



# BRIDGE

## President's Message

**HAROLD BASSFORD**



I am pleased to introduce the second edition of the College's bi-annual newsletter, "Bridge". As I noted in our inaugural edition, "Bridge" is part of the College's new communications strategy. The goal of both Council and the College is to enhance public awareness of the College, to increase member engagement, and, in general, to increase the transparency of the College's

processes and decision making. In accordance with these goals, this issue of "Bridge" highlights several major activities of the College over the last six months, such as our extensive strategic planning process, and decisions of the College's Council. It reports as well on the newly passed (May 30, 2017) *Protecting Patients Act, 2017* that makes significant changes to the primary governing legislation of the Health Regulatory Colleges, the *Regulated Health Professions Act, 1991* (RHPA). The CDTO was involved with other health colleges and the government in planning for the amendments, and is in agreement with the stated legislative goals behind the changes. These changes will have significant impact on the work of the College and members, and the implementation of its requirements will be a major activity of the College in the next while.

President's Message	1
Registrar's Message	2
Practice Advisory on Electronic Stamping	3
Bill 87 Update	4
Self-Regulation 101	5
You Asked Us	6
Strategic Planning Highlights	7
Changes to the Quality Assurance Program	8
Launch of the New FHRCO Website	9
Discipline Committee Decision: William Chan	10

## IMPORTANT UPCOMING DATES

<u>Deadline for Annual Renewal</u>	<u>August 31</u>
<u>Deadline for 3 Year Summary PDP - Group C</u>	<u>August 31</u>
<u>Council Meeting</u>	<u>September 22</u>

The strategic planning committee has been working hard for months behind the scene to orchestrate the strategic planning sessions that was held in Toronto on June 16 and 17 of this year. While the process has been a time consuming one, it has already provided both Council and the College with a great deal of useful knowledge. I am convinced the plan will provide real direction over the next several years, as the College and its members work to ensure that the profession provides even safer and more effective care to the public than the excellent care already provided.



**Registrar's Message**

**JUDITH RIGBY**

What's new since the inaugural edition of the Bridge?

**Staffing**

Managing our day to day operations as well as the numerous strategic priorities necessary to stay ahead of the changing landscape of professional regulation and public protection can be challenging. We have welcomed several new

faces at the College who have already rolled up their sleeves to tackle these challenges. Roderick Tom-Ying and Shirelle Goodman have enthusiastically jumped in to their respective roles of Coordinator, Policy and Communications and Coordinator, Professional Conduct; the voice that will greet you when you call in for help with your registration renewal is that of Safya Mohammed, Office Administrator.

Over the summer we partnered with the federal and provincial governments through Canada Summer Jobs 2017 and Youth Job Connections to create summer job opportunities for student designed to focus on local priorities, while helping both students and their communities. Through the University of Toronto Scarborough Campus Co-op program and ACCES Employment we employed three students: Rahma Hasib, Mashal Syed and Hilary Leung, who provided tremendous research, documentation and upgrading of the Member database, strategic plan, Standards of Practice and Governance policy.

**Members**

During our Strategic Planning Session held in June 2017, Council discussed the issue of declining numbers of RDT's to meet a continued demand for dental technology services. This trend is not unique to Ontario and has been identified as a national crisis and priority for the Canadian Alliance of Dental Technology Regulators (CADTR). Since 2016 we have worked on a collaborative application for federal funding to support the "Access to Dental Technology Project", of which the major outcomes are: an increased and sustainable supply of highly skilled international and domestically trained

**Council Members**

**President**

Harold Bassford

**Vice-President**

Michael Karrandjas, RDT

**Professional Members**

Jason Chai, RDT

Vincent Chan, RDT

Derrick Ostner, RDT

George Paraskevopoulos, RDT

Nicole Rotsaert, RDT

Clark Wilson, RDT

**Public Members**

Jeff Donnelly

Janet Faas

Kathryn McAllister

Terence Price

Keith Tarswell

**Non-Council Members**

Harry Bang, RDT

Igor Kobierzycki, RDT

Andreas Sommer, RDT

For more information on Council or Council meeting dates, please visit [www.cdto.ca](http://www.cdto.ca).

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professionals; enhanced confidence that all registered practitioners have been admitted to the profession using the same set of entry-to-practice standards to provide quality services; and, strengthening and harmonization of the regulation of the dental technology profession in Canada enabling fair treatment of all applicants. I am extremely pleased that CADTR has selected our College to take the lead on this project. I have been working very closely with Employment and Social Development Canada on the application which is now in its final stages of review. We hope to receive ministerial approval in September 2017 for a 24-month project with a start date of October 1<sup>st</sup>.

**Bill 87: New Measures Aim to Eradicate Sexual Abuse in Regulated Health Professions**

Bill 87, the *Protecting Patients Act*, 2016 was passed in the Ontario legislature on May 30, 2017. One major change to the RHPA made by the *Protecting Patients Act* is a unified approach for all Health Regulatory College's enacted under the RHPA when dealing with cases of sexual abuse.

CDTO's Council recognizes the seriousness and extent of injury that sexual abuse and other forms of abuse cause clients and their loved ones. Council believes that one instance of sexual abuse is too many, and therefore uphold the College's longstanding Zero Tolerance policy for any form of abuse: verbal, physical, emotional, financial or sexual, by a Dental Technologist. We acknowledge our Members who have been actively working in support of the College's Zero Tolerance policy and ask that you continue to remain vigilant in setting appropriate professional boundaries, in reporting any abuse and by providing respectful care to every client who enters your practice.

We continue to strive to improve our governance and transparency practices. I am excited about the ongoing changes happening at the College and look forward to hearing your ideas on these changes.

**Practice Advisory on Electronic Stamping**

**In case you didn't know...**

Every Member, when applying or renewing their laboratory supervision stamp, must declare that they understand the duplication, replication, creation and electronic use of the laboratory supervision stamp is not permissible. This guidance is intended to add clarity for Members on this issue.

**Role of the Stamp**

The stamp is recognized by Dentists and other regulated healthcare professionals as a certification that the completed work order was designed, constructed, repaired, or altered under the personal supervision of an RDT. It signifies that every completed dental device has met the highest quality standards, conforms to the original work order and is crafted under the supervision of a registered healthcare professional.

Every invoice or authorization document is required to have a College stamp before the dental device(s) can be released. This ensures that the RDT has either personally manufactured the device, or that the supervising RDT has reviewed the work order, and made sure the final

product meets the high standard set by the profession.

**Responsibility of Stamp Holders**

The College would like to issue a friendly reminder for its Members that the stamp must be physically applied to every invoice and authorization documents. An electronic application of the stamp is not permissible as a substitute to a physically applied stamp.

Every RDT is responsible for ensuring that his/her stamp is not used by any laboratory without his/her authority. The RDT who stamped the final invoice will be held accountable for every case released under the authority of his/her stamp.

Proper use of the stamp represents the RDT's commitment to upholding the College's standards and requirements. Improper use of the stamp is professional misconduct and any RDT found to be non-compliant may be subject to discipline.



## Bill 87 Protecting Patients Act, 2016 Update

In the inaugural edition of the Bridge, we reported that Ontario's Minister of Health and Long-Term Care, the Honourable Dr. Eric Hoskins, formed a Task Force on the Prevention of Sexual Abuse of Patients and the RHPA. After completing a thorough review of complaints and investigative processes across all of Ontario's 26 health regulatory colleges, the Sexual Abuse Task Force ("SATF") asserted that bold reform was needed in the area of sexual abuse prevention. The Minister has taken action. On May 30, 2017, Bill 87, which embodies many of the SATF recommendations, was passed with the goal of strengthening and unifying Colleges' approach to dealing with cases of sexual abuse. While not all provisions in Bill 87 came into effect on May 30<sup>th</sup> the additions/ amendments to the RHPA will impact how all health professional members practice.

Some changes that are important to highlight are:

- The purposes for which the Minister may require a College to collect information from members under section 36.1 of the Act are expanded to include health human resources research.
- The penalties for failing to report sexual abuse of patients are increased.
- The Minister is given the power to make regulations respecting College committees and panels.
- The matters that a College is required to note in its register are expanded.
- For the purposes of the sexual abuse provisions of the Code, the definition of "patient", without restricting the ordinary meaning of the term, is expanded to include an individual who was a member's patient within the last year or within such longer period of time as may be prescribed from the date on which they ceased to be a patient, and an individual who is determined to be a patient in accordance with the criteria set out in regulations.
- The imposition of gender-based terms, conditions or limitations on a member's certificate of registration is prohibited.
- Members are required to report to the Registrar if they are charged with an offence, and are required to provide information about bail conditions.
- The Minister now has expanded power to make regulations with respect to College committees and panels;
- The grounds for mandatory revocation of the certificate of registration of a member who has sexually abused a patient are expanded, and suspension is made mandatory in sexual abuse cases that do not involve conduct requiring mandatory revocation.

- The Inquiries, Complaints and Reports Committee and its panels may make an order for the interim suspension of a member's certificate of registration at any time following the receipt of a complaint or after the appointment of an investigator, instead of only when a matter is referred for discipline or incapacity proceedings.
- Members are required to report to the Registrar if they belong to professional bodies outside Ontario, and if there has been a finding of professional misconduct or incompetence against them by such a body.
- The mandatory program for Colleges to provide funding for therapy and counselling for patients who were sexually abused by members is expanded to apply to persons who are alleged to have been sexually abused while a patient, and to provide funding for other purposes provided for in regulations.

The College is required to note additional information under section 23(2) of the Code on the public register; These changes to the RHPA affect RDT's, the public, and the way we operate as a College.

Some of our current by-laws, standards and policies may be inconsistent with the changes set out in Bill 87.

Members and the public should be aware that the

RHPA supersedes our College by-laws, standards and policies, and we will be amending these to ensure they are consistent. Our Council and Committees will meet over the next few months to discuss these changes and make decisions around implementation.

**We will continue to update members and the public throughout this process by way of e-mail and updates to the new [website](#).**

We encourage all RDTs to continue being vigilant and alert to any boundary violations that may be occurring in their workplace, as well as review CDTO's current Mandatory Reporting Guidelines which lay out obligations to the College in reporting professional misconduct, incompetence, professional negligence, sexual abuse or concerns regarding incapacity.

The entirety of the legislation can be viewed [here](#) and a summary of its impacts can be accessed [here](#).

Overall, we ask that all RDTs demonstrate leadership in upholding the College's Zero Tolerance policy by maintaining professional conduct and following CDTO's Patient Relations Policy. This is how we will continue to ensure that all Dental Technologists' clients always feel safe and respected.

## SELF REGULATION 101

As you all know the College of Dental Technologists of Ontario is one of the 26 self-regulating Colleges under the RHPA. But what exactly does this mean?

Self-regulation means that the College has the authority to monitor its own adherence to the legal, ethical, and safety standards outlined under the RHPA and its related legislation, rather than have an outside, independent agency such as a branch from the Ministry of Health and Long-Term Care monitor and enforce those standards instead. This also means that RDT's have input into the rules that govern the profession via positions on Council.

When the RHPA legislation was introduced, Evelyn Gigantes, Minister of Health at the time stated that the laws were "changed to better serve the public interest".

Through a long line of legal cases, that date back as far as 1905, it is now well established that the primary purpose of self-regulation is to protect the public interest. Sometimes the public purpose is expressed as "protecting public health" when looking at health professions like those under the RHPA. Given the great importance of the public health interest, the RHPA sets out a number of different requirements for both health regulatory colleges and the members they govern.

It is the responsibility of all registered members to keep all of their contact information with the College up-to-date. This includes providing the College with ALL work locations as well as informing the College whenever any of this information changes.

# YOU ASKED US...

## Why do I need my RDT Stamp?

The official verification stamp of the RDT signifies to the health care practitioner and/or patient that the case at hand conforms to acceptable standards. It also indicates that the RDT who has stamped the invoice or work order in question accepts responsibility for the case. Clients, patients and insurance companies look for the RDT stamp.

## Am I eligible for an RDT stamp?

If you hold a valid General Certificate of Registration and are a member in good standing with the CDTO, then you are eligible to apply for an RDT stamp according to the regulations and by-laws of the College. However, only you as an RDT can determine whether or not you are competent, experienced and confident enough in your knowledge to accept full responsibility for release of the case at hand.

## What is the process to get my RDT stamp?

You can apply for the RDT stamp at the same time you complete your online registration renewal for the Certificate of Registration (General Class) only. You will be required to sign an undertaking and pay the applicable fees.

If you are interested in obtaining your stamp in between renewal times, then send an e-mail to [info@cdto.ca](mailto:info@cdto.ca) with "Request for RDT Stamp Form" in the subject line. Then simply fill out the forms, pay the fee, and we will send you your RDT stamp.

## My RDT stamp says that it expires on November 1<sup>st</sup>. Can I continue to use it up to this date?

Your RDT stamp that expires November 1<sup>st</sup> can be used if and only if you hold:

- A) Hold a Certificate of Registration (General Class) for 2017-2018,
- B) Have ordered a stamp for the same certificate year; and



- C) are waiting to receive your new stamp for the 2017/2018 year. If you have transferred from the General to the Inactive class of registration or have resigned from the College, **you must stop using the RDT stamp on September 1, 2017** or the date your Inactive or Resigned status takes effect.

## When is my 3 Year Summary PDP Due?

If you are in Cycle "C", your 3 Year Summary PDP is due on August 31, 2017. If you have any questions e-mail [qa@cdto.ca](mailto:qa@cdto.ca) or call 416-438-5003 x226.

## I hear there are changes coming to the Continuing Education and Professional Development (CEPD) component of the Quality Assurance (QA) program, is that true?

A revised CEPD program will be implemented on September 1, 2017 and includes changes to the types of activities that are eligible for CPD and the points awarded. These changes will affect Members who must submit their 3 Year Summary PDP by August 31, 2018 and onwards.

## How do I find out information on the revised CEPD program?

For more information on the revised CEPD program, you visit our Quality Assurance page on the website by clicking [here](#). You can also read the article on page 8 of this edition of the Bridge. If you still have questions, you can e-mail us at [qa@cdto.ca](mailto:qa@cdto.ca).



# STRATEGIC PLANNING HIGHLIGHTS

## **Strategic Planning Session June 16-17, 2017**

As many of you already know, the College held a Strategic Planning session from June 16-17, 2017 in Toronto. Through an extensive process, both the staff and Council members considered all feedback received through the consultation process and agreed on six priorities for the next 3 to 5 years:

### **1. CDTO Website Completion and Launch**

A new and improved CDTO website launched on August 1, 2017. We will be tweaking it in the coming months to ensure it is up-to-date and is a valuable resource to the public and profession alike. The website is available at [www.cdto.ca](http://www.cdto.ca). Please check it out!

### **2. Investigate Illegal Labs**

Any lab that is not properly supervised as defined by section 32(1) of the RHPA is considered to be an illegal lab. Since these labs are unregulated by definition, the dental technology services offered by these illegal labs can result in public harm. This is a matter the College takes extremely seriously.

If you are aware of a laboratory operating without an RDT or Dentist please contact the College immediately!

### **3. Enrollment Numbers**

There are not enough RDT's registering every year to meet a continued demand for dental technology services,

which is in part due to the number of RDT's retiring. Providing access for all Ontarians to a sufficient number of competent, qualified and experienced RDT's is a matter of public interest.

### **4. Redesign the Quality Assurance Program (QAP)**

Our QAP must ensure that members of the public in Ontario receives quality, safe and effective health care, while also improving the practice of the profession. Changes are already underway which you can read about in the article entitled "Changes to the Quality Assurance Program".

### **5. Complete the Standards of Practice Review**

We are currently revising the Standards of Practice to set benchmarks for assessing the professional practice of all RDT's in Ontario, regardless of their specialty or practice setting. For the public, this helps to clarify what they can expect from practising dental technologists.

### **6. Effective Governance**

The College is currently developing a governance policy manual. It plans to deliver ongoing training to ensure Council understands its roles and responsibilities, has a proper structure including well-chosen members, exhibits appropriate behaviors, and knows what is expected of them, so that they can live up to the challenges of the future and keep the College on track to act in the best interest of the public always.

# Changes to the Quality Assurance Program

Every RDT holding a general certificate of registration is required to participate in the Quality Assurance Program (QAP) in order to enhance his/her knowledge, skill and judgement. The QAP program is comprised of three components: Self-assessment and goal setting; Continuing Education and Professional Development (CEPD); Peer and Practice Assessment.

## Continuing Education and Professional Development

CEPD is designed to promote continuing competence and improvement among members. It must also address changes in practice environments and incorporate standards of practice, advances in technology, changes made to entry-to-practice competencies and other relevant issues as they arise. In 2015 the Quality Assurance Committee (QAC) embarked on its review of the Quality Assurance program which Members must complete and report on every three years to the College.

After much research and discussion, changes have been made to the program and the maximum number of points earned from each activity has been revised. What hasn't changed is that Members are still required to earn 90 continuing quality improvement credit points over three years.

## Professional Development Activity Update

The types of activities have been updated to separate business-related training from the technical training, which has been enhanced to include both practical and theoretical components.



Recognizing that RDT's knowledge and expertise are an integral part of enhancing the College's commitment to the public interest, credit points awarded for volunteering with the College have been increased. By eliminating the maximum points that can be earned in a year we are providing RDT's with flexibility in achieving the required CEPD over the three-year time frame.

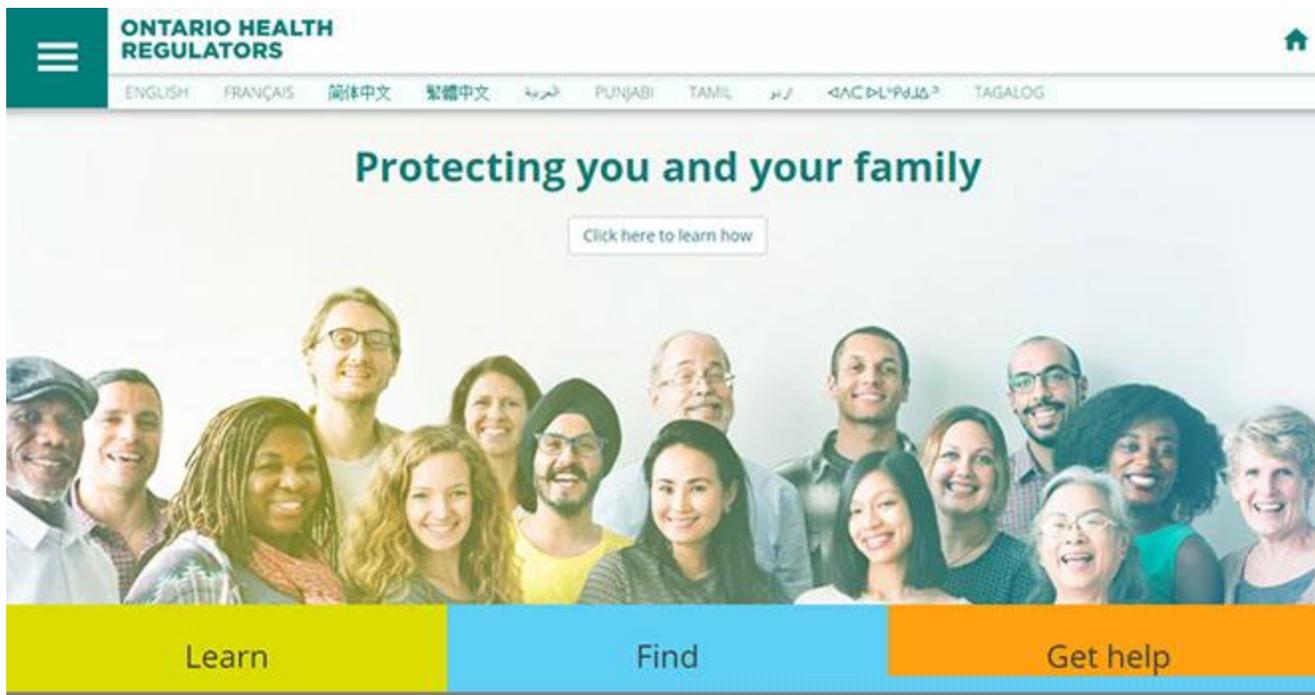
## When Do the Changes Become Effective?

The updated program will become effective September 1, 2017 and apply to all 3-Year Summary PDP's due on August 31, 2018. All Members will receive the updated program by e-mail and it will also be available on the College's website.

## Questions?

If you have any questions regarding the updated CEPD program, please contact the College at 416-438-5003 ext 226 or by e-mail at [qa@cdto.ca](mailto:qa@cdto.ca).

**Did you know:** The first device that can be thought of as a mouth guard was made by a dentist named Woolf Krause in 1890. Krause called his invention the "gum shield" and designed it to prevent lip lacerations to boxers. It was made from a material called gutta percha, a latex produced by the trees of the Palaquium genus.



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## LAUNCH OF NEW FHRCO WEBSITE

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The Federation of Health Regulatory Colleges of Ontario (FHRCO) recently launched the Ontario Health Regulators (OHR) new website that can be found at <http://www.ontariohealthregulators.ca/>. This website was developed for the public to be able to quickly and easily find important information for all 26 health regulators in Ontario in one place.

“We care about your care” is the single most important theme of the website which serves to educate the public about the role of the health regulatory Colleges. The mandate of all health regulatory Colleges to protect the public is also clearly laid out on the website.

As an RDT and a member of the public, please check the website regularly for updates to our public education campaign. You’ll find information on topics such as:

What are your rights as a health care consumer?

What is informed consent?

How can you as a member of the public access your medical records?

How can your personal health information be used?

What makes for the most productive fit with your health care provider?

The information on the OHR website is available in English, French, Urdu, Arabic, Panjabi, Tamil, Oji-Cree, Tagalog and both Traditional and Simplified Chinese. Visitors to the website can access the registers of all 26 colleges, and get important information about a health professional’s registration and discipline history.

We at the College are very excited to see this new website in action! Share it with your family and friends. All feedback is welcomed.

# Recent Discipline Committee Decision - WILLIAM CHAN

## Member: William Chan

On July 6, 2017, a Discipline Hearing was held for Mr. William Chan (the “Member”), who was found to have committed acts of professional misconduct.

The case proceeded by way of an Agreed Statement of Facts and a Joint Submission on Penalty. The Discipline Panel acknowledged that Mr. William Chan co-operated with the College and, by admitting to the allegations, agreeing to the facts and a proposed penalty, has accepted responsibility for his actions.

## Background

Mr. Chan was required to submit a Profile Summary for Credits received during the 2011-2014 Cycle by August 31<sup>st</sup> 2014. A reminder was sent about the upcoming submission deadline in July of 2014.

The Member did not submit his Profile Summary by August 21<sup>st</sup>, 2014 and was sent a reminder to submit the summary as soon as possible. The Member indicated he would submit by June 15, 2015 after meeting with the Registrar and Coordinator, Quality Assurance.

A Profile Summary was submitted on August 30, 2015 but was deficient in that it was not signed. During the course of investigating the Profile Summary, it emerged that the summary was completed by the Member’s ex-wife and that the Member had not reviewed it. The Member stated that he was unaware that his ex-wife had submitted the Profile Summary as he was out of the country.

## Admissions

The Member admitted to having committed the following acts of professional misconduct:

- Failing to cooperate with the Quality Assurance Committee
- Contravening the following sections of the Regulated Health Professions Act, 1991
  - Section 5(1) (obtaining 90 credits in a three-year period);
  - section 5(4) (maintaining a record of continuing education and professional development);
  - Section 5(5) (submitting the record); and,
  - Section 7(1) (submitting a declaration)
  - Section 1(34) (engaging in conduct or performing an act or acts relevant to practice of dental technology that, having regard to all the circumstances, would reasonably be regarded by members of the profession as dishonourable or unprofessional).

# 2017 DISCIPLINE COMMITTEE DECISION (CONT'D)

## Penalty

The College and the Member submitted the following joint submission on penalty, which was accepted and ordered by the Panel:

- The Registrar is directed to suspend the Member's certificate of registration until the later of (1) nine months, or (2) until the Member has completed the Professional Development Activities and submitted the 3-year Summary PDP for the period September 1, 2011 to August 31, 2014 to the satisfaction of the Coordinator, Quality Assurance.
- The Member shall appear before the panel to be reprimanded and the fact of the reprimand will be recorded on the Public Register of the College.
- The Member shall pay the College's costs fixed in the amount of \$5,000 to be paid by certified cheque according to the following schedule:
  - (a) \$3,000 at the time of the hearing; and,
  - (b) \$2,000 to be paid within 12 months of the hearing.
- Pursuant to section 56 of the Health Professions Procedural Code, being Schedule 2 to the Regulated Health Professions Act 1991, the Panel's decision and reasons, or a summary thereof shall be published in the College's annual report and may be published in any other publication of the College with the Member's name.

The Panel found that the penalty satisfied the principles of specific and general deterrence, rehabilitation and remediation, and public protection.

The penalty will serve as a general deterrent to the profession as it sends a clear message to Members of the College regarding the likely consequences if they engage in similar unprofessional behaviour by failing to cooperate with the Quality Assurance Committee and fail to satisfy the continuing education requirements. The Panel is also of the opinion that the rehabilitation and remediation of the Member is sufficiently addressed through the oral reprimand and that the Member's certificate of registration will remain suspended until the Member has completed the Professional Development Activities and submitted the 3-year Summary PDP for the period September 1, 2011 to August 31, 2014 to the satisfaction of the Quality Assurance Coordinator at the College of Dental Technologists of Ontario.

The Panel concluded that the proposed penalty is reasonable and in the public interest.