals Act* or in a clinic associated with a university's faculty of dentistry or the denturism program of a college of applied arts and technology. 1991, c. 18, s. 32.

Offences

40 (1) Every person who contravenes subsection 27 (1), 29.1 (1) or 30 (1) is guilty of an offence and on conviction is liable,

- (a) for a first offence, to a fine of not more than \$25,000, or to imprisonment for a term of not more than one year, or both; and
- (b) for a second or subsequent offence, to a fine of not more than \$50,000, or to imprisonment for a term of not more than one year, or both. 2007, c. 10, Sched. M, s. 12; 2015, c. 18, s. 3.

Same

(2) Every individual who contravenes section 31, 32 or 33 or subsection 34 (2), 34.1 (2) or 36 (1) is guilty of an offence and on conviction is liable to a fine of not more than \$25,000 for a first offence and not more than \$50,000 for a second or subsequent offence. 2007, c. 10, Sched. M, s. 12.

Same

(3) Every corporation that contravenes section 31, 32 or 33 or subsection 34 (1), 34.1 (1) or 36 (1) is guilty of an offence and on conviction is liable to a fine of not more than \$50,000 for a first offence and not more than \$200,000 for a second or subsequent offence. 2007, c. 10, Sched. M, s. 12.

ACKNOWLEDGEMENT AND UNDERTAKING

_____, have read and understood the contents of the letter from the Registrar of the College of Dental Technologists of Ontario dated February 7, 2023.

I acknowledge that **I have stopped:**

- Practising dental technology without the supervision of a member of the College of Dental Technologists of Ontario or the Royal College of Dental Surgeons of Ontario; and
- Representing or holding out expressly or by implication that I am a member of the College of Dental Technologists of Ontario.

In addition, **I undertake not to:**

- Engage in the practice of dental technology without the supervision of a member of the College of Dental Technologists of Ontario or the Royal College of Dental Surgeons of Ontario;
- Employ individuals to practice dental technology without being supervised by a member of the College of Dental Technologists of Ontario or a member of the Royal College of Dental Surgeons of Ontario; and
- Represent or hold out expressly or by implication that I am a member of the College of Dental Technologists of Ontario.

Signed this _____ day of _____, 2023.

APPENDIX D



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

February 7, 2023

PRIVATE AND CONFIDENTIAL
Sent by courier



Dear [REDACTED]:

Re: Notice to Immediately Cease and Desist

I am the Registrar of the College of Dental Technologists of Ontario (the "College"), the regulatory body mandated to protect the public interest through the regulation of the practice of dental technology.

It has come to my attention that you may be engaged in the unauthorized practice of dental technology. I am writing to request that you immediately cease and desist any unauthorized practice of dental technology.

The Report to the College and the College's Investigation

A member of the public has reported that you are engaged in the practice of dental technology without the supervision of a Registered Dental Technologist ("RDT") or a dentist. A preliminary investigation into your laboratory informed us that you are engaged in fabricating a sub-component of a removable partial denture. The law requires that this is supervised by a RDT or a dentist.

Legislation

As per section 32(1) of the *Regulated Health Professions Act, 1991* (the "Act") no person shall design, construct, repair or alter a dental prosthetic, restorative or orthodontic device unless the technical aspects are supervised by a member of the College or the Royal College of Dental Surgeons of Ontario ("RCDSO"), or the person is a member of one of these colleges. You are not a member of the College and never have been. The College also does not have records of a RDT or a dentist currently at Victech Casting Services.

As such, you are not allowed to:

- Represent or hold your dental laboratory out as being supervised by an RDT or dentist;
- Employ individuals to practice dental technology without being supervised by a member of the College or a member of the RCDSO; and
- Represent or hold out expressly or by implication that you are a member of the College.

Any of these actions are a breach of section 32 of the Act. These contraventions are offences under section 40 of the Act. Persons who are found guilty of these offences can be fined up to \$25,000 for the first

Commented [LF1]: It is important to explain the source of your authority to UAPs

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offence and up to \$50,000 for every subsequent offence. The College may also apply to the Superior Court of Justice under section 87 of the Act to seek an injunction against you. If that happens, the College will seek all of its legal costs from you. I have enclosed the relevant sections of the Act for your reference.

How to Avoid Proceedings Being Taken Against You

If you are engaging in the unauthorized practice of dental technology, you need to stop this immediately. Please reply to this letter no later than DATE to provide the following in writing:

1. If you believe that you have not engaged in the unauthorized practice of dental technology, then please indicate why this is. If you are being supervised by a member of the College or of the RCDSO, please indicate who you are working with (full name and registration number).
2. You have ceased to practice dental technology without the supervision of a member of the College or a member of the RCDSO;
3. You will not engage in the practice of dental technology unless it is supervised by a member of the College or a member of the RCDSO;
4. You personally undertake not to:
 - a. Hold yourself out as being able to supervise the practice of dental technology;
 - b. Employ individuals to practice dental technology without the supervision of a member of the College or a member of the RCDSO; and
 - c. Represent or hold out expressly or by implication to others that you are a member of the College.

To help you provide this confirmation to the College, we enclose an Acknowledgement and Undertaking form. Please sign this form and return it to us by **February 24, 2023**. If you do not do so, we will presume that you have no intention to comply with the Act and we will pursue legal proceedings against you, including a cost award against you.

Whether or not you sign this form, the College is concerned that you have already misled unsuspecting patients. To help minimize the harm, effective on DATE, the College may inform the public that you are engaging in the unauthorized practice of dental technology, including by publishing information on its website. If you have information that you wish for the College to consider before publishing any information about you, please provide it by DATE.

Yours truly,

▼
Judy Rigby
Registrar and CEO
College of Dental Technologists of Ontario

Encls. Sections 32, 40, and 87 of the Regulated Health Professions Act, 1991
Confirmation for [REDACTED]

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Regulated Health Professions Act, 1991, S.O. 1991, c. 18

Sections 32, 40, and 87

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Dental devices, etc.

32 (1) No person shall design, construct, repair or alter a dental prosthetic, restorative or orthodontic device unless,

- (a) the technical aspects of the design, construction, repair or alteration are supervised by a member of the College of Dental Technologists of Ontario or the Royal College of Dental Surgeons of Ontario; or
- (b) the person is a member of a College mentioned in clause (a).

Employers

(2) A person who employs a person to design, construct, repair or alter a dental prosthetic, restorative or orthodontic device shall ensure that subsection (1) is complied with.

Supervisors

(3) No person shall supervise the technical aspects of the design, construction, repair or alteration of a dental prosthetic, restorative or orthodontic device unless he or she is a member of the College of Dental Technologists of Ontario or the Royal College of Dental Surgeons of Ontario.

Denturists

(4) This section does not apply with respect to the design, construction, repair or alteration of removable dentures for the patients of a member of the College of Denturists of Ontario if the member does the designing, construction, repair or alteration or supervises their technical aspects.

Exceptions

(5) This section does not apply with respect to anything done in a hospital as defined in the *Public Hospitals Act* or in a clinic associated with a university's faculty of dentistry or the denturism program of a college of applied arts and technology. 1991, c. 18, s. 32.

Offences

40 (1) Every person who contravenes subsection 27 (1), 29.1 (1) or 30 (1) is guilty of an offence and on conviction is liable,

- (a) for a first offence, to a fine of not more than \$25,000, or to imprisonment for a term of not more than one year, or both; and
- (b) for a second or subsequent offence, to a fine of not more than \$50,000, or to imprisonment for a term of not more than one year, or both. 2007, c. 10, Sched. M, s. 12; 2015, c. 18, s. 3.

Same

(2) Every individual who contravenes section 31, 32 or 33 or subsection 34 (2), 34.1 (2) or 36 (1) is guilty of an offence and on conviction is liable to a fine of not more than \$25,000 for a first offence and not more than \$50,000 for a second or subsequent offence. 2007, c. 10, Sched. M, s. 12.

Same

(3) Every corporation that contravenes section 31, 32 or 33 or subsection 34 (1), 34.1 (1) or 36 (1) is guilty of an offence and on conviction is liable to a fine of not more than \$50,000 for a first offence and not more than \$200,000 for a second or subsequent offence. 2007, c. 10, Sched. M, s. 12.

Court orders

87 The College may apply to the Superior Court of Justice for an order directing a person to comply with a provision of the health profession Act, this Code, the *Regulated Health Professions Act, 1991*, the regulations under those Acts or the by-laws made under clause 94 (1) (1.2), (1.3) (s), (t), (t.1), (t.2), (v), (w) or (y). 1991, c. 18, Sched. 2, s. 87; 1998, c. 18, Sched. G, s. 20; 2000, c. 42, Sched., s. 38; 2001, c. 8, s. 224; 2006, c. 19, Sched. C, s. 1 (1).

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Commented [LF4]: We've added in s 87 to the appendix, which allows the College to seek an injunction

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ACKNOWLEDGEMENT AND UNDERTAKING

_____, have read and understood the contents of the letter from the Registrar of the College of Dental Technologists of Ontario dated February 7, 2023.

Choose one of the following options below:

☐ I believe that I was not engaging in the unauthorized practice of dental technology because:

☐

and/or

☐ My practice of dental technology is/was being supervised by _____ (First Name, Last Name), a member of the College of Dental Technologists of Ontario or Royal College of Dental Surgeons of Ontario, with registration number _____

OR

☐ I acknowledge that I have stopped:

- ☐ Practising dental technology without the supervision of a member of the College of Dental Technologists of Ontario or the Royal College of Dental Surgeons of Ontario; and
- ☐ Representing or holding out expressly or by implication that I am a member of the College of Dental Technologists of Ontario.

In addition, I undertake not to:

- ☐ Engage in the practice of dental technology without the supervision of a member of the College of Dental Technologists of Ontario or the Royal College of Dental Surgeons of Ontario;
- ☐ Employ individuals to practice dental technology without being supervised by a member of the College of Dental Technologists of Ontario or a member of the Royal College of Dental Surgeons of Ontario; and
- ☐ Represent or hold out expressly or by implication that I am a member of the College of Dental Technologists of Ontario.

Signed this _____ day of _____, 2023.

Please return this Form to the College of Dental Technologists of Ontario by DATE at [Address].

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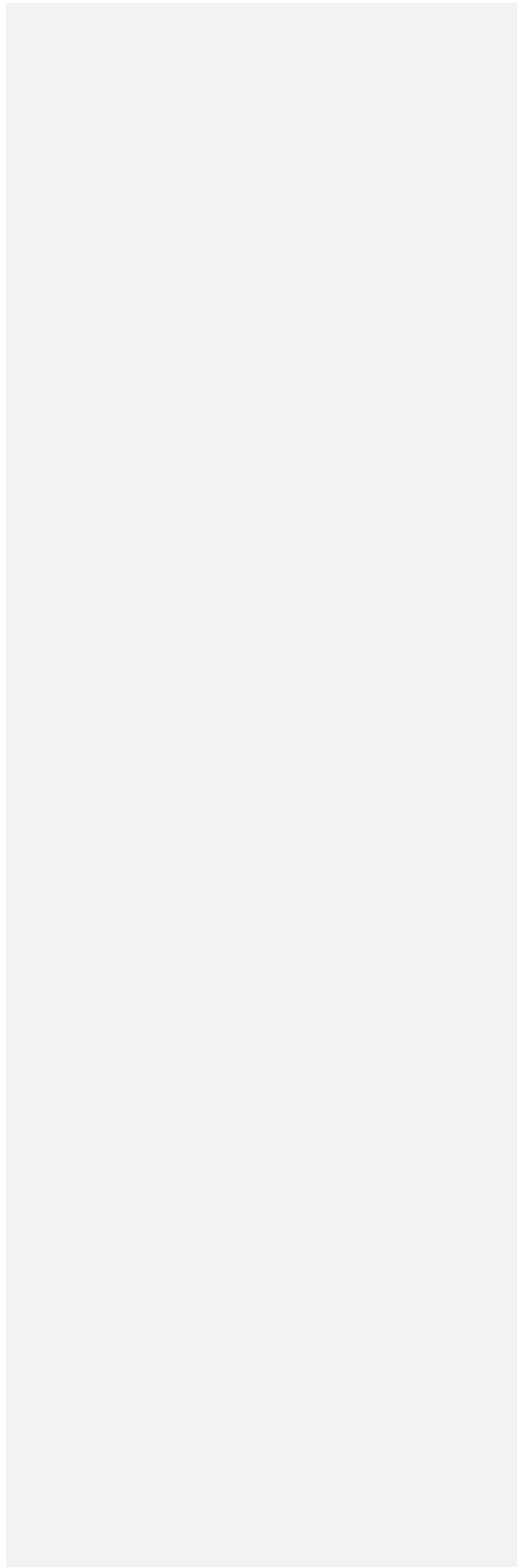
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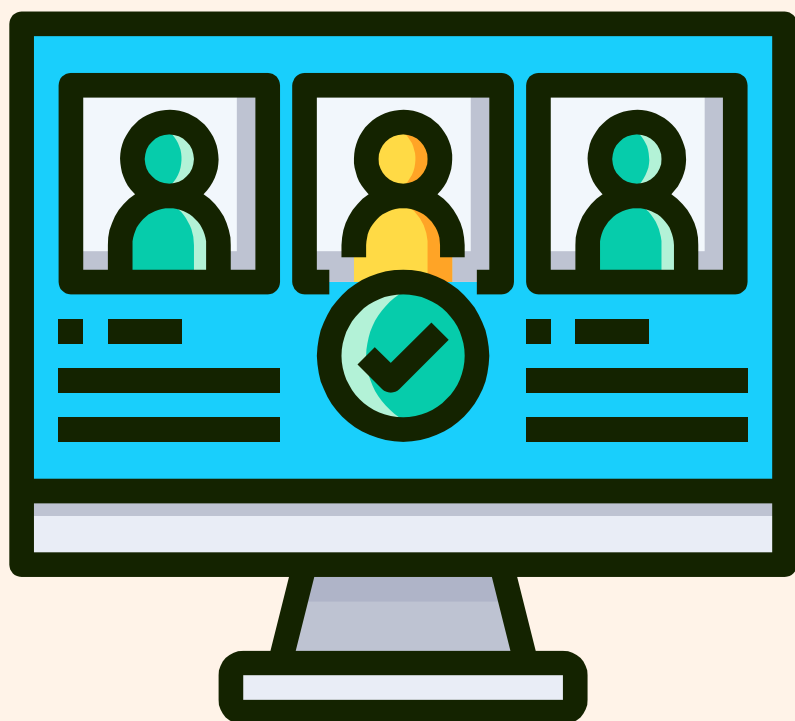
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College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario



DISTRICT 2 ELECTION

NOVEMBER 20, 2023




PROPOSED ELECTION DATE - NOVEMBER 20, 2023

Date	Set	College	Nominee/Candidate	By-Law Elections Requirement
Minimum Req.			Three year term commences	First regular meeting of the board in new calendar year per By-law 10.3
12-Dec-23	12-Dec-23	Recount		15 days after receiving written request per By-law 10.24
27-Nov-23	27-Nov-23	Request for Recount		7 days in writing and pay the fee after election date per By-law 10.23
20-Nov-23	20-Nov-23	Election Date		November per By-law 10.2 and 10.06
30-Oct-23	30-Oct-23	Staff verify the eligibility of the voters		21 days prior to election practices the electoral district or, A Registrant is eligible to vote in an election for members of the Board if, on the day of the election, the Registrant 21 days prior to the election practices the profession or, if the Registrant does not practice the profession, his or her principal place of residence, in the electoral district for which an election is being held;
20-Oct-23	20-Oct-23	Registrar to send Registrant: list of candidates with bio and personal statement, an electronic ballot + instructions Electronic Polling Opens		No later than 30 days before election date per By-law 10.18
	12-Oct-23	Staff confirm nominee's candidacy and finalize the list of candidates		Deadline to be set by Registrar per By-law 10.12
	11-Oct-23	Interview	Recruitment Cttee conducts interview	Meets CPMF Competency criteria. By-law revision.
11-Oct-23	06-Oct-23	Nominations Deadline	Nominees to e-mail the following: 1. Confirmation of Eligibility 2. Candidate Statement & Biography (max 300 words) 3. Profile Photo 4. Conflict of Interest 5. GEM completion	Deadline to be set by Registrar per By-law 10.05 and 10.11, 10.13 at least 40 days before election date per By-law 10.09
21-Sep-23	15-Sep-23	Send election information using the Bridge: Notification of Election. Election date; district; # of members for election Candidate Guide; Links to Nominations form, COI, GEM & select interview date (doodle poll)	Send information to all new registrants with welcome letter.	No later than 60 days before election date per By-law 10.08

NOTICE OF ELECTION

SEPTEMBER 15, 2023



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



DISTRICT 2 ELECTION

NOVEMBER 20, 2023

DISTRICT TWO BOARD ELECTIONS

The CDTO Board is looking for Registered Dental Technologists (RDTs) who can help shape the future of dental technology regulation!

The College's board of directors is made up of two types of registrants: professional members (RDTs), and members of the public who are appointed by the government of Ontario. Collectively, they set the strategic direction for the College and represent the public in decision-making.

Being a Board member is an opportunity to share your knowledge, serve the public, and have a positive impact on the profession, while taking on a leadership role and developing new skills. The perspective of various RDTs is valuable and necessary.

As part of the College's CPMF Reporting under the area of Governance all candidates are expected to complete a Candidate Interview before being eligible to stand for election. Candidates are also expected to complete an orientation training (Governance Education Modules) about the College's mandate and expectations pertaining to the member's role and responsibilities.

The College is seeking two Members from District 2 (Eastern) to be elected to the Board:

To be eligible you must:

- Be practicing or residing in **District 2**: Algoma District, Brant, Bruce, Dufferin, Elgin, Essex, Grey, Haliburton-Norfolk RM, Halton RM, Hamilton-Wentworth RM, Huron, Kenora District, Kent, Lambton, Manitoulin District, Middlesex, Niagara RM, Oxford, Perth, Rainy River District, Sudbury District, Sudbury RM, Thunder Bay District, Waterloo RM, Wellington
- Successfully Complete all 3 Governance Education Modules
- Attend Candidate Interview with the Registrar

Please consult the [Candidate Guide](#) for additional eligibility requirements, key behavioral competencies, and for more information for Council members.

To run as a candidate, please submit your [nomination form](#), Personal Statement and Biography, and Conflict of Interest Questionnaire to the College by **Thursday, October 6, 2023**.

If you or someone you know would be a great candidate, please invite them to apply.

Elections will be held on **Monday, November 20, 2023**.



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

The CDTO Council is looking for Registered Dental Technologists (RDTs) who can help shape the future of dental technology regulation!



Find out all you need to know about the CDTO Council Election!

What is the Council of the College?

Council is the College's board of directors. It is made up of two types of members: professional members (RDTs), and members of the public who are appointed by the government of Ontario. Collectively, they set the strategic direction for the College and represent the public in decision-making.

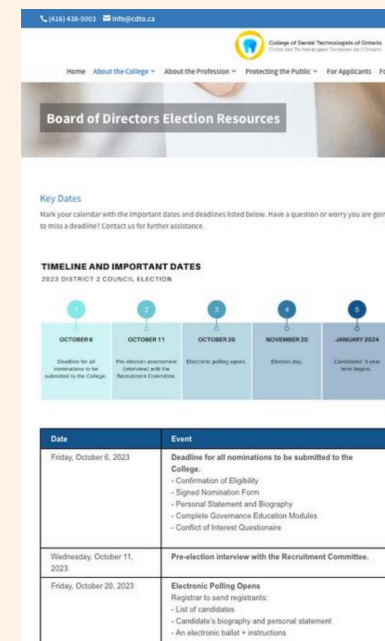
Have a Seat at the Decision-Making Table

Being a Council member is an opportunity to share your knowledge, serve the public, and have a positive impact on the profession, while taking on a leadership role and developing new skills. The perspective of various RDTs is valuable and necessary.

HOW WE'RE COMMUNICATING



SOCIAL MEDIA CAMPAIGN

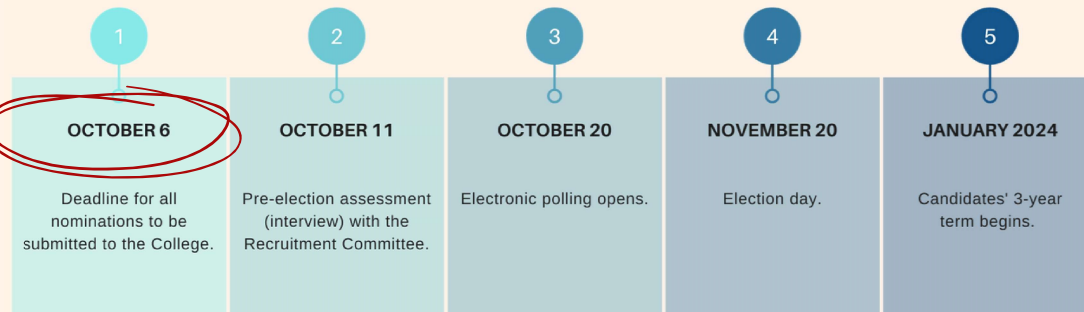


CDTO WEBSITE

NEXT STEPS

TIMELINE AND IMPORTANT DATES

2023 DISTRICT 2 COUNCIL ELECTION

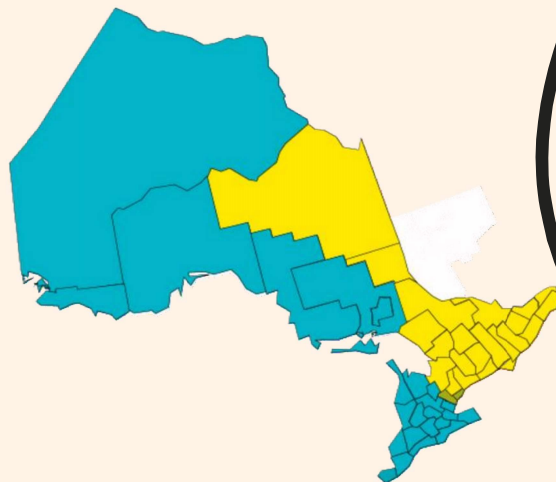


CANDIDATE INTERVIEW

October 11, 2023

DISTRICT TWO

CDTO COUNCIL ELECTORAL MAP



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

Electoral District One | 3 Candidates

- Metropolitan Toronto
- Peel Region

Electoral District Two | 2 Candidates

- Algoma District
- Brant
- Bruce
- Dufferin
- Elgin
- Essex
- Grey
- Haldimand-Norfolk RM
- Halton RM
- Hamilton-Wentworth RM
- Huron
- Kenora District
- Kent
- Lambton
- Manitoulin District
- Middlesex
- Niagara RM
- Oxford
- Perth
- Rainy River District
- Sudbury District
- Sudbury RM
- Thunder Bay District
- Waterloo RM
- Wellington

Electoral District Three | 2 Candidates

- Cochrane District
- Durham RM
- Frontenac
- Haliburton
- Hastings
- Lanark
- Leeds & Grenville
- Lenox & Addington
- Muskoka DM
- Nipissing District
- Northumberland
- Ottawa-Carleton RM
- Parry Sound District
- Peterborough
- Prestcott & Russel
- Prince Edward
- Renfrew
- Simcoe
- Stormont Dundas & Glengarry
- Timiskaming District
- Victoria
- York RM



Board Report

Date: September 22, 2023

SUBJECT: Prior Learning Assessment Recognition (PLAR)
INITIATED BY: Judith Rigby, Registrar & CEO

PURPOSE:

To provide the Board with information on recognition of prior learning as an alternate pathway to meeting the non-exemptible education requirement. CDTO's current education requirements are successful completion of: (1) an approved program in dental technology at a College of Applied Arts and Technology in Ontario, or (2) at an educational institution outside of Ontario that the Registration Committee considers to be the equivalent to the educational program currently being taught in the Colleges of Applied Arts and Technology in Ontario.

PUBLIC INTEREST RATIONALE:

Engaging in Recognition of Prior Learning (RPL) activities allows industries to tap into a more extensive, diverse, and qualified pool of talent by allowing qualified individuals, who may have acquired their skills and knowledge through non-traditional means, to enter the profession and contribute their expertise. This serves the public interest by ensuring that qualified professionals are available to meet the demands while maintaining the quality and safety of services. Doing more to expand the Province of Ontario's health workforce is necessary to ensure people can continue to access safe and high-quality healthcare services when they need them.

BACKGROUND:

The College of Dental Technologists of Ontario (CDTO) has a duty to work in consultation with the Minister to ensure, as a matter of public interest, that the people of Ontario have access to adequate numbers of qualified, skilled, and competent regulated health professionals. The College fulfills its duty and its mandate to serve and protect the public by ensuring individuals seeking registration to practise dental technology meet standard qualifications in education and entry-to-practice competencies. CDTO has consulted and collaborated with dental technology regulators across Canada, the Ontario Office of the Fairness Commissioner (OFC) and the Ontario Ministry of Health (MOH) to understand the barriers to becoming registered for both domestic and international applicants and has taken corrective actions:

- 2002 – Pre-RHPA entered a Mutual Recognition Agreement (MRA) to register dental technologists with out-of-province certificates without having to go through significant additional training, work experience, examination or assessment. RHPA took effect in 2009.
- 2015 - Approved the George Brown College Dental Technology Program, eliminating 3rd party credentialing costs for those graduates.
- 2019 – Developed the national Profession Specific Credential Evaluation (PSCE) under the ADT Project to improve credentialing outcomes for applicants that are internationally educated and trained in dental technology and other oral health professions. The PSCE is an evidence-based curriculum evaluation that is administered by trained evaluators who are RDTs and educators.
- 2020 – Approved 5 additional Canadian dental technology programs, 4 post-secondary and 1 high school, and the Memorandum of Understanding (MOU) with CADTR to administer 3rd party credential and assessment services through a national portal.

ENVIRONMENTAL SCAN:

The health care regulatory and registrant landscape in Canada has changed significantly in recent years, with the introduction of labour mobility provisions under the Canadian Free Trade Agreement (CFTA), the Lisbon Recognition Convention (June 2018) and higher retirement rate driven by the pandemic and aging population of health care professionals, including dental technologists.

In Canada it is estimated that there are over 2,500 unregulated dental lab assistants/associates (DLA's) who are practicing dental technology under the supervision of a regulated dental technologist or dentist. Many have received formal education in oral health and are not able to obtain education documentation from institutions in their home country or have become highly skilled and competent through supervised on the job training and informal education in dental technology. For many, pausing their career to attend an approved dental technology program is not an option and in Canada there are no bridging programs in dental technology to assist these applicants in closing any gaps in knowledge or skills to quickly earn certification. British Columbia, Alberta and Quebec dental technology regulators have addressed these barriers by providing a Prior Learning Assessment Recognition (PLAR) as a substantially equivalent pathway to approved dental technology programs. In a letter to the MOH dated February 23, 2022, CDTO supported the use of PLAR as an alternate credential pathway to break down barriers to registration but could not implement it without an amendment to its registration regulation.

It is important to note that successful completion of an education pathway establishes eligibility to challenge the examinations required for registration.

ACTIONS TAKEN BY THE CDTO:

Education

CDTO has accessed several resources on PLAR including studies and research papers published by the Canadian Association of Prior Learning Assessment (CAPLA), the Ontario Minister of College and Universities PLAR guide for colleges of applied arts and technology, and from health professional regulators who have implemented PLAR.

CTDO has found that there are many benefits of using PLAR practices to recognize the qualifications of applicants with unique backgrounds and circumstances who have not graduated from a dental technology or oral health program, are unable to produce academic transcripts or have gained formal education or certification that is not substantially equivalent to the approved programs. PLAR processes include a variety of methods to validate evidence submitted by highly experienced applicants and include rigorous assessments and standards, ensuring that individuals recognized through these processes possess the necessary entry-to-practice competencies.

CDTO has also taken the initiative to consult with experts in the field of PLAR/RPL who have extensive experience in implementing RPL models across various industry sectors in Canada. CDTO has arranged for one of these experts (Taruna Goel, North Pacific Metrics Inc.) to make a short presentation during the upcoming Board meeting with a view to providing an overview of RPL including key elements, guidelines and challenges. The presentation and insights will be useful in guiding the strategic direction and implementation of an alternate credential pathway using PLAR/RPL practices.

Legislation

On August 31, 2023, CDTO's Registration Regulation under the Dental Technology Act, 1991, was amended to include an Emergency Class of Registration. Due to the nature of opening this class, the need to expedite registration, and the limitations of the non-exemptible requirement for completion of formal education (either approved or substantially equivalent), the Board approved an alternate credential pathway. Applicants who have not completed formal education may be eligible if they demonstrate "Successful completion of any education assessment and upgrading required by the Registration Committee" or a "PLAR light". Examples of applicants in this pool are DLA's, retirees and immigrants entering through IRCC's new pathways for economic, family, humanitarian, and refugee class streams between 2023 and 2025 that are internationally educated or trained in dental technology.

Recognizing that CDTO's registration regulation for the General certificate of registration does not accommodate an applicant who successfully completes the PLAR, the Board approved a non-emergency proposal to amend the regulation which will be considered by the MOH this Fall. The proposed amendment reads as follows, "... or successfully completed a prior learning assessment acceptable to the Registration Committee that demonstrates that the applicant holds qualifications that the Registration Committee considers to be substantially equivalent to the educational program currently being taught in the Colleges of Applied Arts and Technology in Ontario."

System Partner Collaboration

The Canadian Alliance of Dental Technology Regulators (CADTR) recognizes that the collective effect of recent developments nationally and provincially necessitates that special attention be paid to the way the qualifications and skills of applicants who may not have equivalent formal education or cannot access proof of formal education are assessed and recognized. Although this was identified by CADTR in 2015 no funding was available to develop, pilot and implement a national PLAR. In January 2023, CADTR submitted a proposal to the federal government for funding through the Foreign Credential Recognition Program (FCRP) which has now been conditionally approved. A deliverable of the Access to Dental Technology Phase 2 project is an evidenced-based tool to assess knowledge and skills that demonstrate entry-to-practice competency gained through formal and informal learning and hands-on

experience and is not substantially different from the approved dental technology programs. Successful applicants would still be required to challenge the national registration examinations, written and practical, as an added safeguard to ensure readiness to practise safely, competently, and ethically. Another deliverable of the project is to work with the dental technology approved programs to develop gap filling and upgrading course modules for applicants who do not satisfy the current Profession Specific Credential Evaluation (PSCE) or the future PLAR requirements on initial evaluation. CDTO's Registrar will be meeting with Employment and Social Development Canada (ESDC) to negotiate the final agreement including project scope, timing, and funding.

DECISION(S) SOUGHT: None

RESOURCES:

Government of Canada letter to regulators – June 27, 2023



JUN 27 2023

Dear Regulator:

We write to provide an update on immigration measures that the Canadian government is advancing, which will make the immigration system more responsive to economic and labour needs. Notably, these measures will help to increase the number of health workers in Canada.

The pandemic exacerbated many of the challenges in our health care system, in particular increasing the strain on health workers in Canada. You have taken many measures to help streamline and improve the regulatory process for individuals under your purview within your own jurisdictions, both for those educated domestically and internationally, playing an important role in helping address these workforce concerns.

The Government of Canada has and will continue to support this work, while respecting jurisdictional decision-making and identifying areas where its contributions would be most impactful. We are therefore pleased to provide you with an update on Immigration, Refugees and Citizenship Canada's (IRCC) new **category-based selection feature of Canada's Express Entry system**, which is used to manage permanent resident immigration applications from skilled workers.

In the coming days, IRCC will issue the first set of invitations to apply for permanent residency using category-based selection. Category-based selection allows for more targeted selection of top-ranking candidates from the Express Entry pool. This year, it will be used to help address structural labour shortages by sending invitations to candidates with work experience in the following occupations: health care; science; technology, engineering and mathematics; trades; transport; and agriculture. It will also be used to select Francophone and bilingual workers to support economic growth through increased Francophone immigration outside of Quebec.

We anticipate that these invitations will be sent to a historic number of health workers and will support a sustained supply over the medium and longer-term. Issuing invitations to health workers as a priority will mean that there are likely to be new foreign-trained health workers in your province or territory seeking to begin or accelerate licensing processes, as many of the health care occupations are regulated.

We cannot allow their professional education, skills and experience to go untapped. Pathways to credential recognition and licensing for regulated health professions are still too complex, lengthy and costly.

We know many of you are taking concrete steps to address this issue and help internationally educated health professions integrate into the workforce more quickly. We encourage you to work together with your respective provincial and territorial

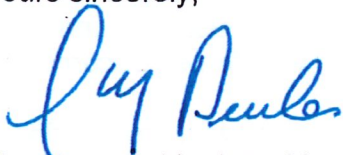
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governments and other key partners to ensure a more consistent approach across the country that reduces complexity for internationally educated health professionals, and that there is enough capacity in the system to integrate newcomers and allow them to work in our health systems without undue delay.

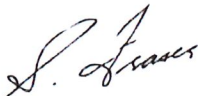
We look forward to continuing to work with you to sustainably address Canada's health workforce crisis so that all Canadians can get access to the health care they need, no matter where they live. Let us continue our historic levels of collaboration.

Please accept our best wishes.

Yours sincerely,



The Honourable Jean-Yves Duclos, P.C., M.P.
Minister of Health



The Honourable Sean Fraser, P.C., M.P.
Minister of Immigration, Refugees and Citizenship



Board Report

Date: September 22, 2023

SUBJECT: Annual Registration Renewal 2023-2024
INITIATED BY: Paola Bona, Manager of Registration & Examinations

PURPOSE:

To provide the Board with an update on the CDTO's Annual Renewal for 2023-2024.

PUBLIC INTEREST RATIONALE:

As prescribed by legislation, the mandate of the College is to act in the public interest by carrying out its regulatory functions: entry to practice, professional standards, quality assurance and enforcement. The Board has the overall responsibility to ensure the College will achieve its goals and does so by demonstrating leadership, accountability, integrity, stewardship, and transparency.

INFORMATION & CONSIDERATIONS:

The College reviewed its 2022-2023 annual renewal process to determine what improvements could be made.

Renewal Launch:

The 2023-2024 Annual Renewal was opened to Registrants on July 17, 2023, as communicated to Registrants and fifteen (15) days earlier than the prior renewal period. To prepare for the launch, staff ensured that the renewal portal included By-Law terminology changes and more information regarding the obligations of RDTs transferring from one class to another.

Communications:

Communications regarding annual renewals were sent through The Bridge (all RDTs), Mailchimp (targeted), and posted on the College's website "News" section and social media (Twitter).

The messaging for renewals was updated to be more concise and incorporated the "Nudge theory" to encourage timely renewal and avoid late penalties for Registrants and use staff resources more efficiently. New this year was the ability for Registrants to click on a link to add the renewal reminders to their calendars. This new feature was utilized by sixty (60) Registrants (11% of those eligible).

The table below shows the number of times targeted communications were sent to Registrants who had not completed their renewal. The College made a concerted effort to minimize the notices sent to Registrants who already renewed.

Notice	# of Notices Sent 2023	# of Notices Sent 2022
Renewal Open!	538	542
One month reminder	383	n/a
Two-week reminder	219	385
Less than a week to go	167	259
Two days to go	167	169
Last day to renew without penalty	104	112

Renewal Update

As of August 31st, forty-five (45) Registrants had not renewed (August 31, 2022 – sixty-three). This improvement indicates that keeping the renewal open for a longer period of time and changing communication tactics has had a positive impact.

The following table provides the status of annual registration renewals as of September 12, 2023:

Notice of Renewal	July 17	Sept 12			
		Renewed	Transfers	Retire/Resign	Total
General Class	510	469*	3	9	481
Inactive Class	28	20	9	0	29
TOTAL	538	489	12	9	510
		90.9%	2.2%	1.7%	94.8%

*Includes one new RDT that registered and paid a pro-rated fee on August 1st and completed their first renewal in August 2023.

On September 15, 2023, twenty-eight (28) notices of Intention to Suspend were sent to Registrants that have not renewed.

Net Rate of Registrant Growth Year Over Year

2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
548	537	519	542	539
-1.5%	-2.2%	-3.5%	4.2%	-1.0%

Over the last five years, CDTO has reported a negative registrant growth rate of 4.0%. In 2021-2022, the positive growth rate of 4.2% is attributed to the impact of lifting COVID-19 restrictions and the launch of the new CADTR credentialing and competency assessment services. In 2022-2023, the major contributor of negative growth was the high rate of retirements, a post pandemic phenomenon experienced in most health professions. CDTO anticipates that the impact from aligning ourselves with CADTR and developing new registration pathways will result in positive growth over time. We know that in 2023-2024 a downward pressure will be the fact that GBC (George Brown College,) did not have a graduating class in April 2023. We will continue to monitor registration rates and assess the associated risks to the CDTO.

Annual Renewal Observations:

Issues that arose during renewals were dealt with expeditiously. In one instance the College's website was not accessible, however, Registrant were able to access the Renewal Portal through the link provided in the communications.

At the end of each renewal period, CDTO staff completes data integrity checks. It is apparent that several duplicate places of business records were inadvertently created during completion of the online renewal. Staff are working with the database provider to develop a solution and make corrections to the Public Register.

The 2023-2024 annual renewal went well despite the few minor issues. It is expected that the number of renewals completed will increase over the next few weeks.



Board Report

Date: September 22, 2023

SUBJECT: CADTR Credentialing and Competency Assessment Services
INITIATED BY: Paola Bona, CADTR CAS Manager

PURPOSE:

The purpose of this report is to provide the Board with an update on the Canadian Alliance of Dental Technology Regulators (CADTR) Credentialing and Competency Assessment Services (CAS) provided to domestic and internationally educated applicants.

PUBLIC INTEREST RATIONALE:

As prescribed by legislation, the mandate of the College is to act in the public interest by carrying out its regulatory functions: entry to practice, professional standards, quality assurance and enforcement. The Board has the overall responsibility to ensure the College will achieve its goals and does so by demonstrating leadership, accountability, integrity, stewardship, and transparency. Assigning the regulatory functions of the College to a third party in no way affects its responsibilities. The College must demonstrate that it remains fully accountable for registration decisions.

BACKGROUND:

CADTR is composed of seven provincial dental technology regulators from across Canada that license over 2100 registered members who practice the profession. CADTR's members work collaboratively, demonstrating leadership and accountability on matters which support the regulatory mandate of each provincial jurisdiction to protect the public interest in a consistent national approach.

In August 2020, the CDTO signed a Memorandum of Understanding (MOU), contracting out its credential evaluation and competency assessment services (CAS) to CADTR. CADTR agreed to provide reports and information on request to the College to meet its duty of accountability as defined in the Code of the RHPA, 1991, section 22.4 (2), which states "...if it relies on a third party to assess qualifications, it shall take reasonable measures to ensure that the third party makes the assessment in a way that is transparent, objective, impartial and fair".

In early 2021, CADTR launched its national CAS designed to support and assist aspiring dental technology professionals on their journey to becoming licensed to practice. CADTR reviews the education and experience of applicants educated in Canada and internationally to determine whether they are equivalent or substantially equivalent to the approved dental technology programs in Canada. CADTR CAS establishes the applicant's eligibility to challenge the national Dental Technology Entry-to-Practice-Assessment (DTETPA) and sets and administers the examinations that measure candidates'

readiness for safe, effective and independent dental technology practice at the beginning of their career in Canada. The CDTO participates in the setting, ongoing review and approval of the criteria that CADTR CAS uses to determine whether an applicant meets the non-exemptible education and examination requirements set out in the College's Registration Regulation (O.Reg 874/93).

CADTR CREDENTIALING AND COMPETENCY ASSESSMENT SERVICES:

A. Applications:

Since the launch of the online applicant portal on February 1, 2021, two-hundred and forty-seven (247) applicants have paid the application fee and are in various stages of credentialing. An additional fifty (50) individuals have started the online application but have not paid the \$165 non-refundable application fee (20 – AP; 28 – DTEE; 2 – L-CAS).

The Online Applicant Portal has four routes of entry:

1. Approved Program (AP)
2. Dental Technology Education Equivalence (DTEE)
3. Referral Route (RR) and
4. Letter of Credentialing and Assessment Standing (L-CAS).

The breakdown of applications received by route of entry since launch is provided below.

Number of Applicants	
140	Approved Programs (AP)
73	Dental Technology Education Evaluation (DTEE)
0	Referral Route (RR)
34	Letter of Credential and Assessment Standing (L-CAS)
247	Total Applicants

The number of applicants has declined since 2021 and is lower than projected for 2022 and 2023. The major contributor is the lower application rates from approved program graduates. For example, with the 2022 George Brown College (GBC) graduating class only twelve (12) of the thirty-four (34) graduates, or 35%, have applied to CADTR since the date of graduation. In comparison, with the 2021 graduating class approximately twenty-one (21) of thirty-seven (37) graduates, or 57%, have applied since date of graduation. Feedback received from recent graduates indicates that there is a lack of support and recognition from employers to become registered.

The breakdown of applications from the 2023 graduating cohort by approved program to August 31st is:

- GBC – no graduating class
- Northern Alberta Institute of Technology (NAIT) – 11 of 16 graduates (69%)
- Vancouver Community College (VCC) – 6 of 8 graduates (75%)

B. Credentialing:

Currently, one hundred and ninety-one (191) applicants have successfully completed credentialing and four (4) have been evaluated as having gaps that require supplemental documentation. The fifty-two (52) remaining applicants are within the timeline set out in the policy to submit documentation for review.

1. Approved Programs

CADTR Approved Program	# of Applications for AP Credentialing	# of Pending Credentialing	Total % Completed Credentialing
CDI College	4	1	75%
Cégep Édouard-Montpetit	0	0	N/A
George Brown College (GBC)	59	4	93%
Manitoba Technical Vocational High School	0	0	N/A
Northern Alberta Institute of Technology (NAIT)	54	3	94%
Vancouver Community College (VCC)	19	1	95%
Approved Program not identified	4	4	100%
Total	140	13	90%

In most cases the applicants who have not been credentialed need to request a transcript.

2. Dental Technology Education Evaluation (DTEE)

CADTR Credential Evaluators complete the Dental Technology Profession Credential Evaluation (DTPCE) using an online tool to evaluate the applicant's curriculum and experiential hours against the approved education benchmark.

A report is generated that shows the evaluation results by subcategories: program areas and experiential hours. A candidate is successful if they achieve an overall score approved by the CADTR Board which deems the Credential to be substantially equivalent to the approved programs. Applicants who are not successfully credentialled receive a report by subcategory to fill the gaps.

Credential Evaluators receive training to ensure that they can evaluate documentation from non-approved programs (dental technology and oral health programs) on a consistent basis.

DTPCE Outcomes

2021	2022	2023	DTPCE Report Outcomes/Status
15	8	5	Substantially Equivalent – score of 84% or greater
1	1	1	Not Equivalent – Minor Gaps – score of 57% to less than 84%
0	1	0	Not Equivalent – Major Gaps – score less than 57%
16	13	12	Document Submission Status & Pending Credentialing
32	23	18	Total DTPCEs Received for the Application Year
47%	35%	27%	% DTPCEs Deemed Substantially Equivalent for the Application Year

The application rate from the DTEE route is 36% lower than expected in 2023. Although internationally educated applicants are motivated to become recognized health care professionals in Canada, they face difficulty obtaining required documentation for credential evaluation (e.g., course outlines/syllabi). For some language proficiency poses challenges which delay their progress in credentialing. The CAS manager is exploring simplified or accessible communication to support these applicants. CADTR is also exploring alternate methods of evaluation such as a Prior Learning

Assessment Recognition and recognition of international programs that are substantially equivalent to the approved programs (e.g. South Africa, Switzerland, France).

Supplemental Documentation Review

Supplemental Documentation reviews are conducted when an applicant's DTPCE report is either Not Equivalent – Minor Gaps or Not Equivalent – Major Gaps and they submit supplemental documentation that was not previously provided for review.

Since 2021 ten (10) reviews have been conducted with a 100% success rate and became eligible to challenge the DTETPA.

3. Referral Route

No applications have been received from previous members (retired/resigned) of the Colleges for evaluation under the Referral Route.

4. Letter of Credential & Assessment Standing (L-CAS)

2021	2022	2023	
26	7	1	Total # of L-CAS Applications Received

L-CAS applicants are not required to pay an application fee as they have already been credentialed by a CADTR member. These candidates are eligible to challenge the competency assessments.

Credentialing establishes eligibility for the candidate to demonstrate their entry-to-practice competencies in the competency assessments (examinations). Over 77% of applicants have completed credentialing with the balance of applicants in various stages of progress.

C. Competency Assessment – Dental Technology Entry-to-Practice Assessment (DTETPA)

The Assessment Committee provides expertise in developing, reviewing, revising, and setting standards for the Dental Technology Entry-to Practice Assessment (DTETPA) which includes two components: Knowledge Based Assessment (KBA) and Performance Based Assessment (PBA). The working Committee includes eight (8) subject matter experts (SMEs) from across Canada and is supported by a psychometrician who ensures that the assessments administered measure content that aligns with the KBA and PBA Master Blueprints. CADTR establishes the passing standard consistent with psychometric best practices for the KBA and PBA. During 2023, the Committee developed new KBA items, reviewed two KBA forms administration, finalized the 2022 station set-up checklists and developed five (5) new PBA stations.

Knowledge-Based Assessment (KBA)

The KBA is a virtually proctored computer-based assessment comprising 150-180 multiple choice, multiple select and image-based questions, taking no more than four hours to complete.

The benefits of this virtually proctored assessment are:

- It allows participants to take the KBA at a location of their choosing.
- It is monitored from start to finish by a real human and the entire session is recorded.
- Cheating is red flagged.

- Multiple offerings each year.

KBA results have been relatively consistent since the first administration in July 2021. The 2021 KBA had a higher application rate due to an intake that covered 2 years of graduates from approved programs. The decline in the application rate of 15% from 2022 to 2023 aligns with the experience in credentialing applications. The KBA registration for 2022 was 40% less than anticipated and in 2023 we expect to meet the budget by offering a 3rd administration for twenty-five (25) candidates.

KBA Administration	# of Candidates	# of Successful Candidates	Pass Rate
July 2021	71	48	68%
July 2022	55	39	71%
March 2023	19	12	63%
July 2023	28	21	75%
	173	120	69%

KBA Resources offered to assist candidates to be successful are:

- [Master Blueprint KBA](#)
- [KBA Handbook](#) published and posted to website
- [KBA Practice Tool](#) (75 questions) accessible through website

Performance-Based Assessment (PBA)

The Performance-Based Assessment will consist of 8-12 stations to assess technical and non-technical skills, taking no more than four hours to complete. The PBA is offered once each year.

PBA stations are designed to:

- simulate professional practice and set-up “like you’re in a lab”
- require participants to demonstrate the entry to practice skills

PBA Results have been relatively consistent over the two administrations. In 2021 the PBA had a higher application rate due to an intake that covered 2 years of graduates from approved programs. The PBA registration for 2022 was 35% lower than budgeted.

PBA Administration	# of Candidates	# of Successful Candidates	Pass Rate
October 2021 – AB/BC/ON	77	59	77%
October 2022 – AB/ON	51	40	78%
	128	99	77%

In 2023 registration for the October sitting opened on September 6th and to date 34 applications received, which is 50% of the budget. Registration is open until September 22nd. There has been a high rate of inquiries which will hopefully translate into registrations. Registration for each administration has been capped to maximize economies of scale. CADTR is finalizing the contracts with PBA venues. A call for PBA Markers will be sent out to RDTs in Alberta and Ontario for the October dates.

Location	Date
Northern Alberta Institute of Technology	Saturday, October 21, 2023 (20 of 24 tickets sold) Sunday, October 22, 2023 (if necessary)
George Brown College, Waterfront Campus	Saturday, October 28, 2023 (14 of 24 tickets sold) Sunday, October 29, 2023 (if necessary)

PBA Resources offered to assist candidates to be successful are:

- [Master Blueprint PBA](#)
- [PBA Handbook](#)

DTETPA Overall Results and Remediation

A standard setting process was completed for both the Knowledge Based Assessment (KBA) and Performance Based Assessment (PBA), consistent with psychometric best practices. It resulted in recommendations to and approval from the CADTR Board for a passing score based on the knowledge and skills necessary to become an entry-level Registered Dental Technologist (RDT) in Canada.

CADTR's "Number of Assessment Attempts Policy" permits candidates to take up to a maximum of three (3) attempts to successfully complete each of the KBA and the PBA assessments. Candidates who are not successful on their second attempt are required to undertake remedial activities before being permitted a third attempt.

The [CADTR Remediation Guide](#) was provided to candidates in July 2023, which includes information on candidate and mentor eligibility, remediation guidelines as well as resources (e.g., Self-Reflection & Success Plan Template). Candidates are to use the Self-Reflection & Success Plan Template provided to document their areas of weakness, specify target areas for improvement, schedule remediation and monitor progress. A Success Plan will be considered complete by CADTR when the candidate and mentor show that this remediation reasonably addressed the areas of concern documented in the Success Plan. Candidates are to submit their completed and signed Success Plans to CADTR a minimum of 30 days prior to the deadline to apply for the KBA and a minimum of 60 days prior to the deadline to apply for the PBA.

Fourteen (14) candidates have been informed that they are required to complete remediation prior to their 3rd assessment attempt.

D. Certificates of Completion (CoC)

As of August 31, 2023, ninety (90) candidates successfully completed both components of CADTR's DTETPA and may proceed to apply for registration in their province of choice.

Certificates of Completion (CoC) issued as of August 31, 2023	
Total #	Route of Entry
69	Approved Programs (AP) 1 CDI 38 GBC 22 NAIT 6 VCC
4	Dental Technology Education Equivalence (DTEE)
17	Letter of Credential and Assessment Standing (L-CAS)
0	Referral Route
90	Total CoC's

Applicants are asked to indicate their intended province of practice. The results to date are : 26 Alberta, 15 British Columbia, 45 Ontario, 3 indicated both Ontario and British Columbia, and 1 indicated both Ontario and Quebec. Since the launch of CADTR credentialing and competency

assessment services in 2021, a total of thirty-seven (37) candidates issued a CoC have applied for registration with CDTO and received a General Certificate of Registration. This is 76% of the number of CAS applicants who listed Ontario as their desired province of registration.

The remaining CoC holders who listed Ontario among their intended province(s) of practice: six (6) exceeded the CDTO applicant time limit of 15-months, three (3) have passed the Jurisprudence & Ethics examination and not completed a registration application, and three (3) are pending completion of an application for the Jurisprudence & Ethics examination.

E. CAS Status

2021 – 2023 Financials

The approved business plan anticipated that the first 3 years of CAS operation would net a cumulative surplus of \$67,278 with 403 applications for credentialing and 365 candidates challenging the KBA and PBA. These numbers include 100 PLAR applicants of which 81 would challenge the assessments. For the 2-year period since launch CAS operations is in a cumulative surplus of \$34,440. However, we anticipate a deficit in 2023 that will leave CADTR in cumulative deficit position of (\$25,874) as of December 31, 2023. The Finance Committee with the CAS Manager are exploring opportunities to minimize the 2023 deficit. At the CADTR Board meeting held on September 6th members discussed the MOU and specifically section 5.2 that: *“The Regulator acknowledges that should a pandemic, natural disaster, legislative change or other event result in the temporary interruption of services, or if there is a significant decrease in the volume of applicants, the CADTR Board of Directors may require financial contributions from the Regulator and other CADTR corporate members to ensure the sustainability of the infrastructure necessary to deliver the Services and that these contributions will be borne equitably by CADTR corporate members.”* CDTO, CDTA and BCCOHP will be asked to contribute to cover the actual cumulative deficit to December 31. The 2024 budget will be struck in October 2023 which will see CAS fee increases and CADTR member fee increases which have not changed since 2011 (\$3,120).

Challenges

- Credential applicants from the approved programs are 64% of the business plan target which is due to George Brown College: higher attrition rate and no graduating class in 2023.
- Internationally educated credential applicants exceed the business plan target by 48% due to a backlog of applications from the College of Dental Technicians of Alberta. The trend however is a year over year decrease and in 2023 the total number of applicants is 50% of that in 2021.
- 50-65% of Internationally educated applicants are stalled in the credentialing phase, as compared to the budgeted rate of 10%: incomplete document submission for credentialing.

Opportunities

- Develop a PLAR with the support of federal funding that is conditionally approved.
- Identify stakeholders and ramp up an Outreach Campaign for Aspiring RDTs.
- Approve International Dental Technology Programs as Substantially Equivalent.
- Work with DT program Chairs to offer Upgrading and Bridging programs/modules (e.g., NAIT).
- Consider offering the KBA to applicants in final semester of DT program.
- Explore tools to support applicants to complete all CAS phases expediently.
- Develop the PBA by discipline for applicants who do not want to practice all dental technology disciplines (e.g., Dental Technicians class in Alberta).

Quality Assurance

2020-2023 SUMMARY PROFESSIONAL DEVELOPMENT

Signature



What is the Quality Assurance Program?

a program to assure the quality of the practice of the profession and to promote continuing evaluation, competence and improvement among the members

Definition from the Health Professions Procedural Code, Schedule 2 to the Regulated Health Professions Act, 1991

A Quality Assurance Program shall include:

Continuing education or professional development designed to:

Promote
continuing
competence and
quality
improvement

Promote
interprofessional
collaboration

Address changes
in practice
environments

Incorporate SOP,
advances in
technology, entry
to practice
competencies

Self, peer and
practice
assessments

Mechanism to
monitor
participation and
compliance

Professional Development Program



Evaluation at the start and end of every cycle.



A variety of activities count for credits including reviewing journals, webinars, and participating in CDTO's consultations.



90 professional development credits every three years.

Summary PDP Data

	2021	2022	2023
RDTs required to submit	154	127	184
Submissions received by August 31, 2023	87	72	98
RDTs who were sent a past reminder notice*	63	46	79
Referrals to the QA Committee	0	2	pending

* Does not include individuals who retired or resigned from the profession

2023 and Beyond



Nationals Essential
Competencies



Database provider
upgrading to 2.0



Peer Circles, Remote
Assessments, 360 Feedback



Board Report

Date: September 22, 2023

SUBJECT:	Office Closure
INITIATED BY:	Judith Rigby, Registrar and CEO

PURPOSE:

To update the Board on the College's move from a physical office to a high-quality virtual office.

PUBLIC INTEREST RATIONALE:

The College's move to a remote working environment has a positive impact on the environment and demonstrates responsible stewardship of its financial and human resources in achieving its statutory objectives and regulatory mandate.

BACKGROUND:

In March 2020, the College quickly transitioned to a remote workplace in response to the COVID-19 pandemic lock-down. Before this date, CDTO migrated many of its physical processes to digital platforms, making the transition seamless for system partners, and the staff and the Board in its governance, regulatory and operating activities. Over the next twenty-nine months, meeting platforms such as Zoom and Teams were used extensively, and the College explored migrating data from a physical server to a secure site on the Cloud.

The College recognized several benefits of a virtual office, like simplicity, value for money, and greater access for system partners to attend meetings through virtual event platforms. With the office lease expiring on December 31, 2023 and lease rates rising, staff undertook an analysis of traffic patterns, mail intake and customer satisfaction through its 3 phases of operations and concluded that the cost of maintaining a physical office was better placed in activities that enhance public protection (e.g., unauthorized practice). Taking these factors into consideration, the Board agreed that terminating the lease and moving to a virtual office was the best solution.

ACTIONS TAKEN:

Termination of Lease Agreement

At the June 2023 meeting, the Board was informed of an opportunity to surrender the office space on August 31, 2023. The landlord secured a tenant for September 1, 2023, and the Registrar negotiated the Surrender Agreement terms. The agreement was sent to the Executive Committee for information and signed by the Registrar on July 13, 2023.

Digitization of Physical Documents

In February 2023 Safyia Mohammed laid out a workplan to digitize all documents required to be retained, for legal or historical reasons. Research was conducted on best practices for document digitization. After several discussions with the College of Denturists (CDO's) and legal counsel, we decided to follow CDO's [Records and Information Governance Policy](#) and [Classification Structure and Retention Schedule](#). CDO's Registrar and staff were very collaborative and responsive.

Two contract employees were hired to scan and inventory all physical documents as per the retention schedule. CDTO department managers audited the digitized files against the paper copies prior to authorizing destruction. The Registrar consulted with legal counsel prior to destroying physical records that, according to the retention schedule, should be retained but met a very low risk threshold. Employment costs associated with the contract staff were partially funded by ACCESS Employment, a leader in connecting employers with qualified employees from diverse backgrounds who are facing barriers to employment and supporting them to integrate into the Canadian job market.

Disposal of Assets

Since the pandemic and changes in workplace functionality, it was not an option to liquidate the office furniture that was not needed by staff for home office use. The new tenant agreed to purchase most of the remaining furniture that was fit for purpose. All other furniture and aged IT equipment was donated, opting for environmentally friendly and secure solutions. Examination materials that could not be used for the CADTR examinations and were not sold during the move are being held by a 3rd party on consignment. By utilizing these approaches, the College avoided paying out hefty disposal fees.

Change of Address and Communications

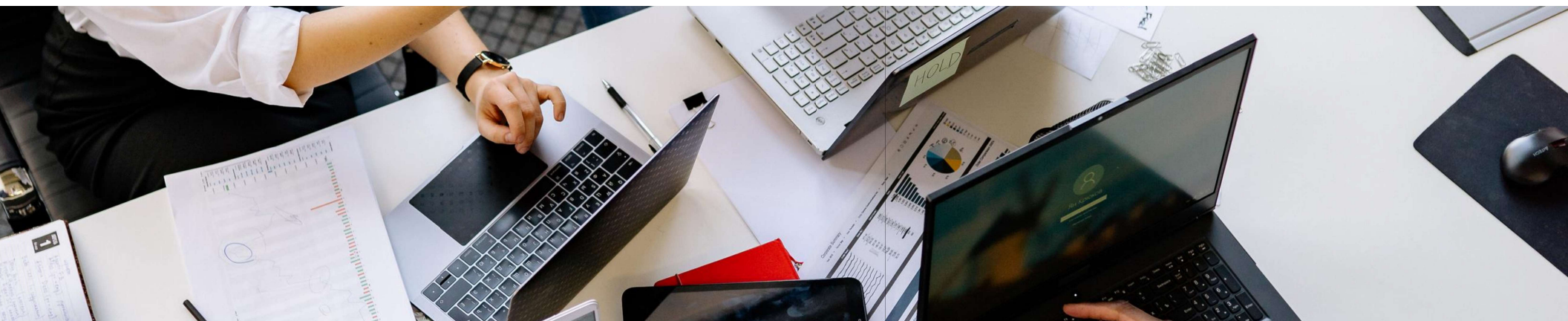
The College has complied with the legal requirements to file a new corporate address effective September 1st, 2023. Registrants and system partners were notified of the CDTO move from a physical office to a virtual office and how to contact us through MailChimp, the [CDTO website](#) and [Twitter \(X\)](#).

Cost-Savings Analysis

By surrendering the lease on August 31st and completing the document digitization in-house, the College saved approximately \$25,000. Staff are recognized for their outstanding efforts to minimize business interruptions and create value.

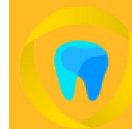
DECISION(S) SOUGHT: NONE**NEXT STEPS:**

An update will be provided in the next issue of the Bridge with a response to Frequently Asked Questions.



September 2023 Communications Update

September 22, 2023



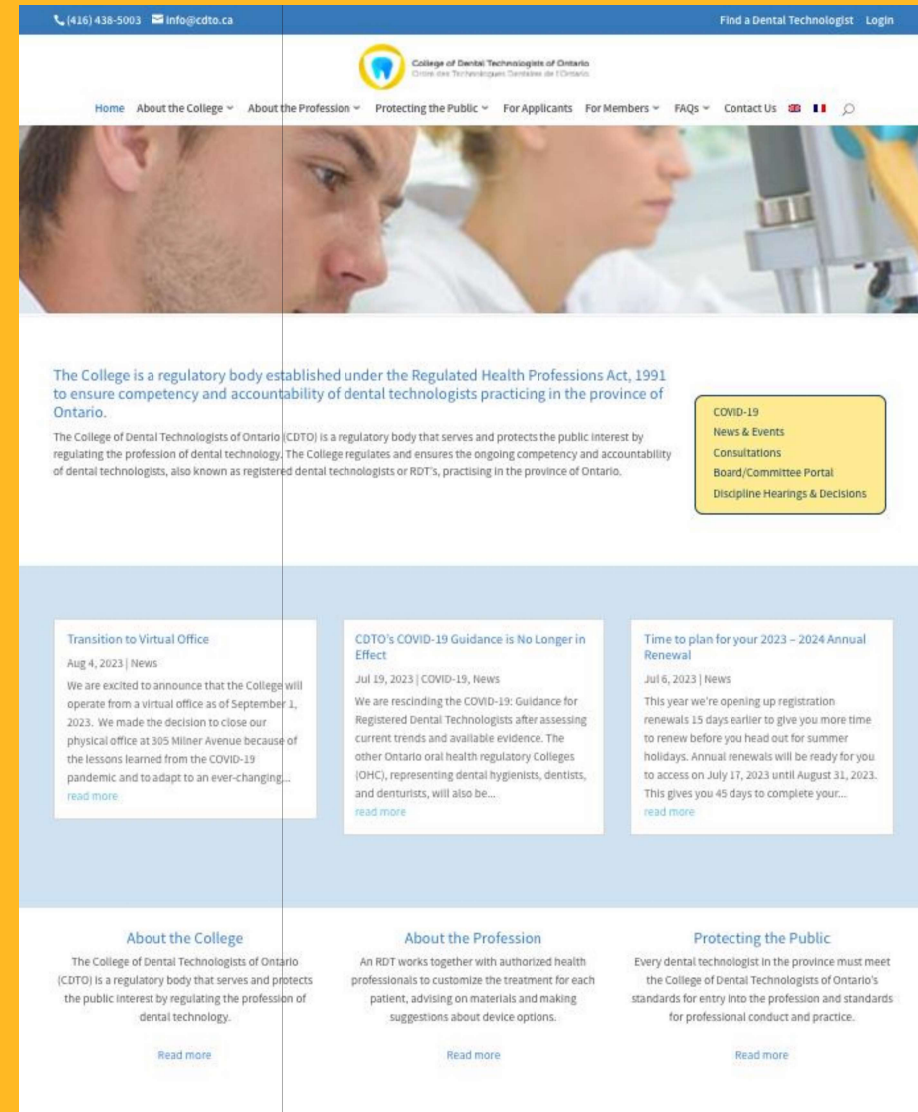
College of Dental Technologists of Ontario
Ordre des Technologues Dentaires de l'Ontario



CDTO Website Audit

July 2023

- The CDTO Website audit was conducted to identify preliminary issues with the website's accessibility, information architecture and overall usability.





BROKEN LINKS

The drlinkcheck.com was used to identify broken links,

USABILITY OF WEBSITE

We tested the CDTO website with prospective users in mind




INFORMATION ARCHITECTURE

Information architecture is the structure and labels of a website, essentially showing how a website is organized, like a map that tells users how to navigate the website

ACCESSIBILITY COMPLIANCE

colourcontrast.cc was used to evaluate the colour contrast ratio between background and foreground.

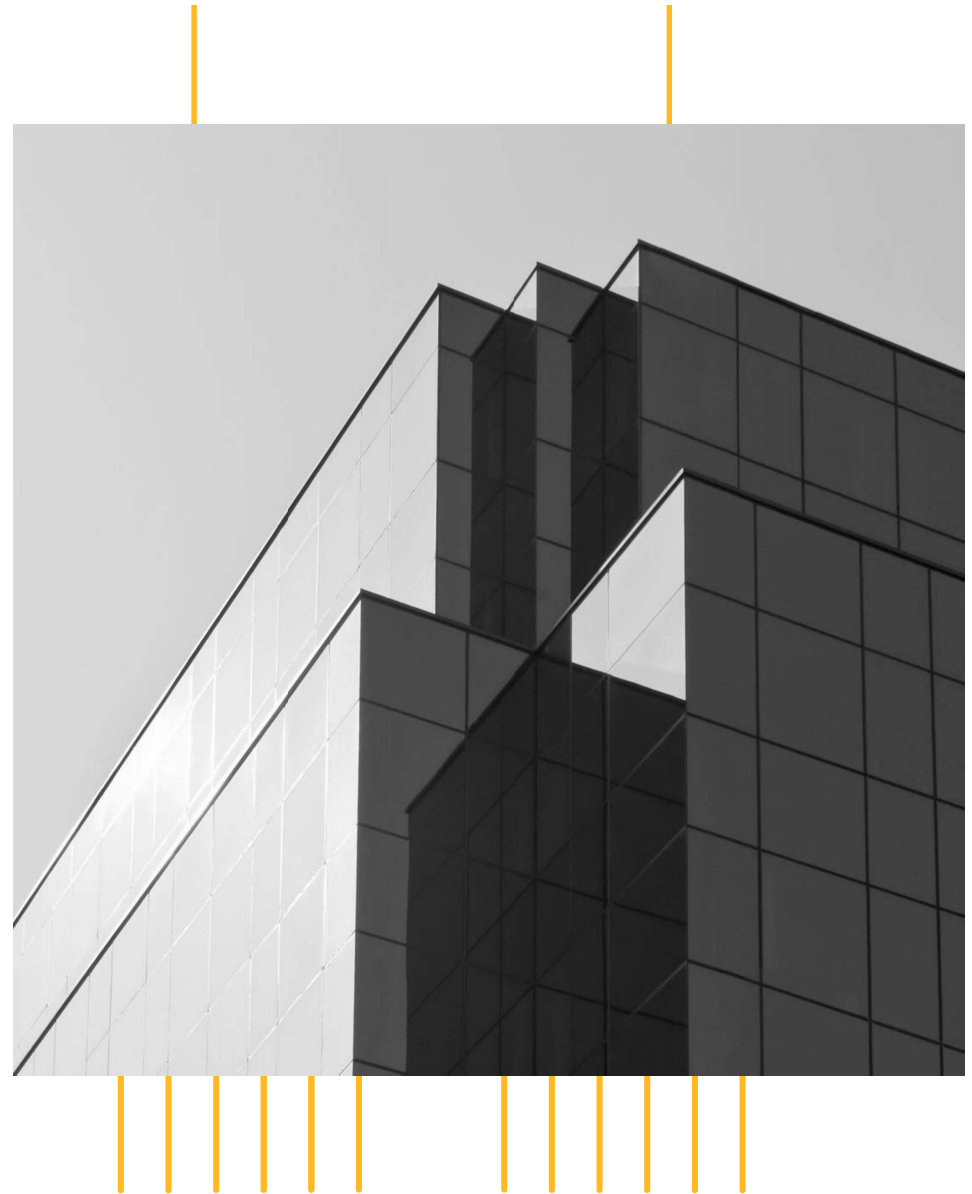


WHAT WE EVALUATED

INFORMATION ARCHITECTURE

Information architecture is the structure and labels of a website, essentially showing how a website is organized, like a map that tells users how to navigate the website. Users should be able to answer the following questions when using the website:

- Where am I?
- Where can I go next?
- Where did I come from / How did I get here?



FINDING S

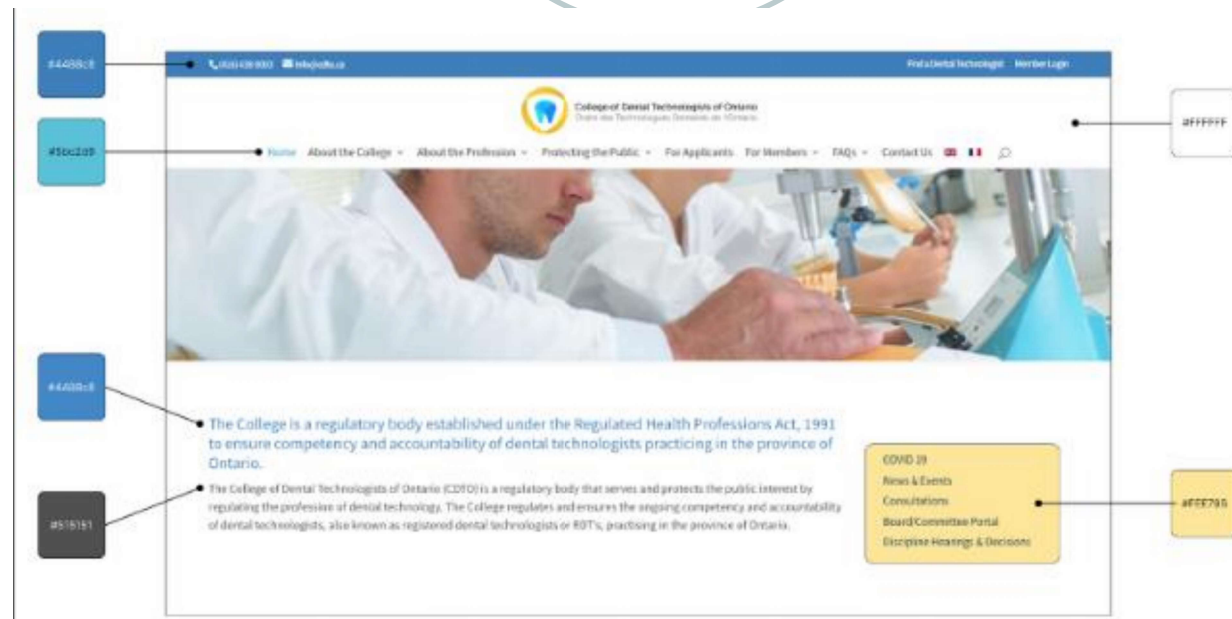


ACCESSIBILITY COMPLIANCE

colourcontrast.cc was used to evaluate the colour contrast ratio between background and foreground.

Colour contrast impacts the readability of digital content, and good colour contrast ensures that content is viewable on all devices, regardless of the environment's lighting.

Colour contrast is especially important for users with low vision or who are colourblind.

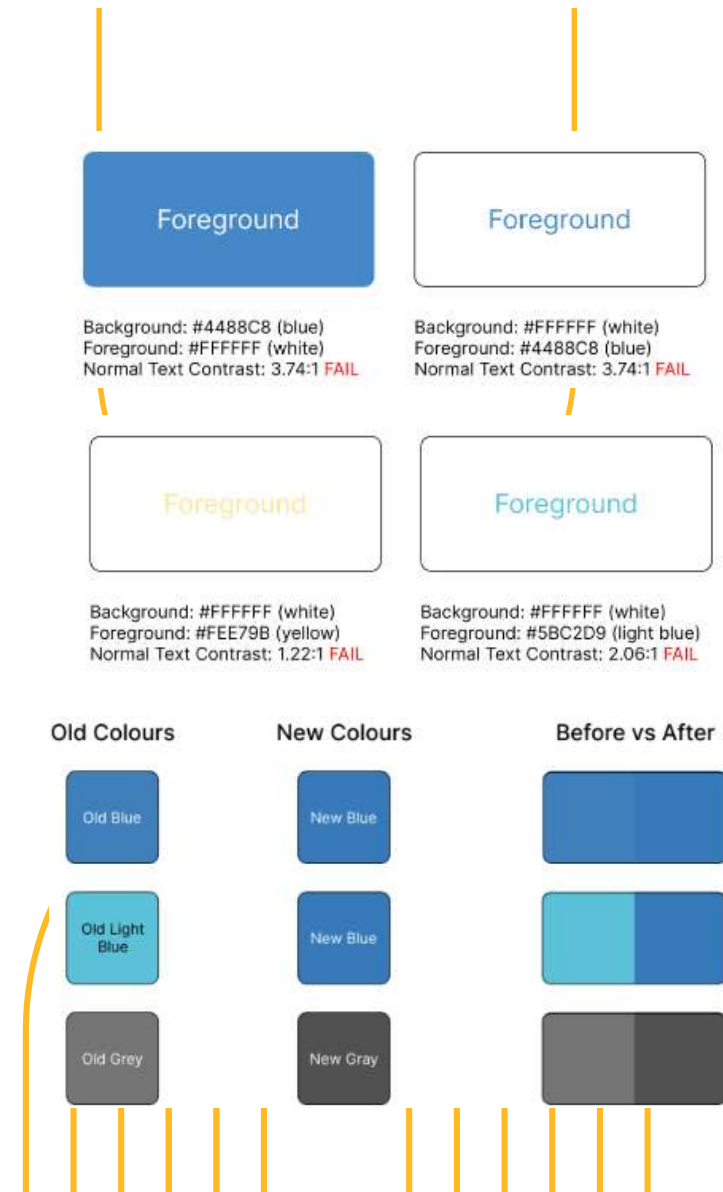


ACCESSIBILITY COMPLIANCE

Website content accessibility guidelines (WCAG) Level AAA requires a contrast ratio of at least 7:1 for normal text and 4.5:1 for large text

Normal text is typically 16pt and large text is often defined as 24pt or more.

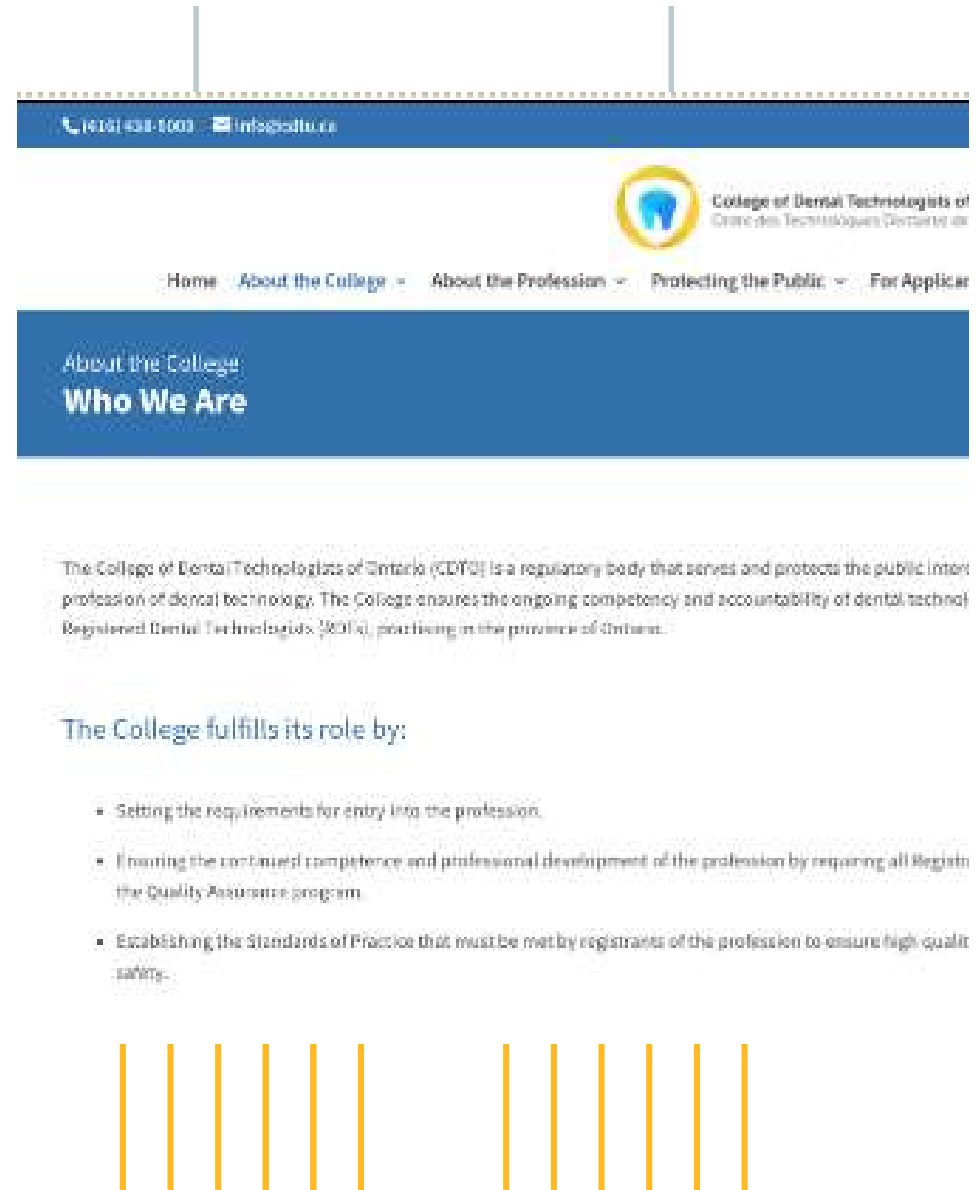
There are 5 colours found on CDTO's Home page: #FFFFFF (white), #4488C8 (blue), #515151 (grey), #FEE79B (yellow) and #5BC2D9 (light blue).



NEXT STEPS

We have reviewed CDTO's existing banners to identify alignment and formatting inconsistencies (e.g. some headings are not centered).

We have also reviewed how 10 other colleges have formatted their banners and have designed 4 options for CDTO's new website banner.





Declaration of Conflict of Interest

All Board and Committee members have a duty to carry out their responsibilities in a manner that serves and protects the interest of the public. As such, they must not engage in any activities or in decision-making concerning any matters where they have a direct or indirect personal or financial interest. All Board and Committee members have a duty to uphold and further the intent of the act to regulate the practice and profession of dental technology in Ontario, and not to represent the views of advocacy or special interest groups.

It is a best practice according to the College Performance Measurement Framework that the Board members complete a conflict of interest (COI) questionnaire annually and that the responses are included as an appendix to each board meeting package.

All Directors have confirmed that they are in compliance with the College's conflict of interest policy. See Appendix 1 for signed COIs.

CDTO Directors:

1. Abena Buahene, Public – appointed *as of February 9, 2023*
2. Asif Khan, Public
3. Jill Langford, RDT
4. Melanie Liassides, RDT
5. Allison Malloy, Public
6. James Matera, RDT
7. Mike Sanders, RDT
8. David Savioli, RDT
9. Poonam Singh, Public
10. Rehan Siddiqui, Public
11. William Van Evans, RDT
12. Franz Yagin, RDT



Board Member Declaration

Abena Buahene (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
- ☒ I understand that I am obligated to declare a conflict of interest with my Board responsibilities, if and when one arises.
- ☒ I also understand that I am obligated to report, if I become aware, instances of another Board member's conflict of interest with their Board responsibilities.
- ☒ Having reviewed the conflict of interest Section 16 of the CDTO By-Laws, I am declaring that I currently have no conflicts of interest in my role as a member of the Board.

OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature Abena Buahene Digitally signed by Abena Buahene
Date: 2023.02.24 12:04:19 -0500

Date February 24, 2023



Board Member Declaration

Asif Khan (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
- ☒ I understand that I am obligated to declare a conflict of interest with my Board responsibilities, if and when one arises.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature

 Asif Khan

Digitally signed by Asif Khan
Date: 2023.01.12 23:02:36
-05'00'

Date



Board Member Declaration

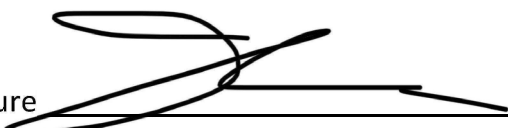
I Jill Langford (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
- ☒ I understand that I am obligated to declare a conflict of interest with my Board responsibilities, if and when one arises.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature  Date Jan. 11, 2023



Board Member Declaration

I Melanie Liassides (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
- ☒ I understand that I am obligated to declare a conflict of interest with my Board responsibilities, if and when one arises.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature M. Liassides Date Jan 12, 2023



Board Member Declaration

I, Allison Malloy (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
- ☒ I understand that I am obligated to declare a conflict of interest with my Board responsibilities, if and when one arises.
- ☒ I also understand that I am obligated to report, if I become aware, instances of another Board member's [Back to Agenda](#) of interest with their Board responsibilities.
- ☒ Having reviewed the conflict of interest Section 16 of the CDTO By-Laws, I am declaring that I currently have no conflicts of interest in my role as a member of the Board.

OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature

Allison Malloy

Date

Jan 12 2023



Board Member Declaration

I, James Matera (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature J. Matera Date January 11, 2023



Board Member Declaration

I Mike sanders (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature

Date

Jan 16 2023



Board Member Declaration

I, DAVID SAVIOLI (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement
NA	

Signature

[Handwritten Signature]

Date

JAN 27 / 2023



Board Member Declaration

I Poonam Singh (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
- ☒ I understand that I am obligated to declare a conflict of interest with my Board responsibilities, if [Back to Agenda](#) when one arises.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature Poonam Singh Date 18/01/2023



Board Member Declaration

I REHAN SIDDIQUI (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature Siddiqui R. I Date 2023 / 01 / 11



Board Member Declaration

I WILLIAM VAN EVANS (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature

Date

JAN 12, 23



Board Member Declaration

I TEANZ YAGIN (please print name):

- ☒ Have read Section 15 of the CDTO By-Laws, and I understand that I am accountable as a member of the Board to conduct myself in compliance with these by-laws.
- ☒ I understand that I am obligated to declare a conflict of interest with my Board responsibilities, if and when one arises.
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OR

- ☐ I am declaring the following potential conflicts of interest in my role as a member of the Board.

Organization, Associate, Vendor, Business, Person(s)	Description of Relationship, Role or Involvement

Signature

[Handwritten Signature]

Date

01/12/23