



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

ANNUAL REPORT 2019-2020



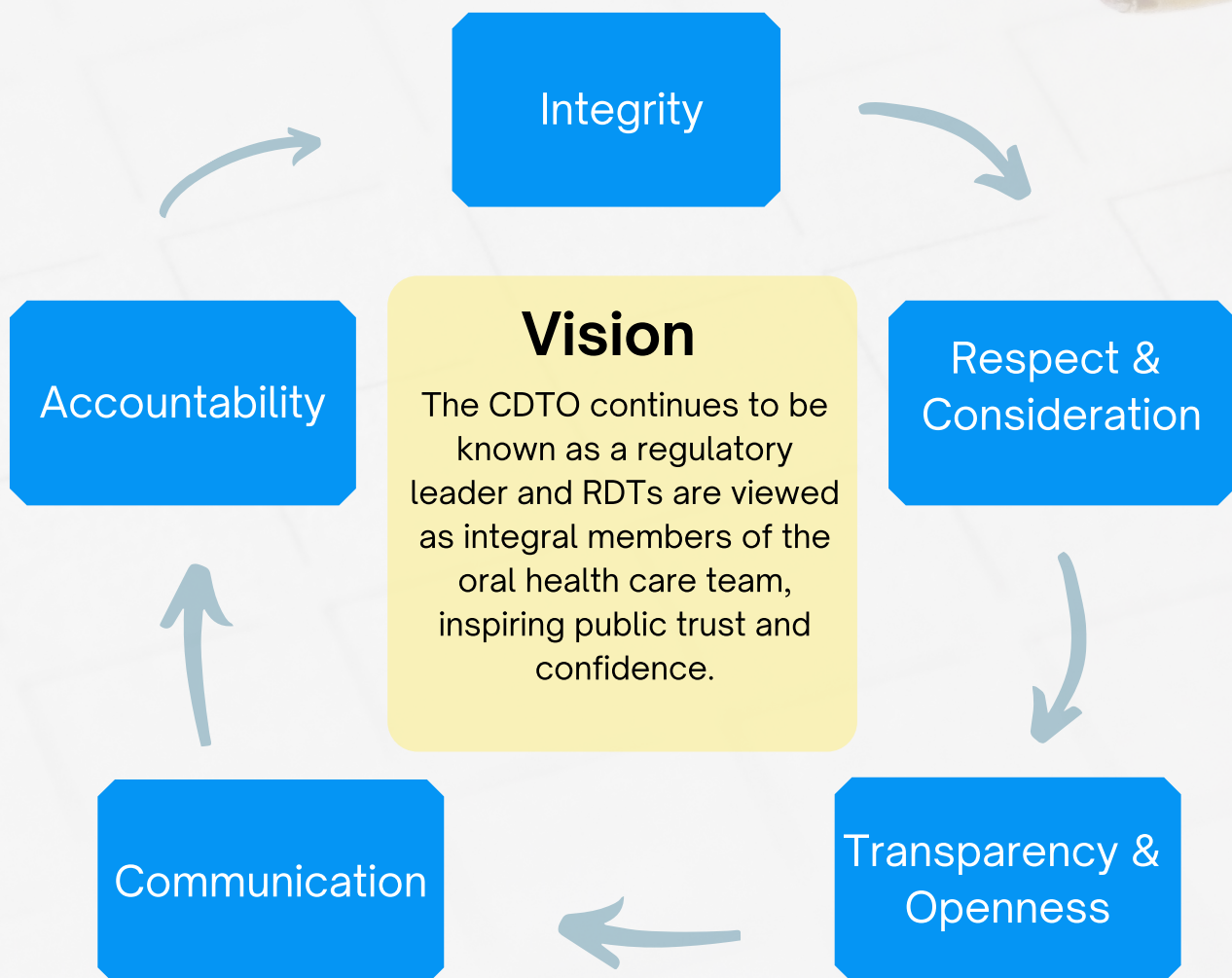
TABLE OF CONTENTS

Table of Contents	2
Mission, Vision, and Values Statement	3
Commonly Used Acronyms	4
About Dental Technologists	5
College Council	6
President's Message	7
Registrar's Message	10
Strategic Plan 2018-2022	12
• Strategy Map 2018-2022	13
• Accomplishments in Year 3	14
Access to Dental Technology Project Update	15
Committee Reports	17
• Executive	18
• Registration	20
• Inquiries, Complaints, and Reports	23
• Examinations	24
• Quality Assurance	25
• Discipline	27
• Patient Relations	31
Financial Report	32
• Overview	33
• Financial Statements	36

MISSION VISION VALUES

Mission

To protect the public interest by providing leadership and by setting and enforcing the ethical and professional standards of its members, the Registered Dental Technologists of Ontario



COMMONLY USED ACRONYMS

ADT	Access to Dental Technology
AES	Applicant Engagement Strategy
CADTR	Canadian Alliance of Dental Technology Regulators
CDTO	College of Dental Technologists of Ontario
HPARB	Health Professions Appeal and Review Board
ICRC	Inquiries, Complaints and Reports Committee
IEDTP	Internationally Educated Dental Technology Professional
MOHLTC	Ministry of Health and Long-Term Care
NCCM	Non-Council Committee Member
OFC	Office of the Fairness Commissioner
DTPCE	Dental Technology Profession Credential Evaluation
QA	Quality Assurance
RDT	Registered Dental Technologist
RHPA	Regulated Health Professions Acts, 1991

Legislative Framework

In Ontario, Dental Technologists are regulated under the Regulated Health Professions Act, 1991, the Dental Technology Act, 1991, and the regulations made under these Acts. The RHPA established the College of Dental Technologists of Ontario (CDTO) as one of 26 regulatory health colleges in Ontario that are accountable to the Minister of Health and Long-Term Care (MOHLTC). CDTO is tasked with regulating the practice of dental technology in the interest of the public. Many key regulations, acts, policies, by-laws and publications can be found on the CDTO website: www.cdto.ca and on the Ontario government's website: www.e-laws.gov.on.ca.

ABOUT REGISTERED DENTAL TECHNOLOGISTS

Registered Dental Technologists (RDTs) are regulated health professionals whose scope of practice includes the design, construction, repair, or alteration of dental prosthetic, restorative and orthodontic devices. RDTs make crowns, bridges, complete and partial dentures, orthodontics, implants, and other dental appliances. RDTs in Ontario are fully responsible and accountable for the dental appliances that they produce or that are produced under their supervision.

RDTs are knowledgeable of the:

- anatomy and physiology of the oral and facial environment
- physical and chemical characteristics of materials used for dental appliances
- techniques and procedures necessary for the design, fabrication, modification, and repair of dental prosthesis, restorative and orthodontic devices
- physiological functioning of crowns, bridges, complete and partial dentures, orthodontics, implants, and other dental appliances.

RDTs work in a variety of practice settings that may include dental laboratories, dentist offices, hospitals that offer dental technology services, and educational institutions such as universities and colleges. Dentists and other regulated health professionals rely on RDTs professional judgment in the filling of dental prescriptions including: interpretation of the design and technical specifics of prosthesis; joint consultation on changes that are beneficial to the patients; and determination of the shape, contours, structure, materials and production processes.

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

COLLEGE COUNCIL

The Council is the governing body of more than 500 RDTs in the province of Ontario. The CDTO Council is made up of seven elected professional members and five to six government appointed public members who are not Dental Technologists. collectively, Council's role is to provide the right leadership and promote and support good governance through their commitment to the principles of transparency, accessibility, openness, and fairness. The Council sets the College's strategic direction and develops the policies and standards to ensure the College is meeting its mandate to protect and act in the best interest of the public

President

Terence (Terry) Price, Public Member
(As of January 2020)

Michael Karrandjas, RDT
(Until December 2019)

Vice-President

Michael Karrandjas
(From January 2020)

Terence (Terry) Price
(Until December 2019)

Non-Council Professional Members

Andreas Sommer
Igor Kobierzycki
Jason Chai
Sungbae Park
Sarah Cheah
Ryan Chow

Professional Members

Clark Wilson
Daniel Choi
David Savioli
Derrick Ostner
George Paraskevopoulos
Jason Chai (Until December 2019)
Jill Langford (From January 2020)

Public Members

Janet Faas (Until April 2020)
Joanne Kranyak
Maged Asaad
Robert Shawyer
Poonam Singh (From April 2020)

PRESIDENT'S MESSAGE



Terence (Terry) Price, Public Appointee

I am pleased to report on the activities and achievements of the College of Dental Technologists for 2019 - 2020. The College Council and staff have continued to work diligently in support of our mandate to serve and protect the public interest. Although Covid-19 resulted in the closure of the office for the second half of this fiscal year, our staff and Council continued to provide the services necessary to protect the public and to ensure members of the college are provided with appropriate guidance.

As a Government appointed member, it was a pleasure to serve as President of the Council from January of this year. In addition to my duties as Chair of Executive Committee and of Council, I have done my best to provide leadership while ensuring that the objectives of the College are being met in accordance with our legislated responsibilities and the College's By-Laws and policies.

Given the extraordinary nature of the 2019 – 2020 reporting cycle, I have decided to break this report into the pre-pandemic and the pandemic periods.

Pre-Pandemic from September 2019 to February 2020

Council met in a strategic planning session in September and decided to focus on four major areas during 2019 – 2020.

These were:

1. Finalize the Access to Dental Technology (ADT) project.
2. Develop and enhance protection of the public through revised Standards of Practice.
3. Develop a more comprehensive Quality Assurance program that ensures on-going learning; and
4. Governance matters including both internal and Province-wide initiatives.

During this period Council moved forward with three significant initiatives. A comprehensive Governance Policy Manual was near completion and a new Council orientation program was developed. After a presentation at the December meeting Council planned to explore opportunities to join the Citizens Advisory Group. Finally, Council agreed to begin discussion with the College of Denturists of Ontario (CDO) and the College of Dental Hygienists of Ontario (CDHO) to determine how we can work together on governance reform.

PRESIDENT'S MESSAGE CONTINUED

Each of these areas of focus were specifically designed to ensure the College is improving the protection of the public interest. Additional resources were refocused on the Access to Dental Technology project which became a major priority of the CDTO. To ensure successful completion of this project the Registrar and the staff at CDTO would be taking an increased leadership role.

Pandemic period from March 2020 – August 2020

After a meeting with the Presidents, Vice Presidents and Registrars of the CDTO, CDO and CDHO in February, a discussion paper outlining collaborative discussions was developed. Covid-19 halted work in this area but once restrictions are lifted it is anticipated that all three College Councils will participate together in a facilitated session to discuss governance reform.

In March, and in response to a Government ordered lockdown, the College directed the membership to close their practices for all but emergency situations. Adjustments in our work plan were made to ensure that Members were provided the best possible resources with no service interruptions.

To ensure staff safety remote working was implemented. In April Council held its first virtual meeting where it approved the Governance Policy Manual. At the June meeting, they prioritized the Access to Dental Technology project, with other strategic initiatives continuing according to staff capacity.

The lockdown of all but emergency services resulted in the closure of dental laboratories and negative financial impacts for Members. Council responded by approving a program that resulted in the refund of a prorated portion of the registration fees of Members for the 2019 – 2020 year. In May a comprehensive return to practice guidance was issued that would allow the public to safely receive the services of Registered Dental Technologists when the Ontario lockdown was removed. In partnership with the Association of Dental Technologists of Ontario, college staff presented these protocols at a town hall meeting of the profession.

I am pleased to report that in August the CDTO along with other Dental Technology regulators in Canada agree to a memorandum of understanding with the Canadian Alliance of Dental Technology Regulators (CADTR). Under this agreement CADTR will manage the entry to practice program for Canadian and internationally educated applicants on behalf of Ontario and other dental technology regulators in Canada.

PRESIDENT'S MESSAGE CONTINUED

This remarkable achievement would not have been possible without the support of Government of Canada grants and the significant leadership of the Registrar. In the area of governance, the College has been collaborating with other regulators on the draft College Performance Measurement Framework reporting tool. This Ministry of Health initiative will ensure consistency in reporting for all regulatory Colleges by defining and identifying the measures that demonstrate performance against the standards.

I would like to take this opportunity to express my gratitude to Council, the Registrar and our dedicated staff for the productive work done during this year.

**Terence Price,
President**

REGISTAR'S MESSAGE



Judith Rigby, CPA, CGA

“The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy.” Martin Luther King, Jr.

This past year can be characterized as a time of intense challenge and controversy, of knowns and unknowns, which took the confluence of CDTO and its system partners to be successful.

Although the beginning of the year seemed predictable and manageable, it quickly morphed into a year of catch phrases, “flatten the curve”, “black lives matter”, “access to dental technology profession”, and “performance measurement”. We collectively navigated this unprecedented moment in history by using contextual intelligence and heightened communication. By accessing our existing tool kit, applying knowledge and skills already gained, and building on it, we demonstrated proficiency of adapting.

Responding to the COVID-19 global pandemic the College quickly pivoted to a virtualized service delivery model, where support for internal and external stakeholders was not compromised and safety remained our first priority. Council continued to provide effective governance and leadership approving the College’s Emergency Management Plan and the registration fee relief program.

We leveraged our partnerships with dental technology health profession regulators across Canada, oral health regulators in Ontario and professional member associations to proactively define principles which underpinned our COVID-19 Return to Practice Guidance document. By maintaining a steady stream of communication to the profession through our website, our newsletter the “Bridge” and a jointly hosted virtual townhall with the Association of Dental Technologists of Ontario, RDTs knew they could count on us for real time information.

COVID-19 did not detract from our most important accomplishment for 2019-2020, the successful completion of significant initiatives for the Access to Dental Technology (ADT) project. Leading a multi-year highly complex pan-Canadian project during a pandemic required nimble, decisive actions with organizational creativity. Using a “whole team” model of project development and management, staff were engaged and empowered to deliver technological innovations and regulatory flexibility to support transparent, fair and objective

REGISTRAR'S MESSAGE CONTINUED

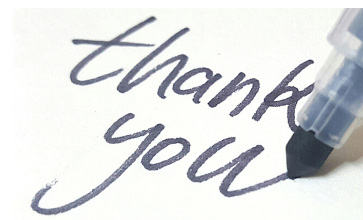
credential evaluation and competency-based assessments through harmonized standards, processes, programs and tools. This national “one stop shopping” approach will allow aspiring dental technology professionals to advance through several requirements in the registration process prior to immigration and despite the pandemic.

At the forefront of everything we do as a regulator is our mandate, to serve and protect the public interest. How well are we executing our mandate to act in the public interest? This question is the impetus to the College Performance Measurement Framework (CPMF), a public accountability report on every health regulators performance in a standardized manner. Our College actively participated in the development of the CPMF led by the Ontario Ministry of Health, in close collaboration with Ontario’s health regulatory Colleges, subject matter experts and the public. We are poised to measure and publicly report our performance against standards deemed critical for being an excellent regulator in March 2021.

As I reflect on this past year, I am fortunate to have worked hand in hand with resilient and intrinsically motivated staff, members of Council and the profession. Their commitment to rising and

succeeding in times of challenge and controversy was pivotal. I am inspired and confident that we will continue to address these challenges and any new ones that lie ahead.

Judith Rigby, CPA, CGA
Registrar and CEO



Thank you to those who supported the College and its programs:

- Association of Dental Technologists of Ontario
- CADTR
- Employment and Social Development Canada (ESDC)
- George Brown College
- Health Professions Regulators of Ontario
- MP Shaun Chen
- Non-Council Committee Members
- Volunteers, Peer Assessors, Examiners, Markers, and ADT Project Volunteers

Special thanks to ESDC and the Honourable Shaun Chen, MP, for their continued support of the Canada Summer Jobs.



LOOKING AHEAD

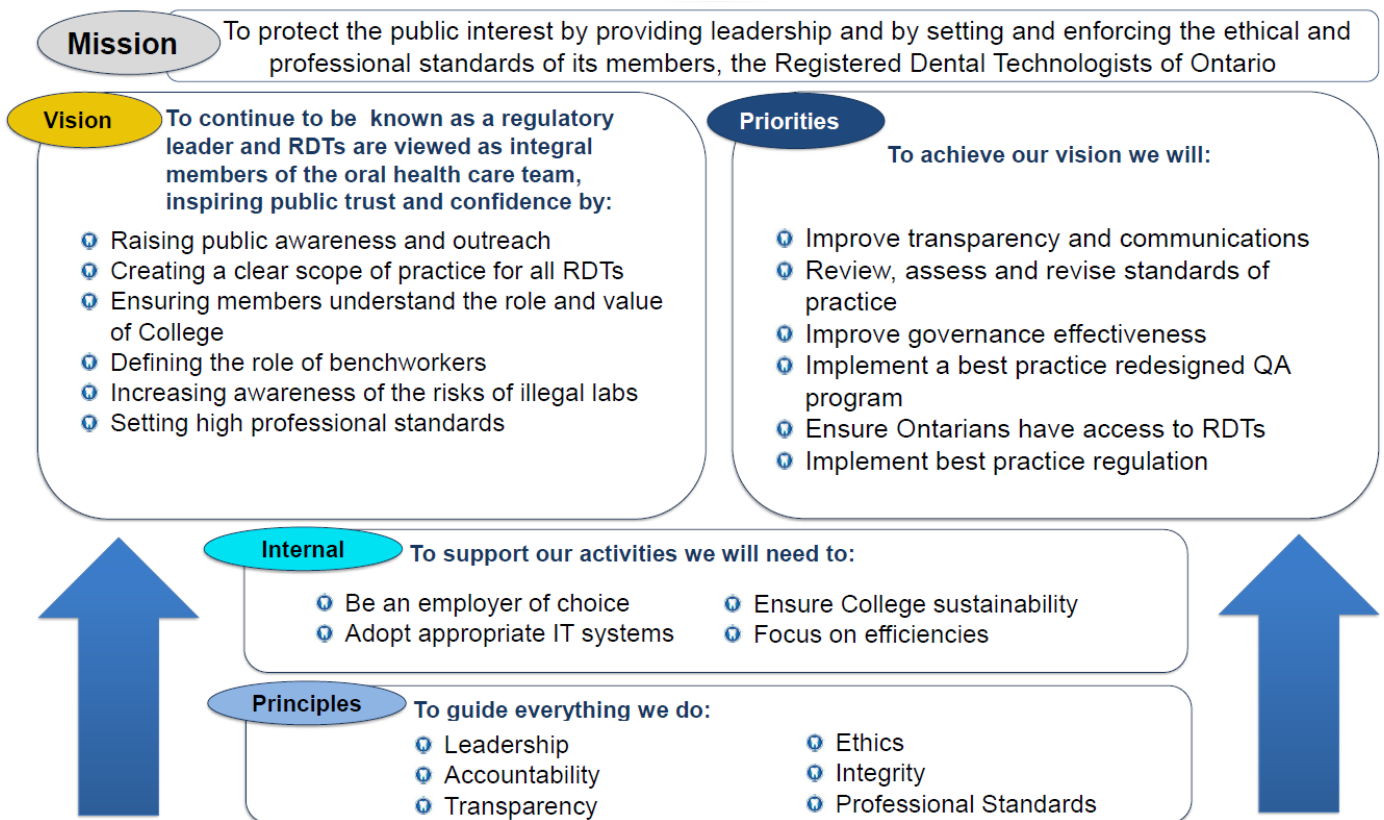
2018-2022 Strategic Plan

Strategic planning plays a vital role in how the College works towards accomplishing its goals and objectives. It sets a vision for protecting the public and defines the College's top priorities. It also helps to support the College in meeting its mandate.

2018-2022 STRATEGIC MAP

Strategy "At A Glance" (2018-2022)

In 2017, the Council of the CDTO adopted a five year Strategic Plan. This plan focuses on increasing public protection, enhancing information availability, and better supporting RDTs to deliver safe and ethical care to Ontarians. In 2019-2020, the College conducted its annual review of the Strategic Plan, an opportunity to assess and evaluate the plan against the current environment.



2018-2022

Strategic Update

Accomplishments in Year 3



Improve transparency and communications

- Created a COVID-19 webpage for easy access to current information on the pandemic and FAQ's
- Co-hosted a live virtual COVID-19 Return to Practice Guidance townhall to an audience of 100 RDTs with the ADTO
- Hosted a national meeting of dental technology program educators to provide new ADT project developments, discuss potential curriculum improvements and development of "audit courses"
- Increased engagement with dental technology graduating classes to raise awareness of professional licensing
- Led an inaugural virtual town hall for 7 Councils of the CADTR in FR and EN



Ensure Ontarians have access to RDTs

- Focused attention on completion of the National Credential and Assessment Service to reduce barriers for domestic and internationally educated applicants to access path to licensure and strengthen labour mobility.
- Completed the National Essential Entry-to-Practice Competencies required for dental technologists at the start of their career
- Developed and piloted the new Dental Technology Entry-to-Practice Assessment (DTETPA)
- Designed the new CADTR website and Online Applicant Portal



Complete standards of practice review

- Collaborated with oral health colleges to develop COVID-19 principles
- Collaborated with CADTR to develop and implement the COVID-19 Return to Practice Guidance for RDTs
- CDTO's Standards of Practice revision project deferred to 2021



Improve governance effectiveness

- Completed the Governance Policy Manual
- Implemented an effective onboarding program for new Council and Committee members
- Facilitated governance planning workshops, education and training sessions
- Embarked on exploration of modernization of the regulatory framework with system partners



Implement a best practice redesigned QA program

- Conducted an environmental scan of best practice regulatory QA programs
- Project workplan development deferred to 2021



Implement best practice regulation

- Led the development of national regulatory tools and structures to improve fair registration practices for CADTR members, including:
- National Credential and Assessment Policies
- Memorandum of Understanding for a single Credential and Assessment services
- Developed an expanded CADTR governance framework to administer credentialing and assessment services



ACCESS TO DENTAL TECHNOLOGY

Reducing Barriers to Licensure and Employment in Dental Technology

[The Access to Dental Technology project](#) is a multi-year, pan-Canadian project started in December 2017 to create consistent credentialing and assessment processes across Canada to ensure Canadians have access to an educated and skilled dental technology workforce. CDTO has led the project in collaboration with the CADTR and it is well aligned with the strategic priorities of CDTO, the Government of Canada, and CADTR.

ANNUAL HIGHLIGHTS

It has been a significant endeavour to achieve success with the support of our system partners including CADTR, regulators, educators, the Government of Canada and other stakeholders. The main achievements in the past year are as follows:

- Developed harmonized national registration pathway which includes credential and assessment processes and requirements.
- Defined a clear, consistent, and transparent articulation of the credential process and practice experience for licensure.
- Developed standardized, transparent, objective, fair and impartial entry-to-practice assessments at the national level

CADTR will expand its services and will be responsible for the credentialing and competency assessment processes including the administration of the national [Dental Technology Entry-to-Practice Assessment \(DTETPA\)](#).

FOUNDATIONAL INITIATIVES

CADTR's [National Essential Competencies for Dental Technology Practice in Canada, 2019 \(NEC\)](#) and the education benchmark are foundational documents that support other deliverables, tools and programs in the harmonized national registration pathway and provide the foundation for using the same set of entry-to-practice standards.

National Essential Competencies

NEC is a comprehensive list of the competencies and performance indicators including knowledge, skills,

and abilities that may be expected of a licensed dental technology professional currently practicing in Canada at the start and throughout their career. These competencies and performance indicators required for safe and effective dental technology practice were identified by subject matter experts. Focus groups across Canada were consulted and a national survey was conducted to validate the competencies and performance indicators on criteria such as level of importance to public safety and level of frequency performed in dental technology practice in Canada.

National Essential Entry-to-Practice Competencies

[NEETPC](#) are competencies and performance indicators that describe the knowledge, skills, abilities, and judgment that fully licensed dental technology professionals will require at the beginning of their careers. These entry-to-practice competencies and performance indicators are a subset of the NEC. The entry-to-practice competencies and indicators were identified through a comprehensive process involving focus groups which comprised of a nationally representative sample of practicing dental technology professionals.

Education Benchmark

It defines the minimum Canadian dental technology program requirements, curriculum, and course content based on the education programs currently offered in Canada. This ensures fair, evidence-based, and transparent evaluation of education programs and establishes nationally consistent determinants of academic substantial equivalency.

CREDENTIALING INITIATIVES

A credential evaluation process consists of two requirements: credential verification and comparing applicants' credentials to the required entry-level dental technology education standard in Canada, which includes 1300 experiential hours. The [Dental Technology Profession Credential Evaluation \(DTPCE\)](#) is a tool that has been developed to enable this comparison for unapproved programs. See [Credentialing Application Guide](#) for full details.

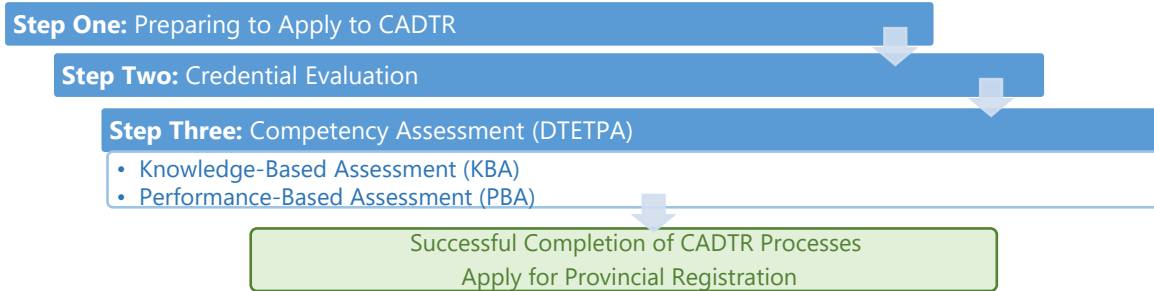


Figure 1. Overview of the harmonized credential and assessment steps for applicants at the CADTR level.

Dental Technology Profession Credential Evaluation

The DTPCE tool will enable professional member assessors to assess the education of applicants who graduated from an unapproved dental technology or dental health program, against the Canadian Education Benchmark to determine if the education is substantially equivalent. This will support and ensure fair and consistent credential evaluation.

COMPETENCY ASSESSMENT INITIATIVES

Competency assessment is a national assessment called DTETPA, that will replace provincial regulators' entry-to-practice examinations for new candidates. DTETPA launch date has been postponed to 2021 due to the COVID-19 pandemic. The DTETPA is comprised of a Knowledge-Based Assessment (KBA) and a Performance-Based Assessment (PBA) and will be administered solely by CADTR, while all regulatory jurisdictions will continue to enforce provincial specific requirements such as Jurisprudence and Ethics examination or training.

National Competency-Based Assessment Framework

The KBA and PBA Master Blueprints were developed to outline the content to be tested on the KBA and PBA. The master blueprint shows the percentage of questions from each competency unit, competency, and performance indicator as well as other variables such as the cognitive complexity of items, area of practice, and type of dental materials. See the summarized [KBA](#) and [PBA Master Blueprints](#). This framework also includes the recommendations for the KBA and PBA formats. It will standardize entry-to-practice assessment requirements across Canada and enable fair and consistent assessments of qualifications and competencies of applicants.

Dental Technology Entry-to-Practice Assessment

The [DTETPA](#) will assess the qualifications and competencies of applicants entering the dental technology profession in a transparent, objective, impartial, and fair manner which is defensible, publicly credible, and economically affordable. It is aligned with Ontario's Fairness Commissioner requirements.

Knowledge-Based Assessment

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.

Performance-Based Assessment

The PBA will consist of 8-12 stations to assess technical and non-technical skills, taking no more than four hours to complete. PBA stations simulate professional practice and set-up and require participants to demonstrate entry-to-practice skills. PBA is offered once a year at multiple locations.

COMMUNICATION AND SYSTEM PARTNER

One of the key components of this project is the collaboration, communication and engagement of our partners and stakeholders, including regulators, educators, the Government, and subject matter experts to ensure the success, longevity, and sustainability of project outcomes. We continue to raise awareness about the ADT project and actively engage our stakeholders by using the engagement bilingual tools including a video, webinar, subscriber form, on-line survey, and discussion guide on the CADTR website. Four successful stakeholder meetings and six formal CADTR meetings were held to make key decisions necessary for the successful implementation of these ADT project initiatives.

For more information, visit www.cadtr-acordt.com.



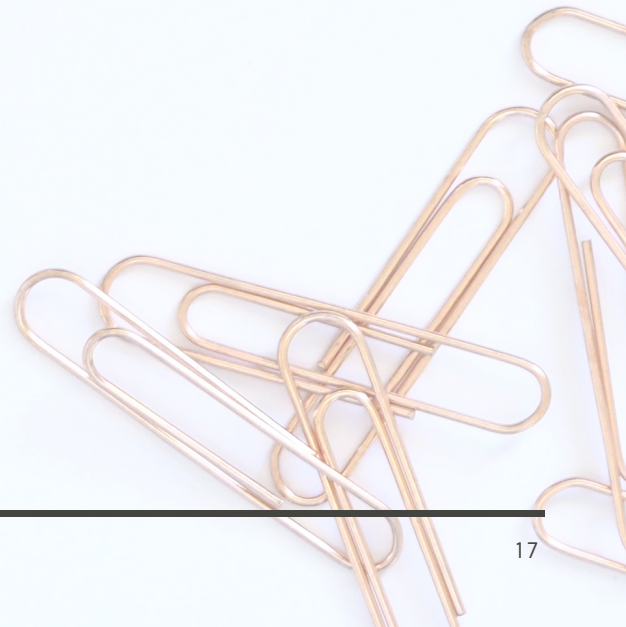
Funded by the Government of Canada's Foreign Credential Recognition Program





2019-2020 Committee Reports

Statutory and standing committees carry out the regulatory functions of the College and support the Council in meeting its mandate.



EXECUTIVE COMMITTEE

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

During 2019-2020, the Executive Committee:

- Convened nine times, both in person and via teleconference.
- Reviewed and recommended to Council the approval of a new provider of the staff benefit plan.
- Began the process of approving an up-to-date Standards of Practice Terms of Reference.
- Continued discussions on governance reform and recommended to Council that the President, Vice President and Registrar attend an exploratory meeting with the College of Denturists of Ontario and the College of Dental Hygienists of Ontario to issues of mutual concern.
- Reviewed and monitored the College Strategic Plan and approved a consultant, to lead a review on an accountability framework between the CEO and Council.
- Revised the recommended that Council approve the College Governance Policy Manual.
- Reviewed and recommended that Council approved the College of Dental Technologist's COVID-19 Response.
- Reviewed and recommended that Council approved the College Draft Emergency Management Plan Policy.
- Reviewed and recommended that Council approved a Covid-19 Fee Relief for Members of the College.
- Reviewed and approved various financial issues that developed as a result of the Covid-19 closure of the CDTO office that staff could work from home.
- Reviewed and monitored the development of the College participation in the College Performance Measurement Framework.
- Reviewed changes to the College Election process to strengthen the requirement that candidates are aware of the Competencies required and that encourage Diversity and Equity of candidates for election.
- Appointed a new public member of Council the Registration, Quality Assurance and Discipline Committees.

Committee Members

Michael Karrandjas	RDT
Terence (Terry) Price	Public
Derrick Ostner (Until December 2019)	RDT
George Paraskevopoulos	RDT
Janet Faas (Until December 2019)	Public
Daniel Choi (From January 2020)	RDT
Robert Shawyer (From January 2020)	Public

EXECUTIVE COMMITTEE CONTINUED

- Reviewed the Access to Dental Technology (ADT) project accomplishments against objectives and outcomes to ensure project funding not at risk and national benefits realized.
- Reviewed and recommended that Council approve a letter of understanding with the Canadian Association of Dental Technology Regulators.
- Conducted the Registrar's 2019-2020 annual review.
- Reviewed and revised the Registrar's Performance Plan for 2019-2020 ensuring good governance and leadership in the administration of College duties.
- Continued leadership in financial monitoring of the College's assets and investment of funds to ensure financial sustainability and protection of the College's not-for-profit status.
- Recommended that Council approve the 2018-2019 audited Financial Statements and the 2019-2020 Operating budget and Strategic Initiatives budget.
- Ensured Council direction can be achieved through oversight of financial requirements to support strategic projects.
- Approved conducting an annual assessment of the external auditor and a comprehensive auditor assessment every five years.

REGISTRATION COMMITTEE

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

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

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

During 2019-2020: The Registration Committee:

- Convened three meetings.
- Reviewed and revised the Committee Terms of Reference.
- Reviewed registration policies regarding Time Limitation for Validity of Examination Results, Upgrading and Remediation.
- Reviewed a draft policy on Transfer of Class of Registration and discussed a Reinstatement Policy for administratively suspended applicants and a Policy for previous Members who were administratively revoked.
- Reviewed and decided on ten requests for additional examination attempts and extensions to apply for registration.
- Met with the College’s legal counsel to receive legal advice on a registration matter that was referred to the Committee by the Registrar.

Committee Members

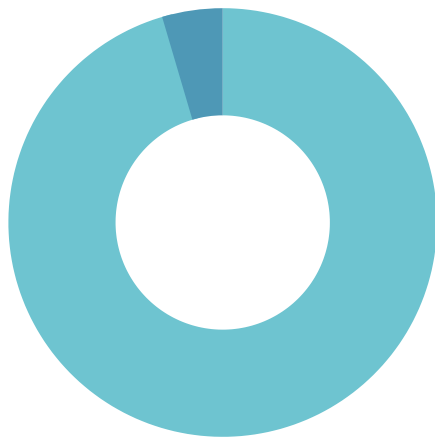
Terence (Terry) Price (Chair) 2019	Public
Michael Karrandjas (Chair) 2020	RDT
Janet Faas (Until April 2020)	Public
George Paraskevopoulos	RDT
David Savioli	RDT
Robert Shawyer	Public
Poonam Singh (From May 2020)	Public

- Confirmed that repeating candidates would be allowed to exhaust their maximum allowed attempts under the Examinations Regulation before being required to take the new national assessment administered by the Canadian Alliance of Dental Technology Regulators (CADTR).
- Received updates from staff on the Office of the Fairness Commissioner (OFC).
- Staff met with and presented to 3rd year George Brown College Dental Technology Students in November 2019 and April 2020.
- Completed an Annual Committee Evaluation.
- Elected a new Committee Chair in January 2020.
- Reviewed and approved the Canadian Alliance of Dental Technology Regulators (CADTR) Dental Technology Entry-To-Practice Assessment (DTETPA) which includes a Knowledge Based Assessment (KBA) and a Performance Based Assessment (PBA).

REGISTRANT STATISTICS

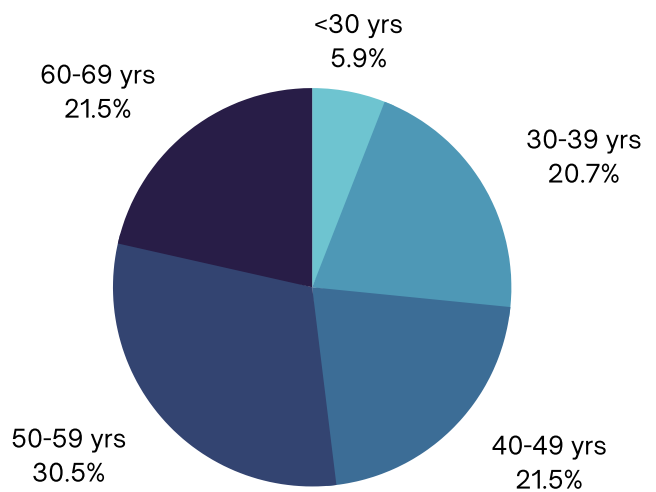
Members by Class

25 Inactive Members
4.6%



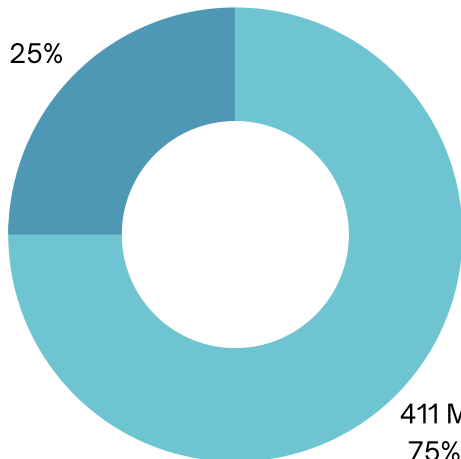
523 General Members
95.4%

Members by Age Group



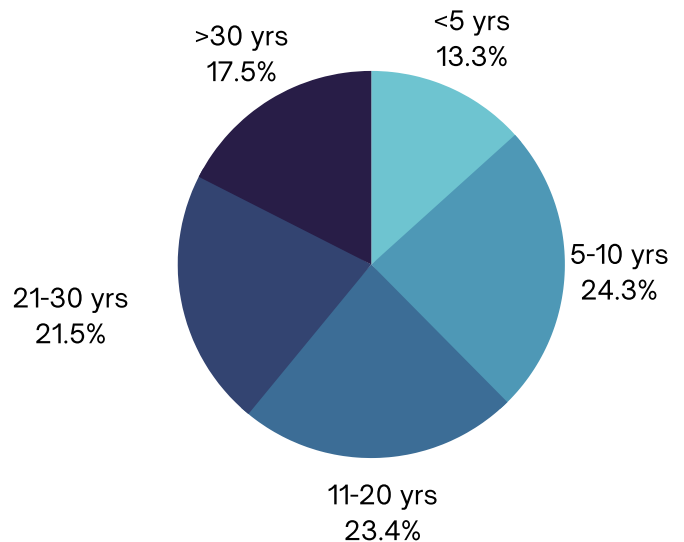
Gender Distribution

137 Female
25%



411 Male
75%

Members by Years of Registration

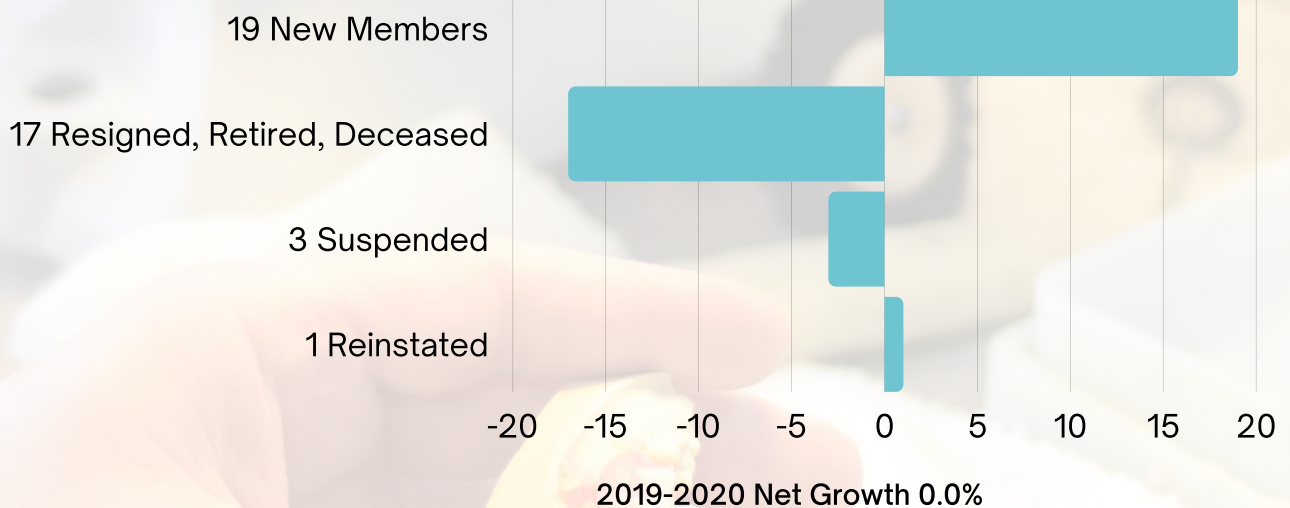


REGISTRANT STATISTICS

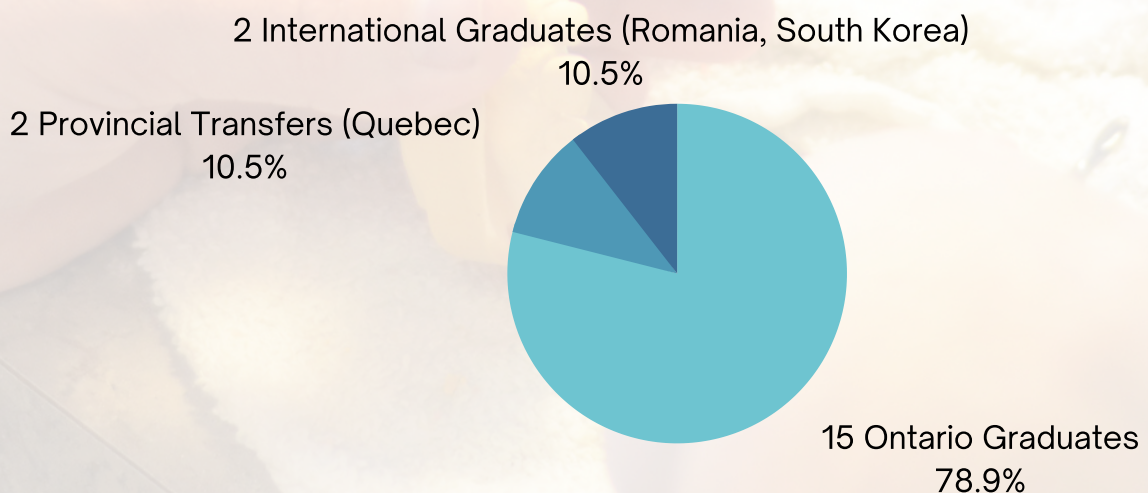
Net Rate of Membership Growth Year Over Year

2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
0.2%	-0.2%	-1.1%	-0.2%	-1.5%	-0.0%

Membership Growth



New Members by Intake



INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

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

During 2019-2020, the ICRC Committee:

- Convened two meetings.
- The Committee reviewed its terms of reference.
- Attended an orientation by legal counsel on their roles and responsibilities, and received procedure manuals that included a risk-assessment framework.

Complaints

From September 1, 2019 – August 31, 2020, the College received one new complaint and one was carried over from the previous year. The ICRC issued one decision to take no further action in 2019-2020. The remaining complaint will be reviewed by the ICRC in 2020-2021.

Registrar's Inquiries

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

One Registrar's Inquiry was launched in 2019-2020. This matter will be reviewed by the ICRC in 2020-2021.

Committee Members

Harold Bassford (Chair) (Until December 2019)	Public
Andreas Sommer (Until December 2019)	RDT (NCCM)
Clark Wilson (Until December 2019)	RDT
Daniel Choi (Until December 2019)	RDT
David Savioli	RDT
Joanne Kranyak	Public
Jill Langford (Chair) (From January 2020)	RDT
Robert Shawyer (Until December 2019)	Public
Maged Asaad (From January 2020)	Public
Sungbae Park (From January 2020)	RDT (NCCM)

Quality Assurance Referral

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

From September 1, 2019 – August 31, 2020, the Quality Assurance Committee did not refer any matters to the Inquiries Complaints and Reports Committee. There was one Quality Assurance referral carried over from the previous year. The decision on this matter was a referral to the Discipline Committee.

Discipline Committee Referrals

During the fiscal period of 2019-2020, the ICRC referred one new case to the Discipline Committee.

EXAMINATIONS COMMITTEE

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

The Examinations Committee is responsible for the development and administration of all written and practical examinations offered by the College as 2017 a responsibility previously held by the Registration Committee. The Examinations Committee appoints Examination Task Forces (Written and Practical) which are composed of Members (RDTs) to develop examinations that provide a reliable and valid measure of a candidate's knowledge, skills and ability to practise dental technology in Ontario. The Practical Examination Task Force is also responsible for the management of the entry-to-practice examination.

During 2019-2020, the Examinations Committee:

- The 2020 CDTO Registration Examinations and the Canadian Alliance of Dental Technology Regulators (CADTR) new national examinations (Dental Technology Entry to Practice Assessments (DTETPA)) were postponed due to the COVID-19 pandemic.
- Convened one meeting and one email resolution.
- Reviewed and confirmed the Committee Terms of Reference.
- Participated in education and development sessions on the Committee's roles and responsibilities, and the role of the Office of the Fairness Commissioner (OFC) regarding fair registration practices.

Committee Members

Igor Kobierzycki (Chair)	Non-Council
Harold Bassford (Until October 2019)	Public
Jason Chai (Until December 2019)	RDT
Jill Langford (From January 2020)	RDT
Maged Asaad (From January 2020)	Public

- Approved the appointment of the 2020-2021 Examination Officials, a list of qualified professional members to facilitate the technical and administrative requirements for the examinations:
 - Written Examination Task Force (WETF),
 - Examination Task Force (ETF),
 - Invigilators, Markers and Reviewers.
- Reviewed and approved one file which was referred for decision. The Committee, after reviewing the available information and supporting documentation, determined that the applicant met the education requirements to proceed directly to the Registration Examinations.

Examinations Results for 2019-2020

In the fall of 2019, two examination candidates under labour mobility provisions successfully challenged the Colleges Jurisprudence & Ethics Examination. Administration of all other registration examinations were postponed due to COVID-19.

QUALITY ASSURANCE COMMITTEE

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

During 2019-2020 the QA Committee:

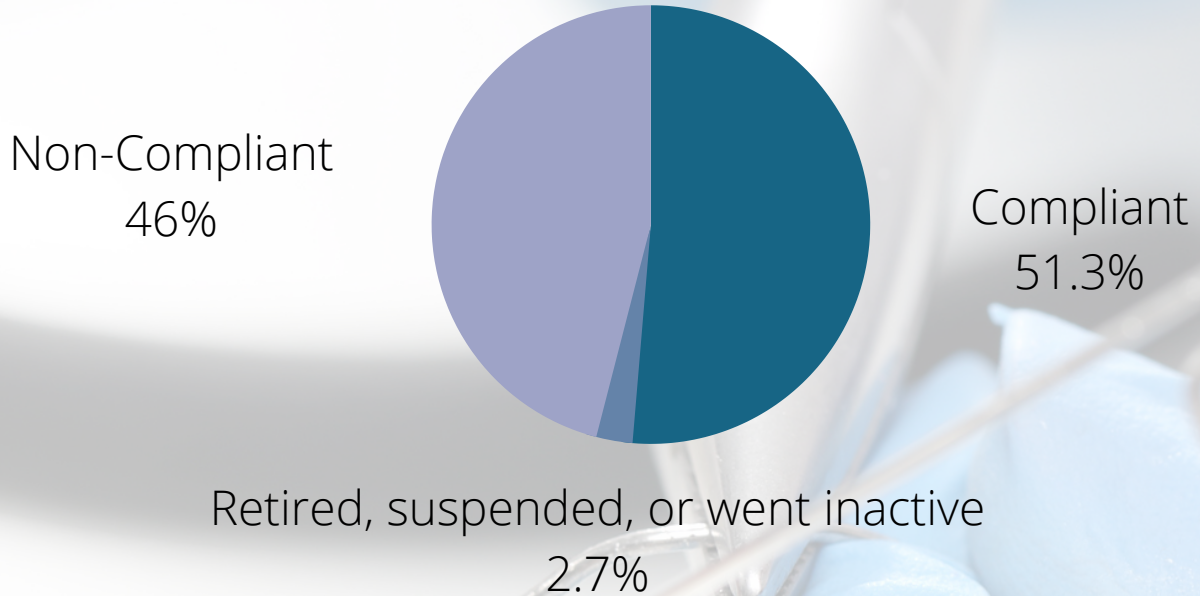
- Convened three meetings.
- Participated in an in-depth orientation training provided by College staff.
- Oversaw the administration of the 2019 Peer and Practice Assessments. Ten Members were randomly selected by stratified random sampling, of which ten Members successfully passed the assessment and have met the requirements.
- Approved process maps for the Professional Development Profile and Peer and Practice Assessment Programs to ensure a consistent and fair process for notices and non-compliant Members.
- Oversaw the administration of the 2017-2020 Summary Professional Development Profile (SPDP) with 187 Members required to submit their documents before the August 31, 2020 deadline.
- Reviewed outstanding submissions from the 2016-2019 Summary Professional Development Profile (SPDP) for 8 Members who were not compliant at the August 31, 2019 deadline.

Committee Members

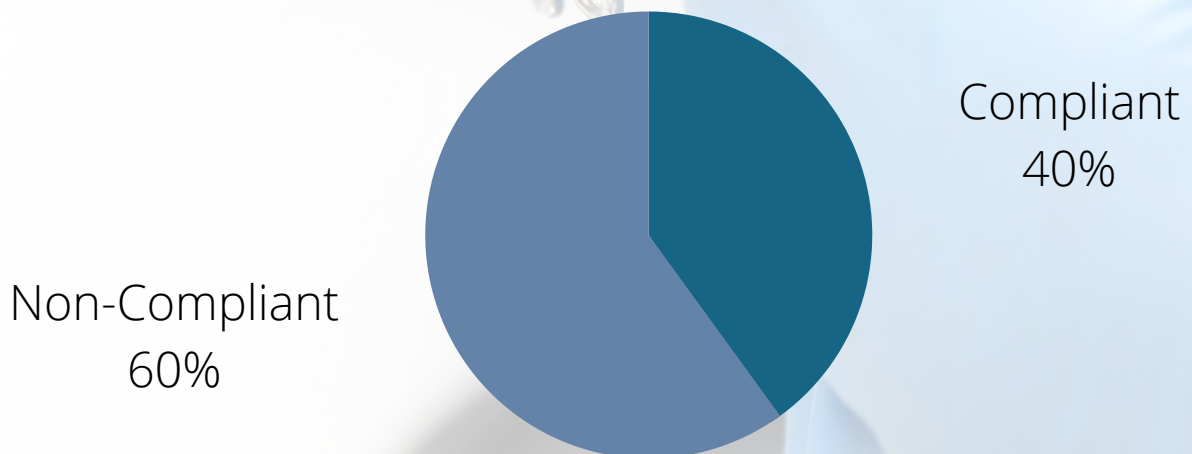
Jason Chai (Until December 2019)	RDT
Daniel Choi	RDT
Igor Kobierzycki (Until December 2019)	RDT (NCCM)
Janet Faas (Until December 2019)	Public
Joanne Kranyak (Until December 2019)	Public
George Paraskevopoulos (Until December 2019)	RDT
Terence Price	Public
Derrick Ostner	RDT
Poonam Singh (From April 2020)	Public
Ryan Chow (From January 2020)	RDT (NCCM)

QUALITY ASSURANCE COMMITTEE CONTINUED

Summary of Sept 2017-Aug 31, 2020 – Summary Professional Development Profile
Submission Program – Data as of August 31, 2020
187 Required



Summary of Full Professional Development Profile Submission Program – Data as of
August 31, 2020
10 Required



DISCIPLINE COMMITTEE

The Discipline Committee is responsible for adjudicating professional discipline matters referred by the Inquiries, Complaints and Reports Committee to determine whether Members of the profession have committed acts of professional misconduct and/or are incompetent. The Discipline Committee conducts hearings through panels selected by the Chair. In fulfilling the mandate of the Discipline Committee, Discipline panels weigh evidence submitted by the member and the College to determine a reasonable and fair disposition that is in the public interest.

The possible penalties that the panel can impose on a member who is found to have committed an act of professional misconduct are defined in the Regulated Health Professions Act, 1991, and can include:

1. Directing the Registrar to revoke the member's Certificate of Registration;
2. Directing the Registrar to suspend the member's Certificate of Registration for a specified period of time;
3. Directing the Registrar to impose specified terms, conditions and limitations on the member's certificate of registration for a specified or indefinite period of time;
4. Requiring the member to appear before the panel to be reprimanded;
5. Requiring the member to pay a fine of not more than \$35,000 to the Minister of Finance of Ontario.

The panel can also require the member to pay all or part of the College's legal, investigation or hearing costs or expenses.

During the 2019-2020 year, the Discipline Committee held three hearings. Due to the COVID-19 pandemic, Discipline hearings were held virtually via GoToMeeting. Until the Ontario Ministry of Health deems it safe to hold in-person hearings again, Discipline hearings will continue virtually.

Committee Members

Terry Price (Chair) (Until Public September 2019)
Robert Shawyer (Chair) Public Until September 2020)
Igor Kobierzycki (Until RDT (NCCM) August 2020)
Andreas Sommers RDT (NCCM) (Until December 2019)
Sarah Cheah (From RDT (NCCM) January 2020)

Kristopher Grunwald

On March 17, 2020, a Panel of the Discipline Committee held a public hearing to determine whether Mr. Grunwald engaged in professional misconduct. It was alleged that Mr. Grunwald:

- Failed to maintain a standard of practice of the profession with respect to supervision;
- Knowingly subcontracted dental technological services;
- Failed to keep records as required; and
- Engaged in conduct or performed an act or acts relevant to the practice of dental technology that, having regard to all the circumstances, would reasonably be regarded by members of the profession as disgraceful, dishonorable or unprofessional.

It was alleged that the above conduct constituted professional misconduct pursuant to the following paragraphs of section 1 of the Professional Misconduct Regulation under the Dental Technology Act, 1991:

- Paragraph 2, failing to maintain a standard of practice of the profession;

DISCIPLINE COMMITTEE CONTINUED

- Paragraph 6, knowingly subcontracting dental technological services in breach of sections 32(1) or (3) of the Regulated Health Professions Act, 1991;
- Paragraph 21, failing to keep records as required; and/or
- Paragraph 34, engaging in conduct or performing an act, in the course of practising the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional.

Mr. Grunwald was a former member at the time of the hearing. Mr. Grunwald admitted the conduct through an Agreed Statement of Facts. Mr. Grunwald was required to appear before a Panel of the Discipline Committee to be reprimanded, with the fact of the reprimand to appear on the Public Register.

The Panel also directed the Registrar to suspend Mr. Grunwald's Certificate of Registration for a period of six (6) months, commencing on the date that Mr. Grunwald re-registers in the General Class. The Panel directed the following terms, conditions or limitations on Mr. Grunwald's Certificate of Registration:

- Supervision of his practice for a period of two (2) years; and
- Requirement to draft an essay of no less than 500 words explaining the requirements, expectations and obligations of a member under the Supervision Standard.

The Panel ordered Mr. Grunwald to pay \$5,000 in costs to the College within 90 days.

Damir Slavko-Hanzek

On March 23, 2020, a Panel of the Discipline Committee held a public hearing to determine whether Mr. Hanzek engaged in professional misconduct.

It was alleged that Mr. Hanzek:

- Failed to maintain a standard of practice of the profession with respect to supervision;
- Failed to keep records as required;
- Falsified records relating to his practice;
- Directed and/or permitted the design, construction, repair or alteration of a dental prosthetic, restorative or orthodontic device where he did not supervise the technical aspects of the design, construction, repair or alteration; and
- Engaged in conduct or performed an act or acts relevant to the practice of dental technology that, having regard to all the circumstances, would reasonably be regarded by members of the profession as disgraceful, dishonourable or unprofessional.

It was alleged that the above conduct constituted professional misconduct pursuant to the following paragraphs of section 1 of the Professional Misconduct Regulation under the Dental Technology Act, 1991:

- Paragraph 2, failing to maintain a standard of practice of the profession; and/or
- Paragraph 21, failing to keep records as required;
- Paragraph 22, falsifying a record relating to the member's practice;

DISCIPLINE COMMITTEE CONTINUED

- Paragraph 31, contravening the Act, the Regulated Health Professions Act, 1991 or the regulations under either of those Acts; and/or
- Paragraph 34, engaging in conduct or performing an act, in the course of practising the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional.

Mr. Hanzek was a Member of the Inactive Class at the time of the hearing. Mr. Hanzek admitted the conduct through an Agreed Statement of Facts. Mr. Hanzek was required to appear before a Panel of the Discipline Committee to be reprimanded, with the fact of the reprimand to appear on the Public Register.

The Panel also directed the Registrar to suspend Mr. Hanzek's Certificate of Registration for a period of six (6) months, commencing on the date Mr. Hanzek re-registers in the General Class.

The Panel directed the following terms, conditions or limitations on Mr. Hanzek's Certificate of Registration:

- Supervision of his practice for a period of two (2) years; and
- Requirement to draft an essay of no less than 500 words explaining the requirements, expectations and obligations of a member under the Supervision Standard.

The Panel ordered Mr. Hanzek to pay \$2,500 in costs to the College within 12 months.

Abdul Kilani

On March 17, 2020, a Panel of the Discipline Committee held a public hearing to determine whether Mr. Kilani engaged in professional misconduct. It was alleged that Mr. Kilani:

- Failed to maintain a standard of practice of the profession with respect to supervision;
- Failed to keep records as required; and
- Engaged in conduct or performed an act or acts relevant to the practice of dental technology that, having regard to all the circumstances, would reasonably be regarded by members of the profession as disgraceful, dishonorable or unprofessional.

It was alleged that the above conduct constituted professional misconduct pursuant to the following paragraphs of section 1 of the Professional Misconduct Regulation under the Dental Technology Act, 1991:

- Paragraph 2, failing to maintain a standard of practice of the profession;
- Paragraph 21, failing to keep records as required; and/or
- Paragraph 34, engaging in conduct or performing an act, in the course of practising the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional.

DISCIPLINE COMMITTEE CONTINUED

Mr. Kilani admitted the conduct through an Agreed Statement of Facts. Mr. Kilani was required to appear before a Panel of the Discipline Committee to be reprimanded, with the fact of the reprimand to appear on the Public Register. The Panel also directed the Registrar to suspend Mr. Kilani's Certificate of Registration for a period of two (2) months which could be remitted by completing the terms, conditions and limitations set out in the Order. The Panel directed the following terms, conditions or limitations on Mr. Kilani's Certificate of Registration:

- Supervision of his practice for a period of nine (9) months; and
- Requirement to draft an essay of no less than 500 words explaining the requirements, expectations and obligations of a member under the Supervision Standard.

The Panel ordered Mr. Kilani to pay \$2,500 in costs to the College within 90 days.

To read all of the College's Discipline decisions visit the College's website at

<https://cdto.ca/protecting-the-public/discipline-decisions/>

PATIENT RELATIONS COMMITTEE

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

During 2019-2020, the Patient Relations Committee:

- Convened three times.
- Updated the Terms of Reference which was subsequently approved by Council.
- After a comprehensive review, amended the College's Communications Strategy to align with the College's Strategic Plan and current initiatives. Approved by Council, December 13, 2019.
- Following the approval of the Communications Strategy, a Communication Work Plan was developed as a tool to guide the Committee's activities and keep track of its progress on specific goals for each year.
- Approved modifications to the Member e-newsletter, "The Bridge". The new e-newsletter incorporates Mailchimp to enable the distribution of more frequent and timely information to Members and stakeholders.
- The Committee continues to look for new ways to enrich Member engagement and is exploring several options for implementation next year.
- Continue to inform the public about the role of RDTs through the Face Behind The Smile brochure and exploring additional strategies to enhance public awareness about those making their dental devices.

Committee Members

Joanne Kranyak (Chair)	Public
Clark Wilson	RDT
David Savioli	RDT
Jill Langford	RDT
Michael Karrandjas	RDT
Maged Asaad	Public

- The Committee continually provided insight and feedback to help strengthen the value of information distributed to Members regarding COVID-19. The outcomes of this were displayed in the College's e-newsletter- The Bridge (Member-focused) and through the College's website in news postings (public-focused). This work is ongoing as the pandemic continues.
- An initiative was undertaken to provide French translation of the CDTO website to ensure that the website is fully bilingual. This is an ongoing project.
- Initiated discussions around Diversity Equity and Inclusion and how CDTO might address this important issue through its communication to Members and the public.

2019-2020 FINANCIAL OVERVIEW

The College is a responsible steward of its financial resources and demonstrates this in achieving its statutory objectives and regulatory mandate. Financial integrity is an organization-wide responsibility and is critical to protect the interests of the public and support our registrants to do the same on an ongoing basis. CDTO's fiscal cycle begins on September 1 and ends on August 31. It starts with the Council approved Operating and Strategic Initiative Projects Budgets, the major policy document outlining the College's plans for the upcoming fiscal year.

During the course of the year, the quarterly finances are issued and culminate in the Management and Financial Report, a major accountability document that presents the financial statements of the College, provides financial highlights of the past fiscal year, and reports on performance against the goals set out in the CDTO Budgets.

The Management and Financial Report include: Financial Statements, the Independent Auditors Report on the Financial Statements, and the Annual Report. Within this accountability document, we present relevant information to all stakeholders on how the College's strategic plan and budget complement and support each other and on the financial policies we adhere to.

At the CDTO financial integrity is achieved through:

- Collaboration and communication between finance, program staff, Council and Committees to create meaningful budgets, report accurately on revenues and expenses, manage forecasts and understand cash flow needs.
- Establishing proper oversight through a structure of segmented responsibilities and documented processes with direction from the Executive Committee and Council.
- Utilizing technology to make financial reporting more efficient, more accurate and more informative to answer important questions from internal and external audiences.
- Leveraging professional expertise through our auditors to provide an independent assessment of the integrity of our financial statements and to make ongoing improvements to our financial systems.

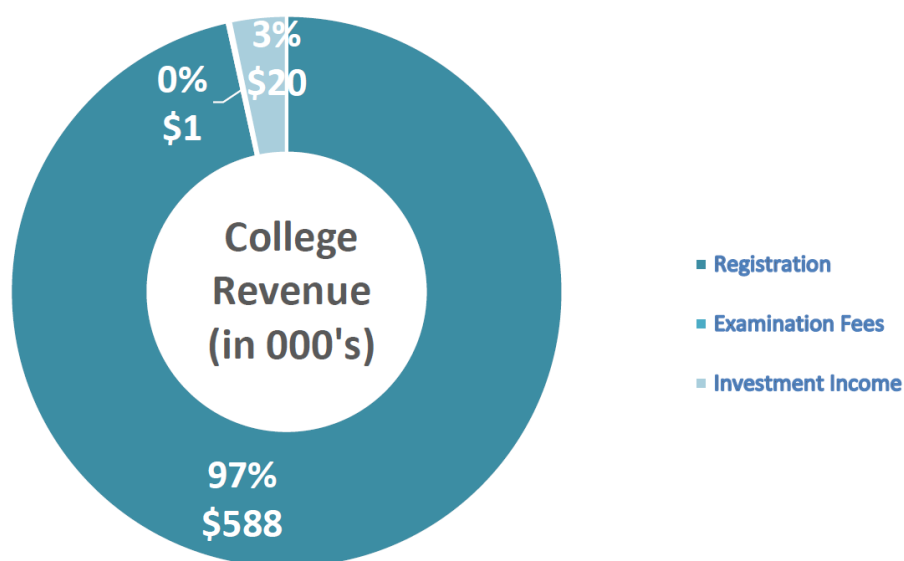
The College ended the fiscal year 2019-2020 with an operating deficit of \$(108,790) including expenses necessary to advance Council's strategic plan. The deficit is largely due to the COVID-19 pandemic which included a significant fee relief for registrants.

This fee relief was, to a great extent, offset by wage and rent subsidies received from Canada's COVID-19 economic response plan for not-for-profits and from vendors. Reductions in other expenses were achieved by remote working and conducting all Council and Committee meetings virtually.

In spite of this unprecedented and unplanned loss, the College remains in a healthy financial position. With net assets of \$1.1 million, the College maintains a level of reserves needed to meet its legislative requirements in case there are unexpected expenses and/or a reduction in revenue and to fund strategic projects.

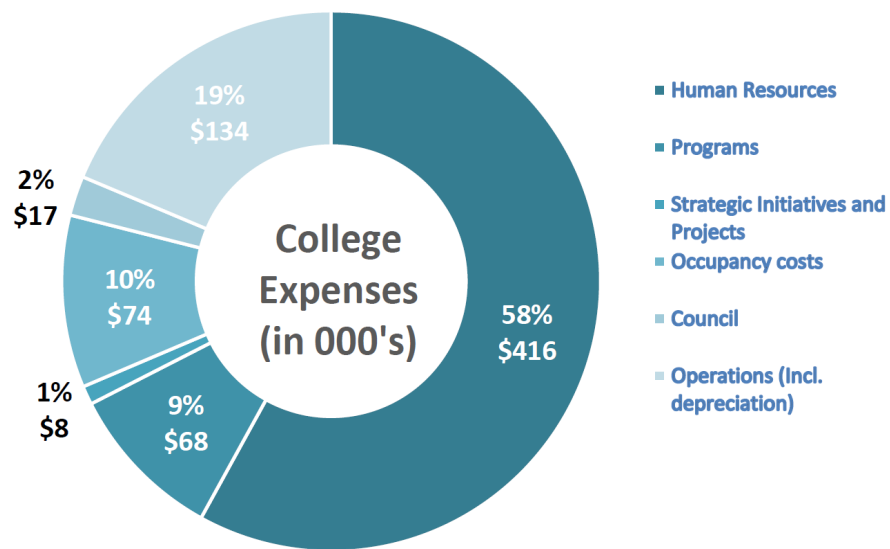
2019-2020 FINANCIAL OVERVIEW

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



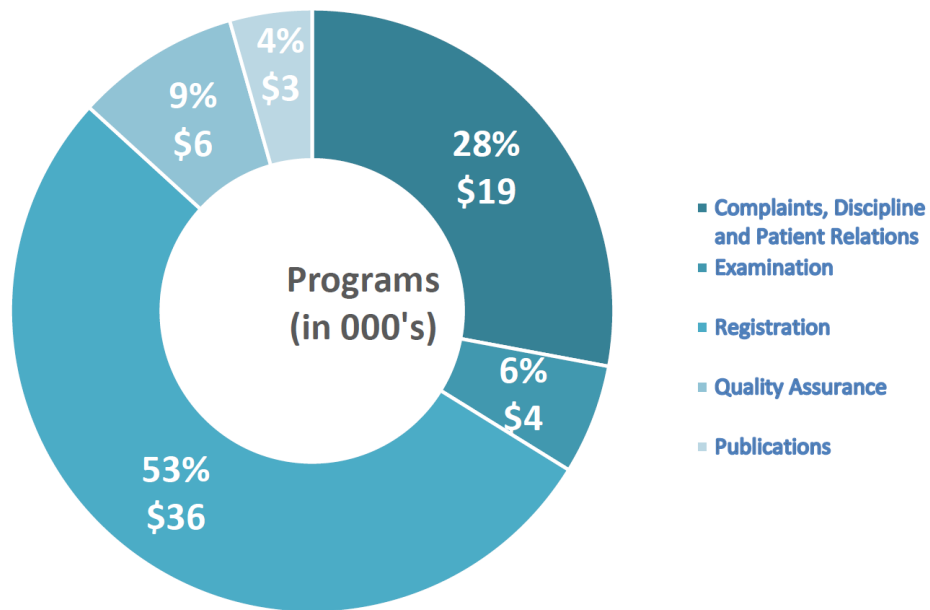
2019-2020 Revenue	(000)s	%
Registration	\$ 588	97%
Examination Fees	\$ 1	0%
Investment Income	\$ 20	3%
Total	\$ 609	100%

2019-2020 FINANCIAL OVERVIEW



2019-2020 Expenses	(000)s	%
Human Resources	\$ 416	58%
Programs	\$ 68	9%
Strategic Initiatives and Projects	\$ 8	1%
Occupancy costs	\$ 74	10%
Council	\$ 17	2%
Operations (Incl. depreciation)	\$ 134	19%
Total	\$ 717	100%

2019-2020 FINANCIAL OVERVIEW



2019-2020 Programs	(000)s	%
Complaints, Discipline and Patient Relations	\$ 19	28%
Examination	\$ 4	6%
Registration	\$ 36	53%
Quality Assurance	\$ 6	9%
Publications	\$ 3	4%
Total	\$ 68	100%

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

AUGUST 31, 2020

HILBORN_{LLP}

Report of the Independent Auditor on the Summary Financial Statements

To the Council of the College of Dental Technologists of Ontario

Opinion

The summary financial statements, which comprise the summary statement of financial position as at August 31, 2020, and the summary statement of operations for the year then ended, and related note, are derived from the audited financial statements of the College of Dental Technologists of Ontario (the "College") for the year ended August 31, 2020.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the criteria described in the note to the summary financial statements

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements of the College and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated December 11, 2020.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with the criteria described in the note to the summary financial statements.

Auditor's Responsibility

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



Toronto, Ontario
December 11, 2020

Chartered Professional Accountants
Licensed Public Accountants

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

Summary Statement of Financial Position

August 31	2020 \$	2019 \$
ASSETS		
Current assets		
Cash	1,344,928	1,382,001
Accounts receivable	30,982	30,801
Investments	801,907	-
Prepaid expenses	10,429	11,796
	2,188,246	1,424,598
Investments	-	782,214
Capital assets	15,261	21,255
	15,261	803,469
	2,203,507	2,228,067
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	176,186	131,759
Deferred registration fees	854,779	849,824
	1,030,965	981,583
Loan payable	40,000	-
Deferred lease incentives	17,176	22,328
	57,176	22,328
	1,088,141	1,003,911
NET ASSETS		
Invested in capital assets	8,248	12,138
Internally restricted for complaints and discipline	150,000	150,000
Internally restricted for abuse therapy	20,000	20,000
Internally restricted for strategic initiatives	199,447	121,520
Unrestricted	737,671	920,498
	1,115,366	1,224,156
	2,203,507	2,228,067

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

Summary Statement of Operations

Year ended August 31	2020 \$	2019 \$
Revenues		
Registration	588,159	911,578
Examination	810	74,772
Investment income	19,693	19,227
	608,662	1,005,577
Expenses		
Registration	2,756	3,942
Examination	3,513	60,904
Laboratory supervision	34,106	27,383
Quality assurance	6,414	7,100
Complaints and discipline	17,865	72,822
Patient relations	757	1,362
Administration	234,704	244,893
Commercial rent assistance	(9,440)	-
Strategic initiatives	8,103	58,277
Human resources	534,031	477,117
Wage subsidies	(117,923)	-
Publications	2,566	4,170
	717,452	957,970
Excess of revenues over expenses (expenses over revenues) for year	(108,790)	47,607

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

Note to Summary Financial Statements

August 31, 2020

Basis of presentation

These summary financial statements are derived from the audited financial statements of the College of Dental Technologists of Ontario (the "College") for the year ended August 31, 2020, which were prepared in accordance with Canadian accounting standards for not-for-profit organizations.

Management prepared these summary financial statements using the following criteria:

- (a) the summary financial statements include a statement for each statement included in the audited financial statements, except for the statements of changes in net assets and cash flows;
- (b) information in the summary financial statements agrees with the related information in the audited financial statements; and
- (c) major subtotals, totals and comparative information from the audited financial statements are included.

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

HILBORN_{LLP}



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

**305 Milner Avenue
Unit 904
Scarborough, ON
M1B 3V4
Phone: (416)-438-5003
Fax: (416)-438-5004
info@cdto.ca
www.cdto.ca**