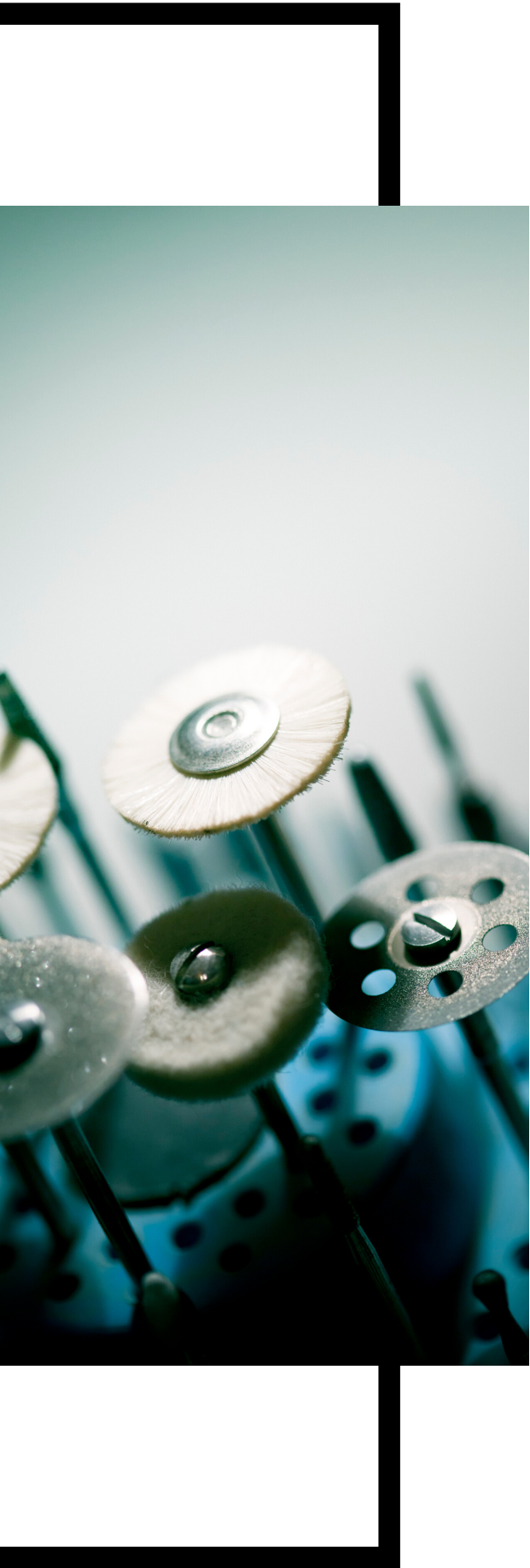


# ANNUAL REPORT

2018-2019



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



The College of Dental Technologists of Ontario (CDTO) is the regulatory body established under the *Regulated Health Professions Act, 1991* to ensure the competency and accountability of Dental Technologists practising in the province of Ontario. The CDTO fulfills its mandate to serve and protect the public by ensuring individuals seeking registration meet and maintain standard qualifications in education and professional competencies.

## MISSION

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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.

## VISION

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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.

## PRINCIPLES

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Leadership

Ethics

Accountability

Integrity

Transparency

Professional Standards

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# COMMONLY USED ACRONYMS

Acronym	Full Name
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
OFC	Office of the Fairness Commissioner
PSCA	Profession Specific Credential Assessment
QA	Quality Assurance
RDT	Registered Dental Technologist
RHPA	<i>Regulated Health Professions Acts, 1991</i>

## 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](http://www.cdto.ca) and on the Ontario government's website: [www.e-laws.gov.on.ca](http://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 prosthetic, 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 the RDT's 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.



## MESSAGE FROM THE PRESIDENT

MICHAEL KARRANDJAS, RDT

I am pleased to report on the activities and achievements of the College of Dental Technologists for 2018-2019. The College Council and staff have continued to work diligently in support of our mandate to serve and protect the public interest.

As an elected professional member, it was a pleasure to serve as President of Council for a second 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 objects of the College are being met in accordance with our legislated responsibilities and the College's By-Laws and policies. To bolster the effectiveness of Council, we have decided to conduct continuous training and education for all Council members to help ensure the highest level of good governance possible.

To help RDTs meet their commitments to putting the interests of patients first and provide high-quality, safe care, Council implemented the RDT stamp. The Stamp is issued to all Members who hold a General Class of Registration and are eligible to practice. Previously, the stamp was solely issued to those who requested one. However, the legislation does not restrict General Members from exercising the full scope of practice of dental technology or from supervising non-licensed workers. Therefore, all General Members should have a Stamp to provide public assurance that all technical aspects of dental technology are performed or supervised by an RDT.

After consultation and feedback from RDTs across Ontario, the change was approved

by Council and took effect on August 31st, 2019. This decision will help maintain and increase public confidence and trust.

In 2018 and 2019, the College, in collaboration with the Canadian Alliance of Dental Technology Regulators (CADTR), continued to work hard on the Access to Dental Technology (ADT) Project. Led by the CDTO, this pan-Canadian project will help reduce barriers to registration in dental technology for internationally and domestically educated professionals. Additionally, harmonization of seven jurisdictional regulator's education and entry-to-practice competence assessment, ensures consistency of competencies and strengthens confidence in labour mobility for RDTs currently practising. Some of the recent project achievements include the adoption of the National Essential Competencies of Dental Technology Practice, 2019 by five jurisdictions, with others currently in the process of adoption. Currently the project is developing a national registration examination that is expected to launch in 2020.

I would like to take this opportunity to express my gratitude to CDTO staff, Council and the other dental technology regulators across Canada for their collaboration on the ADT Project and the work of the College. As we look forward to 2020, I am excited about the roll-out of the new exam and other changes to come in the process of registration for dental technology. Through these activities and initiatives, the College will continue to maintain our commitment to ensuring public protection.

**Michael Karrandjas, RDT**  
President



## MESSAGE FROM THE REGISTRAR

JUDY RIGBY, CPA, CGA

**“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”.** This is CDTO’s mission statement and an incredibly important navigational tool for Council, committees and staff. It leads us to being an effective regulator, now and in the future, and is the foundation for all that we do.

We as regulators must be adaptive to change. How we protect the public interest changes with the industry, how professional services are delivered, government priorities and technology. In 2018-2019, we embarked on a new direction and committed to putting the future in focus. Council refined its vision and priorities to reflect this and ensure a future of regulatory excellence.

Effective regulation requires good governance, in other words, Council’s accountability for its actions, decision making and oversight. Good governance translates to greater public accountability and transparency. Recognizing this, Council prioritized the development of a governance framework. Our new Governance Policy Manual and Council onboarding process will ensure that every Council member receives timely and necessary training to provide leadership in the public interest.

Stakeholder outreach is a core ingredient for good governance, successful leadership and responsible regulation. The changing regulatory environment has driven us to rethink and reshape how we communicate to RDTs, the public, educators, and other regulators.

To that end, we modernized our communications strategy to ensure timely and effective delivery of information. The Communications Strategy for 2019-2022 includes goals and communication tools to not only share information, but to receive feedback and input from our stakeholders.

We recognize that the concept of public interest is broad and that effective regulation requires collaboration, within and across professions, and throughout the nation. This year, the College engaged with other health regulatory colleges and system partners in Ontario to discuss governance reform, resource sharing opportunities and performance measurement frameworks. In addition, CDTO, in partnership with the Canadian Alliance of Dental Technology Regulators (CADTR) and the Government of Canada, is actively leading a multi-year national initiative to improve accessibility to the profession by minimizing unnecessary barriers to practice for internationally and domestically educated professionals. We are continually striving to ensure the public has access to competent and qualified dental technologists.

This year has prepared us to be a flexible and adaptive regulator. Our success was, with great gratitude, due to the engagement of our membership, project partners, Council and staff. While we keep the future in focus, I am confident that we are ready to receive the changes ahead.

**Judith M. Rigby, CPA, CGA**  
Registrar and CEO

# COLLEGE COUNCIL

The Council is the governing body of more than 550 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.

## September – December 2018

### President

Michael Karrandjas, RDT

### Vice-President

Terence (Terry) Price, Public Member

### Council Members

Clark Wilson, RDT

Daniel Choi, RDT

David Savioli, RDT

Derrick Ostner, RDT

George Paraskevopoulos, RDT

Harold (Skip) Bassford, Public Member

Janet Faas, Public Member

Jason Chai, RDT

Joanne Kranyak, Public Member

Kiran Qureshi, Public Member

Robert Shawyer, Public Member  
from November 28, 2018

### Non-Council Members

Andreas Sommer, RDT

Igor Kobierzycki, RDT

## January – August 2019

### President

Michael Karrandjas, RDT

### Vice-President

Terence (Terry) Price, Public Member

### Council Members

Clark Wilson, RDT

Daniel Choi, RDT

David Savioli, RDT

Derrick Ostner, RDT

George Paraskevopoulos, RDT

Harold (Skip) Bassford, Public Member

Janet Faas, Public Member

Jason Chai, RDT

Joanne Kranyak, Public Member

Kiran Qureshi, Public Member – until  
January 17, 2019

Maged Asaad – from August 29, 2019

Robert Shawyer, Public Member

### Non-Council Members

Andreas Sommer, RDT

Igor Kobierzycki, RDT





# Looking Ahead

2018-2022 Strategic Plan Update

# STRATEGIC PLAN

## STRATEGY "AT A GLANCE" (2018-2022)

In 2018-2019, the College conducted its annual review of the Strategic Plan. The evaluation and review of the Strategic Plan is an opportunity to take a step back, assess and evaluate the plan against the current environment. The following updated Strategic Plan sets the direction for the next 5 years and ensures the College is in a position to protect the public interest.



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

### Strategy "At a Glance" (2018-2022)

#### 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

#### 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 members understand the role and value of College
- Defining the role of benchworkers
- Increasing awareness of the risks of illegal labs
- Setting high professional standards

#### Priorities

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

# 2018-2022 STRATEGIC PLAN UPDATE

## YEAR 2

---

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.

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.

Strategic plan updates provide a snapshot of how the College is progressing in meeting its six strategic goals. We are supported in this effort through a team of committed staff, Council members, committees and volunteers. An update on year 2 of the Strategic Plan can be found on the next page.



2018-2022

# Strategic Plan Update

## Accomplishments in Year 2



### Improve transparency and communications

- Developed a communications strategy in alignment with the current strategic plan to enable improved stakeholder engagement
- Contributed to the development of a national Applicant Engagement Strategy (AES) to engage individuals studying or practising dental technology about the benefits of becoming registered
- Completed a French translation of the CDTO website to provide information to the public in both of Canada's official languages (accessible in 2020)



### Ensure Ontarians have access to RDTs

Actively contributed to the Access to Dental Technology (ADT) Project to standardize the registration and examination processes and help reduce barriers for internationally and domestically educated professionals:

- Adopted new National Essential Competencies, along with 6 other jurisdictions in Canada
- Developed a Profession Specific Credential Assessment (PSCA) tool to fairly assess the credentials of international applicants and non-approved program graduates against the Canadian education benchmark
- Developed a Master Blueprint for the upcoming new national exams to assess entry-to-practice competencies



### Complete standards of practice review

- Drafted a Standard to outline the expectations of Members when using the RDT Stamp, an assurance that a dental device was created by a qualified professional
- Reviewed the current Supervision Standard to identify gaps and areas for improvement



### Improve governance effectiveness

- Created a Governance Policy Manual to facilitate efficient access and annual review of the governance policies
- Optimized the performance of new Council members by enhancing the Council onboarding program



### Implement a best practice redesigned QA program

- Approved the essential continuing competencies to support the harmonization of foundational documents for the profession and sustained quality dental technology service.
- Updated the continuing professional development guidelines for consistency of terminology across the QA program



### Implement best practice regulation

- Conducted an environmental scan on the supervision and delegation requirements of other health regulators
- Utilized sound methodologies to define evidence-based approaches for assessing entry-to-practice competencies



# ACCESS TO DENTAL TECHNOLOGY

Reducing Barriers to Licensure and  
Employment in Dental Technology

## About the Project

The licensure process to be registered to practice dental technology in a regulated jurisdiction in Canada is in transition. Resource intensive licensing requirements for applicants and regulators was a call to action by the Canadian Alliance of Dental Technology Regulators (CADTR).

The Access to Dental Technology (ADT) Project is leading the way to ensure the public has access to qualified and competent RDTs. In 2017, CADTR embarked on a three-year initiative to address the significant barriers impeding domestic and international dental technology professionals from seeking licensure in Canada. The CDTO is a full participant in this initiative..

The availability of qualified and competent RDTs is critical to the public's increased need for dental devices, due to the aging population. Creating fair, accessible, transparent and consistent national processes in the dental technology profession is a goal that has been identified by CADTR.

To achieve this, CADTR will:

- develop a national examination to establish standardized assessment criteria across Canada
- create an online Orientation and Self-Assessment Tool (OSAT) that enables internationally and domestically educated professionals to assess their education and experience against the Canadian requirements and identify any gaps for licensure in Canada
- launch a bilingual website that will host centralized information for internationally and domestically educated dental professionals, CADTR members and educators
- administer applicant education and competence assessments on behalf of its members

## Communication & Outreach

During the research and development phase, CADTR's engagement with stakeholders has been paramount. The roll out of the project has opened up the lines of communication with educators, students, internationally and domestically educated professionals. This year, CADTR administered numerous surveys, conducted focus groups, held stakeholder meetings, and held a virtual town hall to support the development of the new processes for licensure. Our stakeholders, including RDTs in Ontario, have been thoroughly engaged every step of the way. CADTR anticipates further engagement from educators, students and RDTs across Canada with the administration of the new examinations in summer 2020.

### Results from an environmental scan showed:

- approximately 50% of RDTs are approaching retirement
- graduates from Canadian dental technology programs are not seeking licensure
- large numbers of dental lab workers are unregulated due to a broad scope of practice
- aging Canadian population is increasing the demand for dental technology services
- An increased demand for cosmetic dental procedures

For more information, visit [www.cadtr-acord.com](http://www.cadtr-acord.com)



## **2018-2019 Committee Reports**

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

# EXECUTIVE COMMITTEE

## Committee Members

Sept. - Dec. 2018

### Chair

Michael Karrandjas

Derrick Ostner

George Paraskevopoulos

Janet Faas

Terence (Terry) Price

Jan. - Aug. 2019

### Chair

Michael Karrandjas

Derrick Ostner

George Paraskevopoulos

Janet Faas

Terence (Terry) Price

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 2018-2019, the Executive Committee:

- Convened seven times, both in person and via teleconference.
- Appointed two members of Council, public and professional, necessary for the Inquiries, Complaints and Reports Committee to achieve quorum.
- Reviewed the Access to Dental Technology (ADT) Project accomplishments against objectives and outcomes to ensure project funding was not at risk and national benefits realized.
- Participated in and guided the development of the College's Governance Policy manual and Council member onboarding, ensuring that governance structures, operations and results are transparent.
- Considered the Engagement Quality Control Review (EQCR) processes and tools to evaluate the auditor's performance annually and conduct a comprehensive evaluation every 5 years.
- Reviewed and updated the 2018-2022 Strategic Plan and Strategy Map for Council approval.
- Conducted the Registrar's annual performance review.
- Reviewed and revised the Registrar's Performance Plan for 2018-2019 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 2017-2018 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.

# REGISTRATION COMMITTEE

## Committee Members

Sept. - Dec. 2018

### Chair

Terence (Terry) Price

Michael Karrandjas  
George Paraskevopoulos  
Kiran Qureshi  
(until November 2018)  
David Savioli

Jan. - Aug. 2019

### Chair

Terence (Terry) Price

Michael Karrandjas  
George Paraskevopoulos  
David Savioli  
Robert Shawyer  
(as of January 2019)

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).

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 Office of the Fairness Commissioner (OFC).

### During 2018-2019, the Registration Committee:

- Convened four meetings.
- Reviewed and revised the Committee's Terms of Reference.
- Set Committee goals for 2019.
- Reviewed applications referred to the Committee by the Registrar, requests for additional examination attempts and requests for extension of application deadline.
- Continued its review of the Registration Regulation and will bring forward recommendations to Council once further changes have been identified by the Access to Dental Technology Project.
- Participated in training sessions on the Committee's roles and responsibilities, the OFC's roles, fair registration practices, applications for registration referrals and assessing Good Character.
- Received updates on the database and progress of the online applications development. The online application for Examinations (Steps 1 & 2) was launched in March 2019 and the application for Registration (Steps 3 & 4) was launched in August 2019.
- Submitted the 2018 Fair Registration Practices Report to the OFC and posted it onto the College's website.



# A SNAPSHOT OF RDTS IN ONTARIO IN 2018-2019

## Membership by Class of Registration



### Membership Growth

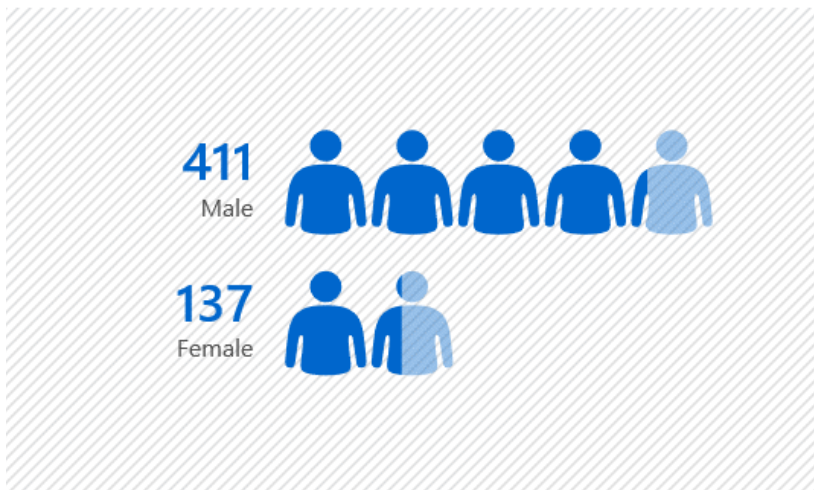
New Members	18
Resigned, Retired, Deceased	20
Suspended	7
Reinstated	1
Total Net Growth	-8

**95% General Members**

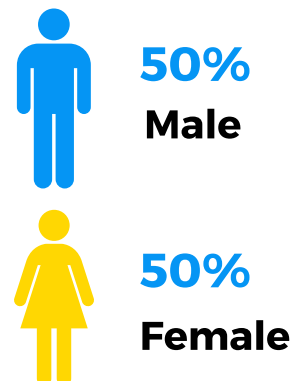
## NET RATE OF MEMBERSHIP GROWTH YEAR OVER YEAR

	2014-15	2015-16	2016-17	2017-18	2018-19
Net Rate Growth (%)	0.2%	-0.2%	-1.1%	-0.2%	-1.5%

## Membership by Gender



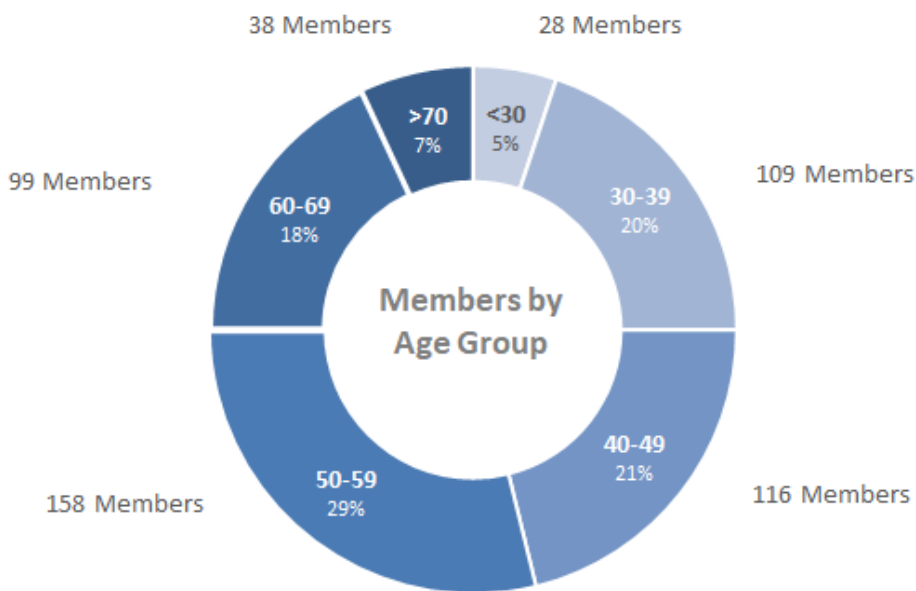
### Gender distribution of new Members



# A SNAPSHOT OF RDTs IN ONTARIO IN 2018 2019



**61 %**  
of RDTs have been registered for over 10 years



**25 %**  
of RDTs are under 40 years old

# EXAMINATIONS COMMITTEE

## Committee Members

Sept. - Dec. 2018

### Chair

Igor Kobierzycki  
(non-Council member)

Harold (Skip) Bassford  
Jason Chai

Jan. -Aug. 2019

### Chair

Igor Kobierzycki  
(non-Council member)

Harold (Skip) Bassford  
Jason Chai

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 under the Canadian Free Trade Agreement (CFTA) are exempt, however, must successfully complete the Jurisprudence & Ethics examination component 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, a responsibility previously held by the Registration Committee. The Registration Committee appoints a Task Force composed of RDTs for each of the examination components, written and practical. The Task Forces develop examinations that provide a reliable and valid measure of a candidates knowledge, skills and judgement to practise dental technology. The Practical Examination Task Force is also responsible for the management of the entry-to-practice examination. Throughout the examination development process, each Task Force ensures that it adheres to transparent, objective, impartial and fair practices.

## During 2018-2019, the Examinations Committee:

- Convened two meetings 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.
- Revised and approved the 2019 Registration Examination Handbook.
- Assessed and approved the 2019 Registration Examination (written and practical) presented by the Examination Task Forces to be administered at the July 2019 examination session.
- Reviewed the National Essential Competencies for Dental Technology Practice in Canada (Approved by CADTR in April 2019 and adopted by CDTO Council in June 2019).
- Approved the 2019 Registration Examination results for release to examination candidates.

# EXAMINATION STATISTICS FOR 2018-2019

Examination	Number of Candidates	Percent
First Time Candidates	23	56%
Repeat Candidates	18	44%
Total Candidates	41	100%

\*Note: One first time candidate withdrew from the 2019 Registration Examination

Examination Candidate Demographics	Number of Candidates	Percent
George Brown College	30	73%
International	11	27%
Applicants under Labour Mobility	0	0%
Total Candidates	41	100%

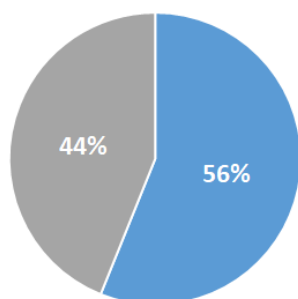
Successful Candidates	Number of Candidates	Percent
George Brown College	12	86%
International	2	14%
Applicants under Labour Mobility	0	0%
Total Candidates	14	100%

\*Notes:

Labour Mobility: The Canadian Free Trade Agreement (CFTA) came into effect on July 1, 2017, replacing the Agreement on Internal Trade (AIT). The new legislation will reduce and eliminate, to the extent possible, barriers to the free movement of persons, goods, services, and investments within Canada.

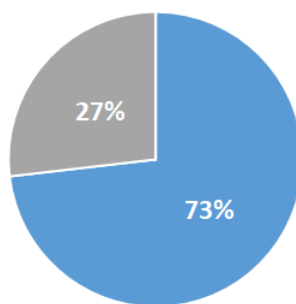
One Labour Mobility Applicant deferred their exam to 2019-2020

Breakdown of Examination Candidates by Attempts



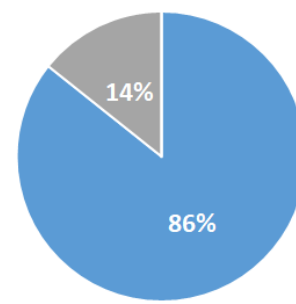
■ First Time Candidates  
■ Repeat Candidates

Breakdown of Examination Candidates by Application Stream



■ George Brown College  
■ International

Breakdown of Successful Candidates by Application Stream



■ George Brown College  
■ International

# QUALITY ASSURANCE COMMITTEE

## Committee Members

Sept. - Dec. 2018

### Chair

Derrick Ostner

George Paraskevopoulos

Igor Kobierzycki

(non-Council member)

Jason Chai

Janet Faas

Joanne Kranyak

Terence (Terry) Price

Jan. - Aug. 2019

### Chair

Derrick Ostner

Daniel Choi

George Paraskevopoulos

Igor Kobierzycki

Jason Chai

Janet Faas

Joanne Kranyak

Terence (Terry) Price

The goal of the Quality Assurance (QA) Committee is to protect the public by ensuring that the knowledge, skills and judgement of Members reflect the standards of the profession, through ongoing professional development and practice assessment. Participating in ongoing continuing education enhances the level of competency and professionalism of the profession.

## During 2018-2019, the Quality Assurance Committee:

- Convened three meetings.
- Participated in an in-depth orientation training provided by College staff and welcomed one new Committee member to the Committee slate.
- Explored opportunities to design a best practice QA program, based on Member consultation and environmental scan, that supports Members to continuously improve their quality of care.
- Oversaw the administration of the 2018-2019 Peer and Practice Assessments. Eleven Members were selected by stratified random sampling, of which nine Members successfully passed the assessment and have met the requirements. The Committee has exempted two Members due to retiring/resigning.
- Oversaw the administration of the 2016-2019 (3-Year) Summary Professional Development Portfolio (SPDP) with 130 Members from Group A required to submit their documents by the deadline.
- Oversaw the administration of the 2015-2018 (3-Year) Summary Professional Development Portfolio (SPDP) from Group B and remediated with the 6 Members who did not meet their obligations by the deadline.
- Amended the Continuing Professional Development guideline to reflect consistent, understandable nomenclature.
- Reviewed and recommended a new Standard of Practice – RDT Stamp for consultation to provide clear and up-to-date expectations regarding accountability for practitioners.

# QUALITY ASSURANCE COMMITTEE STATISTICS

## SUMMARY OF SEPT 1, 2016-AUG 31, 2019— SPDP SUBMISSION PROGRAM

	Number of Members
Total required to submit by August 31, 2019	130
Members retired, suspended, or went inactive who did not submit	4
Members non-responsive; non-compliant	0
Members responsive; non-compliant	6

## QUALITY ASSURANCE COMMITTEE DECISIONS

	Number of Members
Full Professional Development Profile	5
Grant Extension	1



## INQUIRIES, COMPLAINTS & REPORTS COMMITTEE

### Committee Members

Sept. 2018- Aug. 2019

#### Chair

Harold (Skip) Bassford

Andreas Sommers  
(non-Council member)

Clark Wilson

Daniel Choi

David Savioli

Joanne Kranyak

Robert Shawyer

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

From September 1, 2018 to August 31, 2019, the ICRC convened seven meetings.

### Complaints

From September 1, 2018 – August 31, 2019, the College received one new complaint. The ICRC also reviewed four complaints that were carried over from the previous year. The ICRC issued five decisions in 2018-2019. One was to take no further action, one was the issuance of an oral caution, and three were referred to the Discipline Committee. The remaining complaint will be reviewed by the ICRC in 2019-2020.

### Registrar's Reports

Where the Registrar has reasonable and probable grounds to believe that a Member has committed an act of professional misconduct, 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 2018-2019 and one was carried over from the previous year. Two decisions were issued in 2018-2019. Two cases were referred to the Discipline Committee.



# INQUIRIES, COMPLAINTS & REPORTS COMMITTEE

## Committee Members

Sept. 2018 - Aug. 2019

### Chair

Harold (Skip) Bassford

Andreas Sommers  
(non-Council member)

Clark Wilson

Daniel Choi

David Savioli

Joanne Kranyak

Robert Shawyer

## Quality Assurance Referral

The Quality Assurance (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, 2018 – August 31, 2019, the QA Committee referred one matter to the ICRC. There was no QA referral carried over from the previous year. The referred matter will be reviewed by the ICRC in 2019-2020.

## Discipline Committee Referrals

During the fiscal period of 2018-2019, the ICRC referred four new cases to the Discipline Committee. Two of these cases regarding the same member were amalgamated into one matter.





## DISCIPLINE COMMITTEE

### Committee Members

Sept. 2018 - Dec. 2019

All Members of Council are members of the Discipline Committee

### Chair

Terence (Terry) Price

Igor Kobierzycki  
(non-Council member)

Andreas Sommers  
(non-Council member)

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

### Meetings and Hearings:

During 2018-2019 year, the Discipline Committee did not hold any hearings. Four matters were referred by the ICRC to the Discipline Committee. Two of these matters regarding the same Member were amalgamated into one Discipline matter. These three matters will be heard in the next fiscal year.



## FITNESS TO PRACTISE COMMITTEE

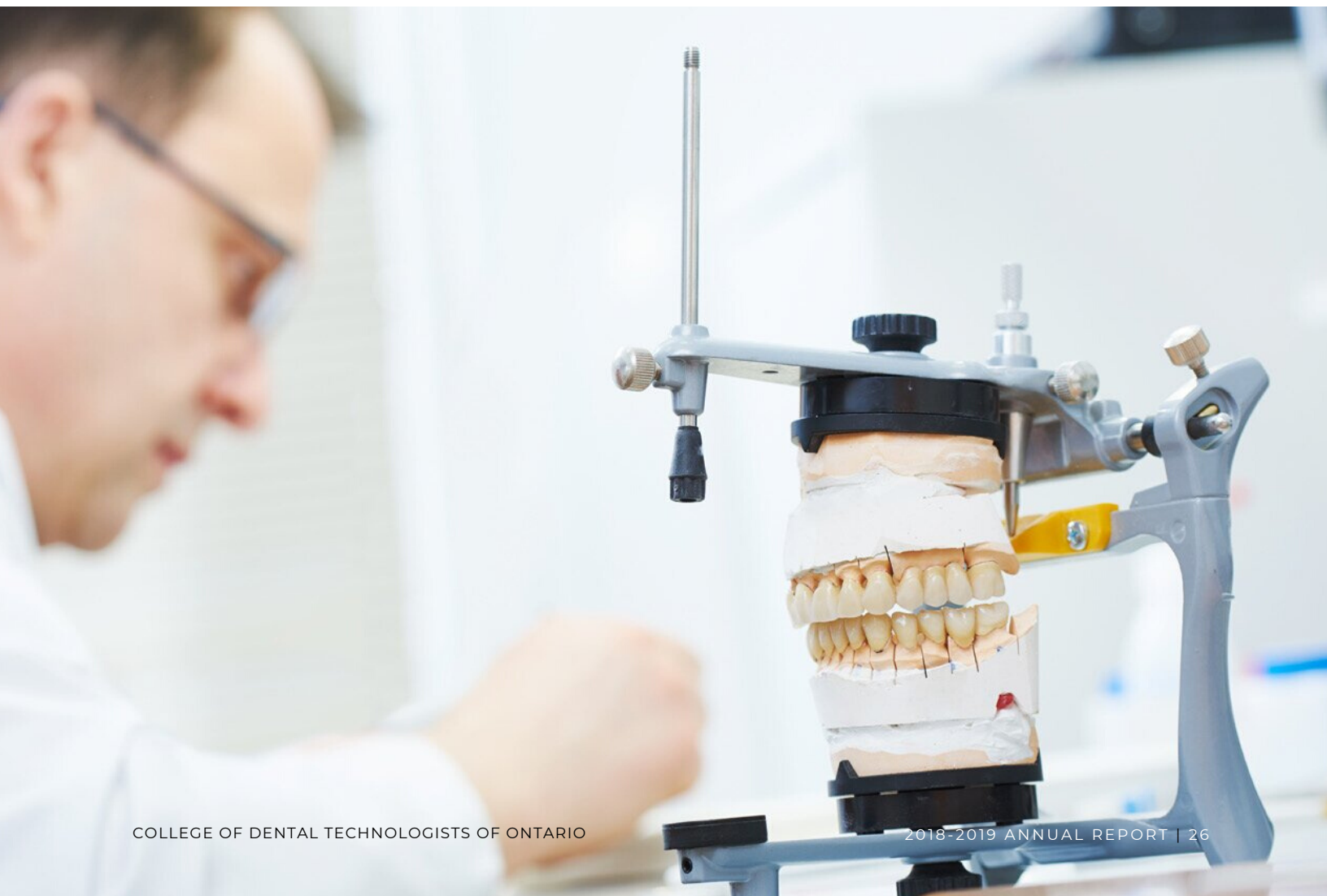
### Committee Members

Sept. 2018- Dec. 2019

All Member of Council are members of the Fitness to Practise Committee

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

There were no referrals to the Fitness to Practise Committee during the 2018-2019 year. The Committee continues to ensure it is adequately prepared should it receive a referral.



# PATIENT RELATIONS COMMITTEE

## Committee Members

Sept. 2018 - Aug. 2019

### Chair

Joanne Kranyak

Clark Wilson

David Savioli

Harold (Skip) Bassford

Jason Chai

Michael Karrandjas

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 2018-2019, the Patient Relations Committee:

- Convened two meetings.
- Reviewed the College's Communications Strategy and proposed amendments to the Communications Strategy to align with the College's Strategic Plan and current initiatives.
- Began steps to review the "Illegal Practitioners" webpage to address this challenging issue on the CDTO website and conducted a review of the information available to Members and the public about illegal practice.
- Continued to inform the public about the role of RDTs through the Face Behind The Smile brochure and are exploring additional strategies to enhance public awareness about those making their dental devices.
- Reviewed and approved the Committee's Terms of Reference, approved by Council.
- Approved the bi-annual distribution of the Member newsletter "The Bridge" which has been made available on the CDTO website.

The Committee continues to discover and implement new ways to engage Members and the public.

# 2018-2019 FINANCIAL OVERVIEW

The College carries out prudent financial practices to support its mission and mandate as a regulator. Financial integrity is an organization-wide responsibility and is critical to protect the interests of the public and our Members on an ongoing basis.

The College continues to demonstrate our fiscal responsibility on a regular basis by ensuring that the financial reports we present offer relevant information to all stakeholders on how we utilize funds generated from annual Member fees to carry out our mandate and mission.

The CDTO aims to work consistently to manage and report the College's finances so that internal and external stakeholders can readily access and understand them. We do this 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 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.

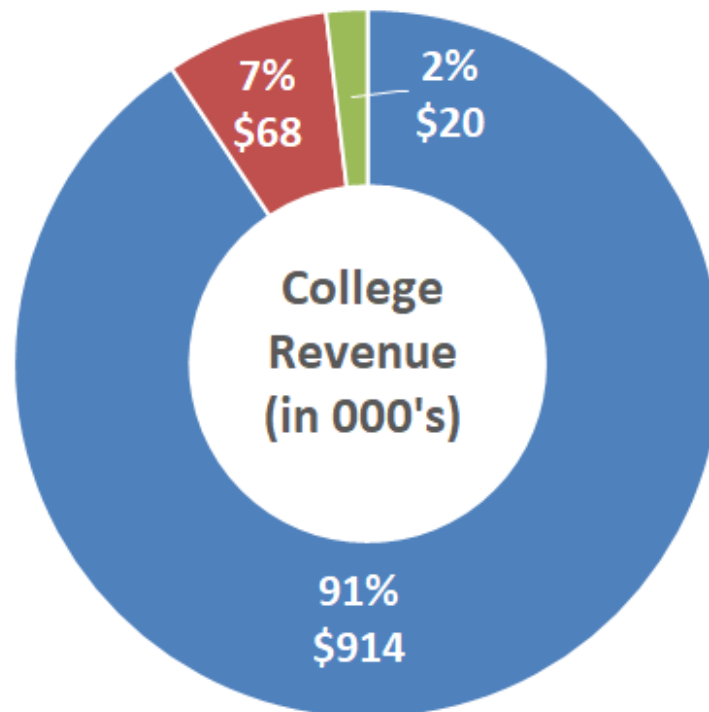
- Leveraging professional expertise through our auditors to provide an independent assessment of the integrity of our financial statements and to make ongoing improvements to our financial systems.

The 2018-2019 audited financial results demonstrate year over year that the College is in a healthy financial position. During the year, the College spent approximately \$58,000 on strategic projects, approved by Council and funded solely from prior years' accumulated surplus and not from Members current year fees. The balance of funds available at year-end, approximately \$121,500 in "Internally Restricted for Strategic Initiatives" on the Statement of Financial Position, will be used to strengthen the College's ability to respond to the increasing needs and expectations of the public and government, and to address future risks and opportunities.



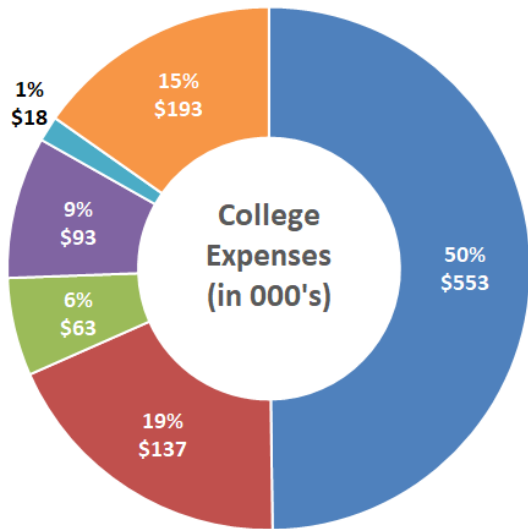
# FINANCIAL OVERVIEW 2018-2019

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

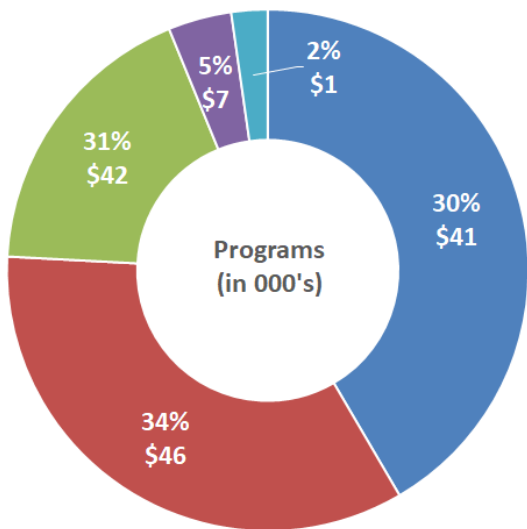


Revenue	\$( In 000's)	%
Registration, Laboratory and Supervision Fees	\$914	91%
Investment Income	\$20	2%
Examination fees	\$68	7%

# FINANCIAL OVERVIEW 2018-2019



Expenses	\$(in000's)	%
Human Resources	\$553	50%
Programs	\$137	19%
Strategic Initiatives and Projects	\$63	6%
Occupancy Costs	\$93	9%
Council	\$18	1%
Operations (Incl. depreciation)	\$193	15%



Programs	\$(in000's)	%
Complaints, Discipline and Patient Relations	\$41	30%
Examination	\$46	34%
Registration, Laboratory Supervision	\$42	31%
Quality Assurance	\$7	5%
Publications	\$1	2%

# **College of Dental Technologists of Ontario**

SUMMARY FINANCIAL STATEMENTS

AUGUST 31, 2019

**HILBORN**<sub>LLP</sub>

## 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, 2019, 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, 2019.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, on the basis 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 13, 2019.

### Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis 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*.



Chartered Professional Accountants  
Licensed Public Accountants

Toronto, Ontario  
December 13, 2019



# COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

## Summary Statement of Financial Position

August 31	2019 \$	2018 \$
<b>ASSETS</b>		
Current assets		
Cash	1,382,001	1,311,247
Accounts receivable	30,801	34,844
Prepaid expenses	11,796	15,752
	<u>1,424,598</u>	<u>1,361,843</u>
Investments	782,214	762,987
Capital assets	<u>21,255</u>	<u>24,816</u>
	<u>803,469</u>	<u>787,803</u>
	<u>2,228,067</u>	<u>2,149,646</u>
<b>LIABILITIES</b>		
Current liabilities		
Accounts payable and accrued liabilities	131,759	133,559
Deferred registration and laboratory supervision fees	<u>849,824</u>	<u>828,317</u>
	981,583	961,876
Deferred lease incentives	<u>22,328</u>	<u>11,221</u>
	<u>1,003,911</u>	<u>973,097</u>
<b>NET ASSETS</b>		
Invested in capital assets	12,138	13,595
Internally restricted for complaints and discipline	150,000	150,000
Internally restricted for abuse therapy	20,000	20,000
Internally restricted for strategic initiatives	121,520	108,691
Unrestricted	<u>920,498</u>	<u>884,263</u>
	<u>1,224,156</u>	<u>1,176,549</u>
	<u>2,228,067</u>	<u>2,149,646</u>

# COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

## Summary Statement of Operations

Year ended August 31	2019 \$	2018 \$
Revenues		
Registration	871,774	873,182
Examination	74,772	67,900
Laboratory supervision	39,804	40,495
Investment income	19,227	20,054
	<b>1,005,577</b>	1,001,631
Expenses		
Registration	3,942	13,710
Examination	60,904	45,768
Laboratory supervision	27,383	28,412
Quality assurance	7,100	6,838
Complaints and discipline	72,822	40,436
Patient relations	1,362	543
Administration	244,893	304,008
Strategic initiatives	58,277	63,375
Human resources	477,117	553,409
Publications	4,170	1,051
	<b>957,970</b>	1,057,550
Excess of revenues over expenses (expenses over revenues) for year	<b>47,607</b>	<b>(55,919)</b>

# COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

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## Note to Summary Financial Statements

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August 31, 2019

1. **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, 2019, on a basis that is consistent, in all material respects, with the audited financial statements of the College except that the statements of changes in net assets and cash flows and the information disclosed in the notes to the audited financial statements have not been presented.

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

**HILBORN**  **LLP**



**College of Dental Technologists of Ontario**  
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