



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



ANNUAL REPORT

2022 - 2023

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WHAT GUIDES US?



MISSION

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



VISION

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



VALUES

Integrity

Our mission is carried out with professionalism that promotes trust and confidence, and sets an example for the profession.

Respect and Consideration

We conduct business thoughtfully, fairly and with compassion in all interactions.

Communication

We value open, honest and accessible communication.

Transparency and Openness

We deliver programs and activities in an open and interactive manner within the boundaries of privacy

Accountability

Our strategic goals are set and achieved through collective responsibilities and teamwork. CDTO assesses its operations and reinforces ongoing quality improvement



COMMONLY USED ACRONYMS

ADT	Access to Dental Technology
AES	Applicant Engagement Strategy
CPMF	College Performance Measurement Framework
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 (RHPA), 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 CDTO

The College of Dental Technologists of Ontario (CDTO) is a regulatory body dedicated to safeguarding the **public interest** by overseeing the dental technology profession. It regulates dental technologists, referred to as **Registered Dental Technologists (RDTs)**, practicing in Ontario.

The College carries out its responsibilities by defining entry requirements, ensuring ongoing competence of Registrants, establishing minimum Standards of Practice for quality patient care, enforcing practice and conduct standards through disciplinary procedures, and maintaining a transparent public register of current and former CDTO Registrants.

ABOUT OUR REGISTRANTS

Who are they?

RDTs are regulated health professionals who combine their technical skills and creative ability to design, create, and repair dental prostheses and orthodontic devices. RDTs use a combination of art and science to create custom dental devices that meet the specific needs and preferences of patients, as prescribed by dentists or other health professionals. Registration with the College is necessary to practice dental technology independently in Ontario.

While you may not directly interact with RDTs, their work is integral to your treatment plan ensuring that dental devices are made to high standards of precision and aesthetics. RDTs contribute significantly to the restoration and maintenance of oral health and function.

What do they do?

RDTs provide a full range of quality dental technology services in orthodontics, and dental prosthetics like crown and bridge, implants, dentures, and veneers, for both restorative and cosmetic treatment plans.

Where do they work?

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.



BOARD OF DIRECTORS



The Board of Directors of the College of Dental Technologists of Ontario (CDTO) is the governing body for more than 540 registered practicing and non-practicing dental technologists in Ontario.

The Board's roles is to direct, enable, and protect the College to fulfill its mandate of public protection. This includes ensuring effective governance, long-term financial stability, and adequate resources to achieve its strategic priorities.



MEET OUR BOARD

CHAIR

Robert Shawyer

(Till Dec 2022)

Michael Sanders

(Acting Chair from Jan 2023 to March 2023 - not constituted)

James Matera

(From March 2023)

VICE-CHAIR

Michael Sanders

(Both 2022 and 2023, except for the period of Jan 2023 to March 2023 during which he served as Acting Chair)

PUBLIC MEMBERS

Abena Buahene

(From Feb 2023)

Allison Malloy

Rehan Siddiqui

Poonam Singh

Asif Khan

NON-BOARD PROFESSIONAL MEMBERS

Igor Kobierzycki

Ovidiu Lauric

PROFESSIONAL MEMBERS

Jill Langford

Melanie Liassides

David Savioli

Franz Yagin

William (Bill) Van Evans

(From March 2023)

Clark Wilson

(Till March 2023)



DIRECTORS



James Matera
Chair



Michael Sanders
Vice-Chair



Melanie Liassides



Jill Langford



Allison Malloy



Rehan Siddiqui



David Savioli



Poonam Singh



Abena Buahene



Franz Yagin



William Van Evans



Asif Khan

FROM THE CHAIR



Registered Dental Technologists and dental lab owners recognize the profound accountability they hold to the workforce, suppliers, partners, customers, society, and the environment. Serving as an elected member on the College's Board of Directors, alongside my fellow elected members and public appointees, we share this core commitment of accountability to the public, patients, system partners, registrants, and staff.

It is a privilege to be part of a team driving excellence as a regulator, in governance, and as a system partner. During the last year, we have risen to the challenges of not being constituted, responding in a timely manner to post pandemic initiatives, addressing gaps in access to oral health care, and enforcing the scope of practise granted to RDTs. The Board of Directors, Committee members

Program assessors and our dedicated staff have demonstrated unwavering commitment in fulfilling our mandate to serve and safeguard the public interest.

In response to the evolving landscape post COVID-19, our team worked diligently to ensure RDTs provide essential services, with the primary goal of upholding public protection and offering pertinent guidance to our registrants.

I am delighted to share significant milestones accomplished by the Board and Senior Leadership team in the past year:

- In Year 5, 2023, we continued our four-year Strategic Plan initiated in 2017. This strategic initiative prioritized public protection, information accessibility, and support for RDTs. Building on prior successes, we ensured a seamless transition, fulfilling its mandate. Furthermore, our ongoing commitment to embracing fresh ideas and creative approaches remained at the core of our strategic initiatives.
- We made vital changes mandated by the Ministry for the Emergency Class, aiming to improve care access, address registration barriers, ensure transparent policy decisions, and enhance labor mobility. This includes proposing a Limited class of registration tailored to the unique nature of our regulated profession, ensuring Ontarians access safe, quality care. (Emergency Class effective August 31, 2023, with ongoing considerations for others).

FROM THE CHAIR

Continued

- Renewing our commitment to excellence through the Ministry's College Performance Management Framework (CPMF), CDTO excelled in its third iteration. Notably successful, we reported on 50 best practices, providing complete evidence for 43 and partial evidence for 6, reaffirming our unwavering dedication to excellence.
- We actively collaborated with essential system partners, including HPRO, OHCs, and CADTR. This collaboration underscores our proactive approach and readiness to assume a leadership role in the health regulatory landscape. CDTO's unwavering commitment extends to aligning oversight of the profession, executing our mandate, and meeting evolving public expectations.
- We proudly upheld our commitment to advancing Indigenous training and Equity, Diversity, and Inclusion (EDI). Through strong collaboration with other Ontario oral health colleges, we actively engaged in diverse sessions, delving into topics such as unconscious bias and Indigenous perspectives, showcasing our unwavering dedication. The past co-hosting of the Indigenous Peoples, Reconciliation & Anti-Bias workshop exemplified our ongoing efforts to foster meaningful dialogue and awareness in the realm of oral health care.

A special acknowledgment goes to Robert Shawyer, who served as the CDTO Board Chair from 2018 and transitioned to the role of Justice of the Peace in the Ontario Court of Justice in December 2022. His dedication and leadership have been instrumental in our achievements, and we express our heartfelt gratitude. Additionally, acknowledgment goes to Michael Sanders for serving as Acting Board Chair from January 2023 to March 2023, during the period when the College was not constituted. His leadership was instrumental in guiding the college through the challenging transition period, and we express our gratitude for his significant contributions.

Size matters but not in regulation. We have under 550 Registrants and limited resources that makes our work challenging but not unmanageable when our sole focus is on serving the best interest of the public/patient.

Finally, I would like to express my heartfelt gratitude to the Directors, the Registrar, and our dedicated staff for their outstanding work during this challenging year. Their commitment and productivity have been instrumental in our collective efforts. Thank you for your ongoing support.



James Matera, RDT
Chair

FROM THE REGISTRAR



The Office of the Registrar ensures that there is a high level of strategic and cultural alignment from the Board's guidance to our organizational actions and intended outcomes. At CDTO we draw on a positive corporate culture which fosters visionary thinking and creating value even when faced with daunting challenges.

During the year Executive Committee pivoted, adapted proactively, and acted decisively when the Board was not constituted. Demonstrating exemplary leadership, with input from the Board, they moved the Emergency Class of registration forward and proposed legislative changes for the recognition of prior learning and single-discipline licensing. These decisions align with our commitment to proactive emergency preparedness, reducing barriers to registration, and shoring up labour mobility.

Our Staff enhanced limited resources to deliver reliably to Registrants and system partners by eagerly engaging and collaborating with both Ontario and national system partners. By taking a leadership role, we supported national and provincial organizations in receiving grant funding for collaborative initiatives to expand Pan-Canadian credentialing pathways, developing upgrading programs and actioning our commitment to EDI, Indigenous Peoples and reconciliation. We also worked with the OHCs to create mandatory reporting learning modules to support RDTs to act in the public interest.

We increased our outreach and dialogue with students, academic institutions, the association, applicants, Registrants, and the public to ensure a broad understanding of the College's activities and processes. We engaged for impact by encouraging feedback and participation with the College through consultation and from the Citizen's Advisory Group.

As we reflect on the past year, my heartfelt gratitude extends to our community, staff, and the Board for their unwavering dedication to deliver reliably in all aspects of our role as a health profession regulator.

J. Rigby

Judith Rigby, CPA, CGA
Registrar



STRATEGIC PLAN



Strategic planning plays a vital role in how the College works towards accomplishing its goals and objectives. It is anchored by the College's public protection mandate and purpose while helping the Board and decision makers make informed choices and decisions to meet the College's long-term goals.

In 2017, CDTO adopted a five-year Strategic Plan focusing on public protection, information availability, and supporting RDTs. In year 5, 2023 we continued building on successes while consulting on and formulating a new strategic plan. We are committed to integrating fresh perspectives and innovative approaches in our ongoing efforts.



STRATEGIC MAP

MISSION

To protect the public interest by providing leadership and by setting and enforcing the ethical and professional standards of its registrants, the RDTs.

VISION

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

- Raising public awareness and outreach
- Creating a clear scope of practice for all RDTs
- Ensuring registrants understand the role and value of College
- Defining the role of bench workers
- Protecting the health and safety of Ontarians related to dental technology
- Setting high professional standards

PRIORTIES

To achieve our vision we will:

- Improve transparency and communications
- Review, assess and revise standards of practice
- Improve governance effectiveness Implement a best practice redesigned QA program
- Ensure Ontarians have access to RDTs
- Implement best practice regulation

INTERNAL

To support our activities we will need to:

- Be an employer of choice
- Adopt appropriate IT systems
- Ensure College sustainability
- Focus on efficiencies

PRINCIPLES

To guide everything we do:

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

STRATEGIC UPDATES

Accomplishments in Year 5



IMPROVE TRANSPARENCY AND COMMUNICATIONS

- Facilitated a 60-day consultation and survey on Emergency Class of Registration
- Conducted research for an enriched webpage encompassing reconciliation, accessibility and diverse perspectives.
- Participated in EDI educational sessions, covering topics such as unconscious bias, indigenous peoples, and systematic racism.
- Co-hosted an Indigenous Peoples, Reconciliation & Anti-Bias workshop with other Ontario oral health colleges.
- Continued a dental technology Awareness Campaign targeting Oral health professionals.
- Executed a comprehensive Website Audit to improve accessibility compliance.
- Engaged with RDTs and other oral health professionals through various outreach efforts, including workshops and town halls.



ENSURE ONTARIANS HAVE ACCESS TO RDTs

- Proposed amendments to Registration Regulation:
 1. Creation of an Emergency Class of Registration, allowing flexibility to register RDTs during a declared emergency. Effective August 31, 2023.
 2. Proposal for the creation of a Limited Class, aiming to increase registrants and enhance Ontarians' access to RDTs. Pending MOH approval.
 3. Proposed revisions to transfer requirements for Inactive Class, providing more flexibility for RDTs to return to active practice. Pending MOH approval.
- Conducted research for an emergency declaration policy and associated fees.
- Collaborating with CADTR to establish additional credentialing pathways for internationally educated and trained dental technology, promoting inclusivity and access to the profession.



IMPROVE GOVERNANCE EFFECTIVENESS

- Developed criteria for Statutory Committee to ensure their competency and suitability.
- Revised the 'Governance Policy Manual' to incorporate inclusive language aligned with revisions in By-Law review phase 1, ensuring consistency and inclusivity.
- Refined the process and developed policies for the new Performance Evaluations for the Registrar, Board and Committees to ensure ongoing effectiveness.



STRATEGIC UPDATES

Accomplishments in Year 5



COMPLETE STANDARDS OF PRACTICES REVIEW

- Updated 'COVID-19 Guidance for RDTs' by carefully reviewing available evidence, consulting with experts, and collaborating with Ontario's oral health colleges.
- Rescinded 'COVID-19 Guidance for RDTs' based on a thorough analysis of current trends and evidence, and in collaboration with Ontario's Oral Health Regulatory Colleges to ensure continued alignment.
- Developed a comprehensive COVID-19 FAQ for RDTs, providing guidance on following health authorities directions and adhering to CDTO's Infection Prevention and Control standards.
- Drafted a Standards Framework incorporating ethical principles and Professional Standards to assist RDTs in applying them in their practice.
- Explored and proposed a draft integration of the existing Code of Ethics into the developing Standards framework, aiming to consolidate and enhance access to resources for RDTs.



IMPLEMENT A BEST PRACTICE REDESIGNED QA PROGRAM

- Explored an improved database platform with features and enhancements that support Registrants to maintain and enhance professional and practice competencies.



IMPLEMENT BEST PRACTICE REGULATION

- Received conditional approval for Government funding to develop Prior Learning Assessment and Recognition (PLAR) aimed at reducing credentialing barriers for a diverse, and qualified pool of talent with skills acquired through non-traditional means.
- Conducted research to design an online Jurisprudence & Ethics course, incorporating guided learning modules and periodic testing for applicants.
- Initiated a Superior Court proceeding against an unauthorized practitioner, demonstrating our commitment to protecting the public from harm.
- Conducted an EDI Organization Self-Assessment using the Equity Impact Assessment tool to evaluate the current status and identify improvement areas.
- Identified actionable EDI initiatives across 7 CPMF domains, guiding future actions toward greater diversity and fairness.



COLLEGE PERFORMANCE MEASUREMENT FRAMEWORK

The College Performance Measurement Framework (CPMF), established by the Ministry of Health, is an **annual assessment tool** for health regulatory colleges in Ontario. It aims to evaluate how well these colleges are fulfilling their mandate, which is to act in the public interest. This process improves accountability and oversight, leading to better overall performance.

CPMF is divided into **7 domains** that are connected and together contribute to a college being an excellent regulator.

ORGANIZATIONAL FOCUS

1. Governance

- Board and Committees have the required knowledge and skills to warrant good governance.
- Integrity in Board decision making.
- Disclosure about how decisions are made, planned to be made, and actions taken that are communicated in ways that are accessible and timely

2. Resources

- Maintains financial and human resources to meet its statutory objects and regulatory mandate, now and in the future

3. System Partners

- Works with system partners to help execute its mandate effectively, efficiently and/or coordinated manner to ensure it responds to changing public expectation.

4. Information Management

- Confidential information is retained securely and used appropriately in administering regulatory activities, legislative duties and objects.

APPLICANT/REGISTRANT FOCUS

5. Regulatory Policies

- Policies, standards of practice, and practice guidelines are based on the best available evidence, reflect current best practices, are aligned with changing publications and where appropriate aligned with other Colleges.

6. Suitability to Practice

- Only those individuals who are qualified, skilled and competent are registered, and only those registrants who remain competent, safe and ethical continue to practice the profession.

RESULTS AND IMPROVEMENT FOCUS

7. Results and Improvement Focus

- Continuously assesses risks, and measures, evaluates, and improves performance.
- Transparency about performance and improvement activities.



CDTO'S PERFORMANCE

2022

We evaluate our performance against 50 best practices in **six domains**. In the System Partners domain, colleges provide examples of initiatives and projects that demonstrate system partnerships.

CDTO was able to provide the required evidence for **43** on a **complete** level and **6** at a **partial** level.

Of the 50 best practices, eight are categorized as 'Benchmarked Evidence,' reflecting the qualities of an excellent regulator. Colleges are required to meet these practices or provide a detailed improvement plan.



HIGHLIGHTS

- Updating the By-Laws to ensure candidates standing for elections to the Board demonstrate the knowledge, skills, and commitment by participating in a competency assessment and attend orientation.
- Updating the Board evaluation framework to improve on how it informs the Board's ongoing training and to require a third-party assessment at a minimum of every three years.
- Participating on HPRO's Anti-BIPOC Working Group, established in 2020, and receiving approval of an \$88,000 grant from the Government of Canada to support the development of an EDI framework, an assessment tool, and an EDI toolkit for internal training across colleges.
- Collaborating with the ADTO to launch a public awareness campaign to educate Ontarians about the role of RDTs in their oral health team.

CDTO is committed to improving its performance against CPMF, with our top priority as Benchmarked Evidence.

To read CPMF and our other accountability reports, visit www.cdto.ca/publications





COMMITTEES

Statutory and Standing committees carry out the regulatory function of the College and support the Board in meeting its mandate.

COMMITTEE MEMBERS

EXECUTIVE COMMITTEE

Robert Shawyer, Public Chair, *Till Dec 2022*
Michael Sanders, RDT
Allison Malloy, Public
Clark Wilson, RDT, *Till Dec 2022*
Bill Van Evans, RDT, *From Jan 2023*
Rehan Siddiqui, Public, *From Jan 2023*
James Matera, RDT, *Member, Till Dec 2022*
& *Chair, From Jan 2023*

REGISTRATION COMMITTEE

Melanie Liassides, RDT
Rehan Siddiqui, Public
Franz Yagin, RDT
Jill Langford, RDT, Chair
Abena Buahene, *From Jan 2023*

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

Jill Langford, RDT, Chair
Manijeh Rezaeizadeh, RDT, *(non-board)*
David Savioli, RDT
Robert Shawyer, Public, *Till Dec 2022*
Asif Khan, Public, *From Jan 2023*
Rehan Siddiqui, Public, *From Jan 2023*
James Matera, RDT

DISCIPLINE COMMITTEE

Allison Malloy, RDT, Chair
Igor Kobierzycki, RDT, *(non-board)*
Ovidiu Lauric, RDT, *(non-board)*

All Members of Board are members of the Discipline Committee

QUALITY ASSURANCE COMMITTEE

Allison Malloy, RDT, Chair
Shannan Carlisle, RDT, *(non-board)*
Melanie Liassides, RDT
Clark Wilson, RDT, *Till Dec 2022*
Bill Van Evans, RDT, *From Jan 2023*
Franz Yagin, RDT, *From Jan 2023*
Poonam Singh, Public

PATIENT RELATIONS COMMITTEE

Jill Langford, RDT, Chair
Poonam Singh, Public
Michael Sanders, RDT
Allison Malloy, Public
Asif Khan, Public, *From Jan 2023*
Rehan Siddiqui, RDT, *Till Dec 2022*
Franz Yagin, RDT, *Till Dec 2022*
David Savioli, RDT, *From Jan 2023*
Abena Buahane, Public, *From Jan 2023*



EXECUTIVE COMMITTEE REPORT

The Executive Committee works year-round in supporting the Board and the College with the responsibility of protecting the public. While its primary function is advisory, the Committee offers recommendations to the Board and occasionally makes decisions. These decisions are promptly communicated to the Board. This allows the Board enough flexibility so that it can adapt quickly to changing demands of the regulatory healthcare environment.

During 2022-2023, the Committee convened 5 times, virtually

GOVERNANCE AND RISK MANAGEMENT

The Committee supports the Board in meeting its yearly duties by prioritizing emerging issues, providing advice on policy, and guiding the organization. It is also responsible to ensure the sole employee, the Registrar & CEO, leads the organization to carry out strategy and create value.

During the year the Committee:

- Ensured its Terms of Reference (ToR) align with the Board's direction.
- Held an open meeting in lieu of Board meetings due to the Board of Directors not being constituted to provide direction for the draft amendment to the Registration Regulation ("Regulation") to create a new Emergency Class of registration.
- Collaborated with the Registration Committee to propose proactive Regulation amendments for prior learning recognition and limited class of registration to address emerging issues on access to care, labour mobility and barriers to registration.
- Approved rescinding the COVID-19 Guidance for RDTs based on the College's assessment of current trends, available evidence, public health indicators and exchange of information with the other oral health regulators in Ontario.
- Considered consultation feedback on proposed By-law revisions for inclusive language, terminology changes, election eligibility, and competency criteria for statutory and standing committees that align with governance modernization initiatives and made a recommendation for Board approval.
- Ensured currency and ongoing effectiveness of Governing and Board policies to align with By-law changes and best practice specifically for Honoraria and Reimbursement and the Performance Evaluation for the Board, Committees and Registrar.
- Conducted the Registrar's annual performance review to ensure performance expectations and delivery align with the Board's strategic direction and to support training and education.



EXECUTIVE COMMITTEE REPORT

FINANCIAL OVERSIGHT

The Committee reviewed all matters with a financial impact on the College ensuring that a high level of fiscal integrity is maintained.

During the year the Committee:

- Reviewed the 2021-2022 financial report with an explanation of material variances to budget.
- Recommended that Board approve the 2021-2022 audited Financial Statements with an unmodified opinion after receiving the audit findings communication from the external auditor and assuring themselves that the College adheres to its financial policies and executes commendable financial practices.
- Concluded the annual evaluation of the external auditor and was satisfied that auditor independence and audit quality was demonstrated and recommended that the Board approves conducting an annual evaluation for 2022-2023.
- Received training on the College's financial cycle, the Board's responsibility to ensure the College has adequate resources, financial and staffing, to achieve its strategic priorities and carry out the regulatory programs for Registrants and the public and the Committee's role.
- Reviewed the quarterly financial monitoring reports for 2022-2023.
- Reviewed and approved the Strategic Initiatives Project (SIP) budget reallocation of funds from the Regulatory Disruption project to balance and close out the Amalgamation and Capital Investment projects.
- Recommended the transfer of funds from unrestricted net assets to internally restricted net assets for SIP to fund the Board's Equity, Diversity and Inclusion (EDI) strategy to August 31, 2023.
- Recommended the 2022-2023 balanced budget which included fee increases, proration of General Certificate (GC) fee for new Registrants and funding of an Unauthorized Practice program.

The College's Audited Financial Statements, conducted by Hilborn LLP, are available at the end of this report.

Navigate to the financial overview page by clicking [here](#).



REGISTRATION COMMITTEE REPORT

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 the Board 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).

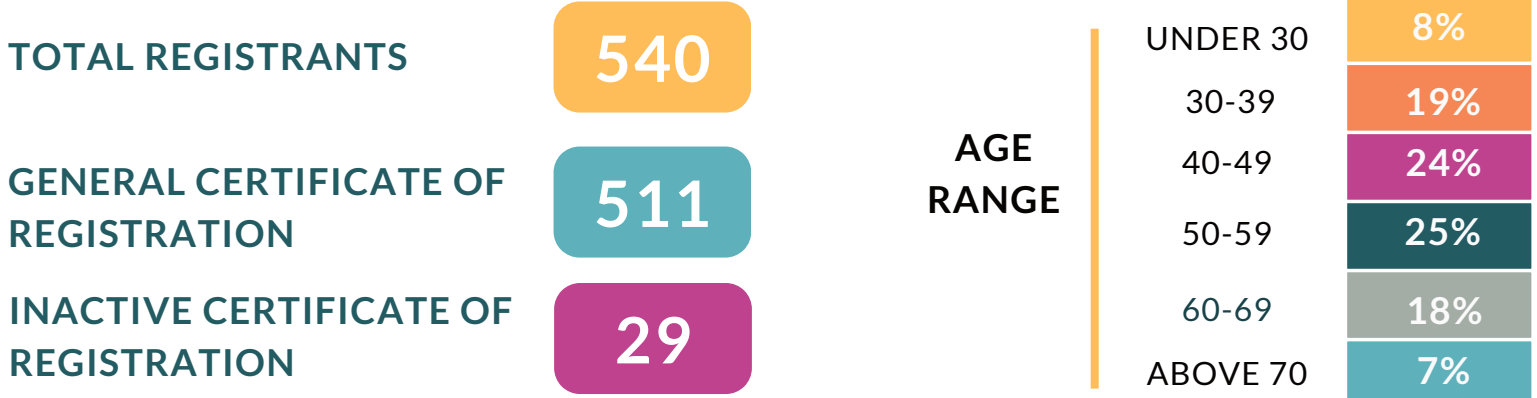
During 2022-2023, the Committee convened 2 times, virtually

HIGHLIGHTS

The Committee achieved the following:

- In February 2023, met with the Executive Committee to review the Ministry mandated changes for the Emergency Class and other proposed amendments to address access to care and barriers to registration, policy decisions, and housekeeping. Committee members requested further discussion and consideration in these areas:
 - Transfer from the Emergency to General Class;
 - Recognition of prior learning; and
 - Addition of a Limited Class of Registration.
- As required in the Policy Review Schedule of the Governance Policy Manual, the Committee Reviewed their Terms of Reference and approved the current version of the Terms of Reference with no changes recommended to the Board.
- Reviewed three policies and recommended amendments. These policies will be brought to the Committee for approval before they are brought forward to the Board.
- Considered the experiential evidence requirements for Emergency Class of Registration applicants and will continue the discussion at the next meeting.
- Approved a request from an applicant enrolled in full time denturist studies to extend the application deadline for a General Certificate of Registration.
- Received updates on:
 - 2022 Health Profession Database submission
 - Emergency Class of Registration regulation amendments
 - 2023-2024 Annual Renewals
 - 2022 OFC Fair Registration Practices Report (FRPR) due in August

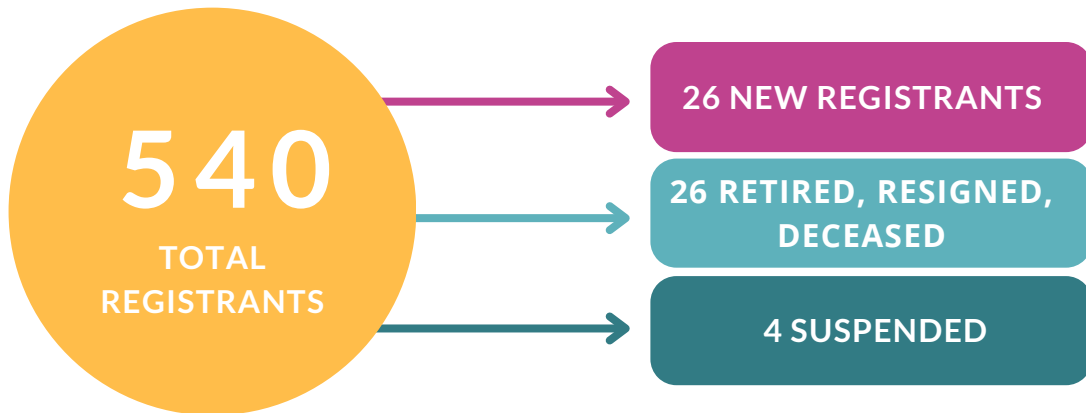
REGISTRANTS BY DEMOGRAPHICS



70% of the Registrants at the College are male.

REGISTRANT GROWTH BY NUMBERS

Over the last 5 years registration has declined by 1.5% or 8 Registrants.



NEW REGISTRANT PATHWAYS



35,8 %

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE REPORT

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 *Regulated Health Professions Act, 1991*.

During 2022-2023, the Committee convened 5 times.

OVERVIEW

During 2022-2023, the ICRC Committee:

- Reviewed its Terms of Reference.
- Received an orientation by legal counsel on its roles and responsibilities, and received procedure manuals which included a risk-assessment framework
- Reviewed 6 pieces of required evidence and statistical data of the College Performance Measurement Framework (CPMF).

COMPLAINTS

From September 1, 2022 – August 31, 2023, the College received **no new complaints were received**. One complaint was carried over from the previous reporting period.



INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE REPORT

REGISTRAR'S INQUIRIES

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

From September 1, 2022 – August 31, 2023, **three new Registrar's Inquiries were launched**. Three Registrar's reports were carried over from the previous reporting period.

QUALITY ASSURANCE REFERRAL

The QA Committee may disclose the name of a registrant and allegations against the registrant to the ICRC if it is of the opinion that the registrant 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 registrant has committed an act of professional misconduct or is incompetent.

From September 1, 2022 – August 31, 2023, the Quality Assurance Committee **did not refer any matters to the Inquiries Complaints and Reports Committee**. No referrals were carried over from the previous reporting period.

DISCIPLINE COMMITTEE REFERRAL

From September 1, 2022 – August 31, 2023, the ICRC **did not refer any cases to the Discipline Committee**.

QUALITY ASSURANCE COMMITTEE REPORT

The goal of the Quality Assurance Committee is to protect the public by mandating that registrants 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 2022-2023, the Committee convened 2 times.

HIGHLIGHTS

During 2022-2023, the QA Committee:

- Completed an in-depth orientation training about their roles and responsibilities, CDTO's Quality Assurance Program, governing legislation, and the College Performance Measurement Framework.
- Reviewed its Terms of Reference.
- Reviewed 4 pieces of required evidence and statistical data of the College Performance Measurement Framework (CPMF).
- Oversaw the administration of the 2023 Peer and Practice Assessments with 10 registrants being randomly selected.
- Directed a Peer and Practice Assessment for non-compliance of the QA Program's professional development requirements.
- Oversaw the administration of the 2020-2023 Summary Professional Development Profile Program with 184 registrants required to submit their documents by August 31, 2023.

PROFESSIONAL DEVELOPMENT PROFILE

Sept. 1, 2019 - Aug. 31, 2022

- 98** Submissions received
- 76** Follow-ups to be completed in 2022-2023
- 10** Registrants retired, suspended, or went inactive



PRACTICE ASSESSMENT PROGRAM

2023



Assessments completed **3**

To be completed in 2023-2024 **5**

Registrants retired, suspended, or went inactive **2**

DISCIPLINE COMMITTEE REPORT

The Discipline Committee is responsible for adjudicating professional discipline matters referred by the Inquiries, Complaints and Reports Committee to determine whether registrants 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 registrant and the College to determine a reasonable and fair disposition that is in the public interest.

During 2022-2023, the Committee **did not hold any hearings.**

POSSIBLE PENALTIES

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

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

*During the 2022-2023 year, the Discipline Committee **did not hold any hearings.** The College's previous Discipline decisions can be read on the College's website [here](#).*

PATIENT RELATIONS COMMITTEE REPORT

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 registrant of the College. This includes registrant education, staff training, and guidelines for registrants' 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 2022-2023, the Committee convened 2 times.

HIGHLIGHTS

In 2022-2023, the Patient Relations Committee achieved the following:

- 1. Orientation and Responsibilities:** Received orientation on roles and responsibilities (Nov 30, 2022), focusing on CDTO's public engagement, awareness initiatives, and relevant legislative and governance policies, including a review of the Committee's Terms of Reference.
- 2. Strategic Plan Oversight:** Proposed a provision for Board approval to monitor the ongoing implementation of the Strategic Plan for Equity, Diversity, and Inclusion.
- 3. Communications Strategy Focus:** Concentrated on sustained stakeholder outreach and education as part of the upcoming 2023-2027 Communications Strategy, aligning with the College's goals and objectives.
- 4. Brochure Enhancement:** Revised the "Face Behind the Smile" brochure, incorporating changes to by-law terminology, updated graphics, and layout. Recommended the creation of two additional brochures targeting patients and other Oral Health Professionals.
- 5. Campaign Feedback:** Reviewed and offered feedback on the "Understanding Your Oral Health" campaign in which the College participated, discussing potential enhancements for future public awareness campaigns.
- 6. Social Media Insights:** Received an update on the College's social media channels, including analytics detailing the performance of each channel.

PRACTICE ADVICE

For confidential **guidance regarding Dental Technology practice**, CDTO welcomes engagement from a diverse range of individuals, including RDTs, patients, caregivers, students, employers, and insurers. Our advisory aims to support dental technologists in refining and sustaining their practice while empowering the public with a comprehensive understanding of their rights as patients.

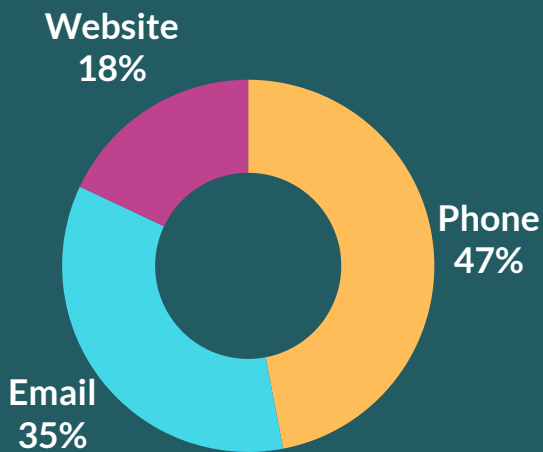
NUMBER OF INQUIRIES

2022-2023

The College received **62 inquiries** for practice advice, including queries from RDTs or dental labs, patients, other regulators and associations, students, and other parties.

RDTs and other parties contacted the college via phone, email, and website.

METHODS OF CONTACTING



WHO CONTACTED US

60% RDTs or Dental Labs

11% Patients

10% Other Regulators and Associations

2% Students

18% Others (unspecified)

COMMON INQUIRY TOPICS

TOP 3

21% Infection Prevention and Control (IPAC) - COVID

16% Record Keeping

13% Dental Laboratory Supervision



2022-2023

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 our registrants on an ongoing basis.



FINANCIAL OVERVIEW

The College's fiscal cycle begins on **September 1** and ends on **August 31**. It starts with the Board 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 which 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 CDTO, financial integrity is achieved through:

- Collaboration and communication between finance, program staff, the Board and Committees to create meaningful budgets, report accurately on revenues and expenses, manage forecasts and understand cash flow needs.
- Establishing proper oversight through a structure of segmented responsibilities and documented processes with direction from Executive Committee and the Board.
- 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.

OPERATING DEFICIT OF \$77,798

This deficit was driven by decline in registration revenue due to fee provision, increased costs for complaints intake and resolution and expenses to advance the Board's strategic plan priorities, such as unauthorized practice, not yet part of the operating budget.

\$1.1 MILLION IN NET ASSETS

The College is financially strong with reserves for legislative requirements, unexpected expenses, revenue fluctuations, and strategic projects.

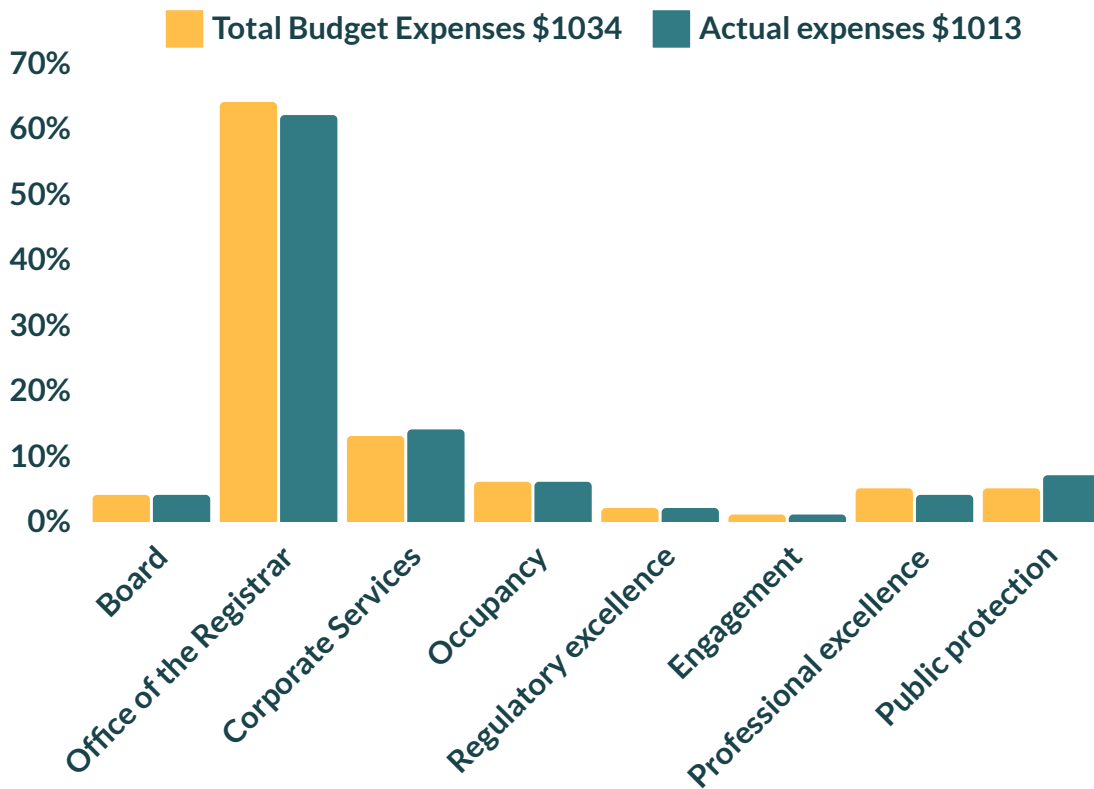
COLLEGE REVENUE AND REGISTRATION FEES

99% of total revenues are from registration fees.

REGISTRATION	\$976
EXAMINATION FEES	\$5
INVESTMENT INCOME	\$9

All amounts in the table are in thousands (1,000s).

100% of Registrant fees are allocated to governance, regulatory programs and operations that support RDTs to act in the public interest.



COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

AUGUST 31, 2023

HILBORN_{LLP}



Report of the Independent Auditor on the Summary Financial Statements

To the Board 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, 2023, 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, 2023.

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 January 19, 2024.

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
January 19, 2024



Chartered Professional Accountants
Licensed Public Accountants

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

Summary Statement of Financial Position

August 31	2023 \$	2022 \$
ASSETS		
Current assets		
Cash	1,355,839	1,381,423
Accounts receivable	55,229	35,148
Investments	831,831	-
Prepaid expenses	7,962	14,319
	2,250,861	1,430,890
Investments	-	822,531
Capital assets	2,288	7,733
	2,288	830,264
	2,253,149	2,261,154
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	132,732	103,979
Deferred registration fees	944,884	896,974
Loan payable	40,000	-
	1,117,616	1,000,953
Loan payable	-	40,000
Deferred lease incentives	-	6,870
	-	46,870
	1,117,616	1,047,823
NET ASSETS		
Invested in capital assets	2,228	4,928
Internally restricted for complaints and discipline	150,000	150,000
Internally restricted for abuse therapy	20,000	20,000
Internally restricted for strategic initiatives	114,365	159,224
Unrestricted	848,880	879,179
	1,135,533	1,213,331
	2,253,149	2,261,154

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

Summary Statement of Operations

Year ended August 31	2023 \$	2022 \$
Revenues		
Registration	976,247	949,846
Examination	5,310	16,410
Investment income	9,300	10,265
	990,857	976,521
Expenses		
Registration	35,547	34,947
Examination	690	583
Quality assurance	3,429	1,967
Complaints and discipline	69,842	3,254
Patient relations	400	100
Administration	258,639	222,724
Strategic initiatives	57,867	28,246
Human resources	629,628	672,394
Publications	8,407	9,134
Legislation and policies	4,206	5,535
	1,068,655	978,884
Excess of expenses over revenues for year	(77,798)	(2,363)

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

Note to Summary Financial Statements

August 31, 2023

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, 2023, 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.



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



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Virtual Office



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