



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

Annual Report

2023-24

September 1, 2023 - August 31, 2024

Promoting public protection. Advancing safe protocols.

Table of Contents



To explore the report, click on the listed sections in the Table of Contents to jump directly to the relevant pages. You can also enlarge the charts by clicking on it.

Purpose, Vision, Values	3
Commonly Used Acronyms	4
About CDTO	5
Board of Directors	6
Chair's Message	7
Registrar's Message	8
Strategic Plan and Map	9
Strategic Accomplishments	10-11
College Performance Measurement Framework	12
Committees	13-14
Executive Committee Report	15-16
Registration Committee Report	17-19
Inquiries, Complaints, and Reports Committee Report	20
Quality Assurance Committee Report	21-22
Discipline Committee Report	23
By Laws and Policy Review Committee Report	24
Recruitment Committee Report	25
Patient Relations Committee Report	26
Practice Advisory	27
Financial Report	28-33



What Guides Us?

Our Vision

The College is a collaborative and agile regulator committed to supporting our registrants to achieve excellence in patient care while raising awareness of the dental technology profession and its importance within oral health care.

Purpose

The College of Dental Technologists of Ontario regulates Registered Dental Technologists in the public interest to practise the profession competently and ethically.

Core Values

- ➔ **Fair**—our purpose is carried out with professionalism that promotes trust and confidence, and sets an example for the profession.
- ➔ **Respectful**— we conduct business thoughtfully, fairly and with compassion in all interactions.
- ➔ **Transparent**—we deliver programs and activities in an open and interactive manner within the boundaries of privacy legislation and regulations.
- ➔ **Responsive**—we value open, honest and accessible communication.
- ➔ **Accountable**—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
MOH	Ministry of Health
NBCM	Non-Board 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 Act, 1991

About our College

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 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.

Staff at the College

Registrar and CEO

Judith Rigby

Office Administrator

Safyia Mohammed

Policy and Strategic Projects

Rose Far

Professional Conduct

Heta Chaudhari

Registration, Examination & Quality Assurance

Paola Bona

Governance and Regulatory Affairs

Leanne Cheng

Communications and System Partners Engagement

Ashney Patrick

EDI-I Lead

Rihanna Omar

Board of Directors

The College operates under the governance of a Board of Directors. Its Board comprises eight Registrants elected from across Ontario and seven Public Members appointed by the Government of Ontario. The Board serves three primary functions:

1. Ensuring the College fulfills its legislated mandate.
2. Establishing the College's strategic direction and overseeing its performance.
3. Appointing the Registrar and CEO and evaluating their performance based on established

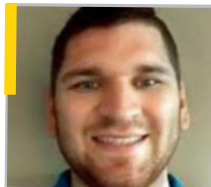
CDTO BOARD



James Matera, RDT
Chair From March 2023
[Professional Member](#)



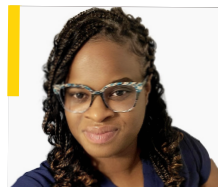
William Van Evans, RDT
Vice-Chair Starting January 26, 2024
[Professional Member](#)



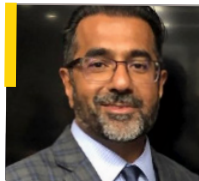
Michael Sanders, RDT
Vice-Chair Until January 26, 2024
[Professional Member](#)



Abena Buahene
From February 2023
[Public Member](#)



Shanice Fontaine, RDT
[Professional Member](#)



Asif Khan
[Public Member](#)



Jill Langford, RDT
[Professional Member](#)



Melanie Liassides, RDT
[Professional Member](#)



Allison Malloy
Until July, 2024
[Public Member](#)



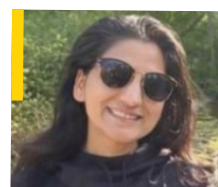
Tayla McGuckin
[Public Member](#)



Nawaz Pirani
[Public Member](#)



Rehan Siddiqui
[Public Member](#)



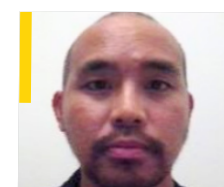
Poonam Singh
Until October 16, 2023
[Public Member](#)



Clark Wilson, RDT
[Professional Member](#)



Adela Witko, RDT
[Professional Member](#)



Franz Yagin, RDT
[Professional Member](#)

Message from the Chair

On behalf of the Board and the staff of the College, I am pleased to present our 2023-2024 Annual Report. It is a privilege to continue serving as Board Chair and share the significant progress we have made over the past year to be strategic and effective in overseeing organizational objectives and operations and remaining true to our commitment of public protection.


I am particularly proud of how the Board is building trust and continuously evolving together. We have shown respect for diverse perspectives, collaborated to create innovative solutions, and spoken with one voice after decisions are made. This empowers us to be effective governors and ensures we do the best work possible, all in the best interests of the public.

Having an intimate understanding of the practice environment and role of the College, I am pleased with the contributions by the Board directors, staff, registrants, public and system partners towards the College's new 2024 Strategic Plan. This new plan serves as the roadmap that will guide us over the next three years, ensuring our actions align with our purpose, vision and commitment to assessing evidence, mitigating risks, and adhering to the principles of truth, reconciliation, equity, diversity, inclusion, and accessibility.

I know that our experienced elected and appointed Board directors are never so experienced that we can't benefit from a refresher on topics or training necessary to be effective in our roles. During the year, we participated in education and training on Governance and Bias, Decolonizing Workplaces, Strategic and business planning, and the importance of key performance indicators, effective governing documents and financial oversight. The recruitment, orientation and onboarding sessions held with newly elected and appointed Board directors has facilitated relationship-building among directors and management. These taken together have contributed to deepening our understanding and commitment to fostering a more inclusive, informed and effective board.

Being responsive to emerging issues in real time is a good measure of board effectiveness. As a practising RDT, I understand the symbolic meaning behind the physical impression of the RDT Stamp on paper documents. However, the practice environment is changing, and the pandemic has accelerated our reliance on technology. In light of this, we considered regulatory modernization and reduction of administrative burden to discontinue the RDT Stamp. We transitioned to the use of College identifiers that would best identify the responsible RDT to patients and other oral health professionals. We also took this opportunity to collaborate with the RCDSO to share this information to dentists and promote the use of the Public Register as the best method of verifying an RDT's eligibility to practise.

I am indebted to my fellow Board members, committees, staff, and system partners for their dedication and contributions to the College's purpose. As we continue forward, we remain committed to upholding the highest standards in the regulation of dental technology, ensuring public protection, and supporting the profession's evolution.



James Matera, RDT
Chair

Message from the Registrar

I am proud to celebrate my 10th anniversary as Registrar & CEO of the College. Over the last decade we have not waived from our purpose and commitment to serve in the best interests of the public, but we have modernized our approach to regulation. Gone are the days when the organization was narrowly focused on monitoring and enforcing compliance by registrants. In the new era of regulation, we expand our focus to the organization's performance and ability to enable registrants to serve the diverse public. How we do this rests on the strength of our leadership, agility to change, and engagement with our clients and system partners.

2023-2024 was an exciting and impactful year, marking achievements and progress in our journey to modernizing how we regulate. We reflected on the accomplishments and challenges in delivery of the College's initial five-year strategic plan, recognizing that it is a dynamic exercise. Directors and staff drew on its internal expertise to lead and collaborate with key partners in developing and launching a new three-year strategic plan. This plan is centered on achieving strategic outcomes through three pillars of success: professional excellence, engagement, and regulatory excellence. These indicators will improve how we measure organizational performance and communicate our progress to you.

Another major undertaking is the Board's initiative to modernize the By-Laws, which serve as the foundation for governing and board policies to direct, protect and enable the organization. A By-Law and Policy Review Committee was struck to lead this initiative, drawing on the expertise of public and elected directors and staff. The Committee has identified and prioritized By-Law sections that impact Board effectiveness. Progress on this initiative will be communicated through several channels including consultations and the College's website.

Delivering on our organization's purpose is a dynamic journey that cannot be done in silo. Engaging with a wide range of system partners including equity-seeking groups, dental technology professionals, and potential applicants has highlighted the importance of patient rights for a non patient facing profession, collaboration to address patient risk and modernization of programs and program delivery. It has also ignited interest from the community to participate in elections and serve as volunteers, committing over 2100 hours to support the College and regulation of the profession.

Modernizing our approach to regulation has taken collaboration beyond our provincial borders to a national level. I am incredibly proud of our involvement in the successful delivery of a pan-Canadian platform for competencies, credentialing and examinations. With the recognition and support from federal funding agencies, we are now expanding credentialing pathways for prior learning recognition, demonstrating our ongoing commitment to inclusivity, eliminating barriers to registration and improving labour mobility. Change is inevitable but it is directionless. It is up to us to direct that change and make progress from where we are now to where we want to be.

I extend my deepest gratitude to our dedicated team of Directors, staff, volunteers and registrants who have contributed to our progress. Your continued commitment and collaboration are integral to the journey of modernizing our approach to regulation and protecting the public by promoting safe practice through all that we do.



Judith Rigby, CPA, CGA
Registrar

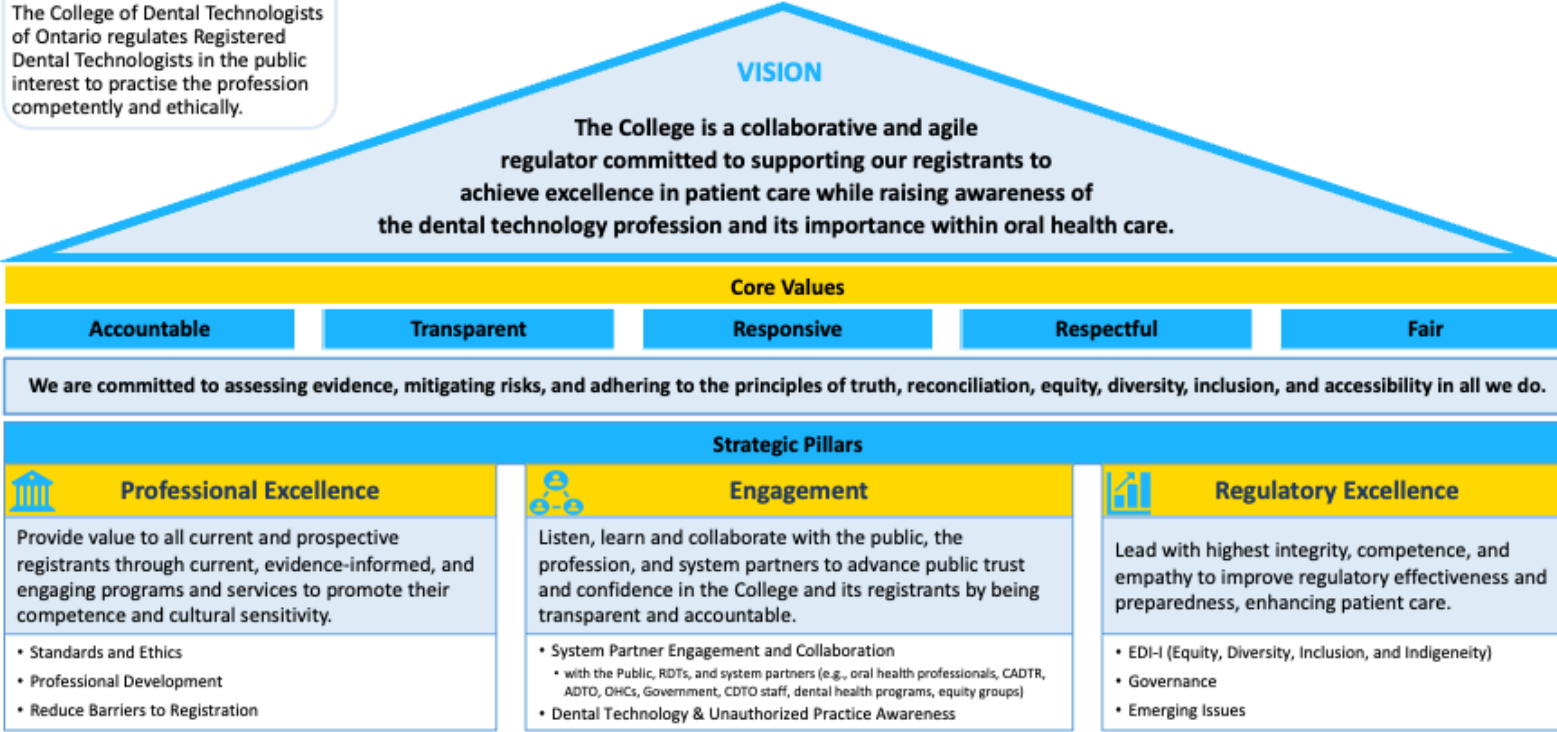
Strategic Plan

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.

By the end of 2023, the College successfully concluded its first five-year strategic plan, [achieving significant milestones](#). Building on this progress, the Board approved a [new Strategic Plan \(2024–2027\)](#) during its [December 2023](#) meeting, informed by consultations with system partners, RDTs, and the public. To track progress, we developed a [Business Plan](#) including Key Performance Indicators (KPIs) to ensure accountability and continuous improvement.

Strategic Map 2024 - 2027

Purpose
The College of Dental Technologists of Ontario regulates Registered Dental Technologists in the public interest to practise the profession competently and ethically.



Strategic Accomplishments

Strategic Pillar: Professional Excellence

Standards and Ethics

- Retained a consultant to support CDTO's Standards and Ethics development.
- Drafted standards framework, including ethical principles and professional standards, based on desktop research, several health regulator interviews and best practices.
- Conducted two focus groups with dental technologists across Canada, to gain deeper insights into current dental technology practices.

Professional Development

- Developed two new resources to assist Registrants to comply with continuing professional development obligations, accessible on the CDTO website

Reduce Barriers to Registration

- Secured government funding and launched the national Access to Dental Technology (ADT) Phase II Prior Learning Assessment and Recognition (PLAR) initiative in a livestream announcement with MP Shaun Chen (January 2024)
- Signed the Project Charter signaling our commitment to fair registration practices and labour mobility and retained a project manager to ensure deliverables and terms of agreement are met.
- Retained a PLAR consultant to conduct an environmental scan on PLAR programs and tools offered by dental technology regulators across Canada and external organizations that will form the recommendations for eligibility requirements, the assessment tool and applicant reporting.

Strategic Pillar: Regulatory Excellence

Equity, Diversity, Inclusion and Indegenity

- Launched an updated EDI-I webpage accessible through the CDTO website, featuring topics such as EDI strategy and accountability, anti-racism, truth and reconciliation, and EDI glossary and resources.
- Participated in EDI-based training sessions, including Decolonizing Workplace Practices, and Race-Based Data Collection workshops.
- Developed an updated EDI action plan, targeting three actionable priority areas based on the HPRO EDI Organization Self-Assessment results.

Governance

- Established the By-Laws and Policy Review Committee on April 26, 2024, to support the modernization of the College's By-Laws and policies.
- The Board received education and training on Governance and Bias, Health Profession Regulators of Ontario, National Indigenous Peoples Day and Decolonizing Workplaces.

Emerging Issues

- Conducted research on best practices and policies from other healthcare colleges in Ontario to develop Emergency Class of Registration (ECR) policy and supervision guidelines.
- Developed an initial draft of the ECR policy and supervision guidelines for review by the Registration Committee.

Strategic Accomplishments

Strategic Pillar: Engagement

System Partners Engagement & Collaboration

- Successfully engaged in multiple collaborative initiatives with system partners, including CACPR, PLAR, RCDSO, ADTO, GBC, HPDO, and MOH.
 - Established joint registration processes to verify educational improvement and prevent unauthorized practice.
 - Conducted diverse engagement activities
- High engagement recorded, particularly on the CDTO website with 4,100 interactions.

Dental Technology & Unauthorized Practice Awareness

- Successfully conducted multiple awareness campaigns to educate the public and system partners on unauthorized practice in dental technology.
 - Engagement through various formats.
 - Increased engagement on unauthorized practice and complaint procedures.
- Strengthened public understanding of complaint mechanisms and regulatory guidelines.

College Performance Measurement Framework

The College Performance Measurement Framework (CPMF) was developed by the Ministry of Health to enable regulatory colleges to self-assess their performance against key attributes of an effective regulator. The framework is structured into seven domains, each further divided into standards and measures of best practices.

Regulatory health colleges are required to complete the CPMF reporting tool by assessing their compliance with the outlined criteria, selecting Yes, Partially, or No, and providing supporting documentation (e.g., policies, Board minutes where a matter was discussed). Completed CPMF Reports must be submitted to the Ministry and published on the respective College’s website by March 31st of the following year.

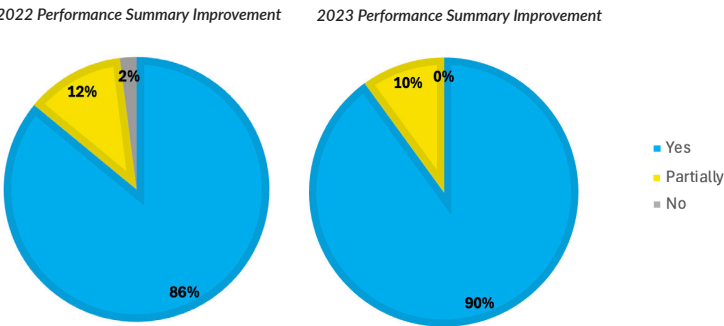
The approval of CDTO’s CPMF Report was delegated to the Executive Committee who approved it at their March 18, 2024 meeting.

System Partners Key Initiatives

The System Partners domain requires colleges to demonstrate collaboration to enhance oversight and meet public expectations. In 2023, CDTO engaged in key initiatives, including:

- Mandatory Reporting Module – Developed with Ontario’s oral health colleges to strengthen regulatory oversight and public safety.
- COVID-19 Unified Guidance – Supported safe oral healthcare and rescinded on July 19, 2023, after thorough review.
- Registration Regulation Amendments – Introduced an Emergency Class of Registration and other changes to improve healthcare access.
- Indigenous Reconciliation & Anti-Bias Workshop – Conducted with Ontario’s oral health colleges, led by First Peoples Group.
- EDI Self-Assessment Guide – Developed with Health Profession Regulators of Ontario to support equity and anti-racism initiatives.
- CDTO remains committed to regulatory excellence through continuous improvement and strategic partnerships.

2023 Performance Summary Improvement



Benchmarked Evidence

The Ministry identified eight pieces of Benchmarked Evidence as attributes of an excellent regulator. Colleges should meet or provide an improvement plan towards meeting these benchmarks.

Of the eight Benchmarked Evidence, CDTO meets seven. The remaining area—ensuring Statutory Committee candidates meet predefined competency and suitability criteria—was partially met, with an improvement plan submitted to the Ministry.

2023 CPMF Reporting Tool Updates

Launched in 2020, CPMF is now in its fourth reporting cycle. The reporting tool is reviewed annually and refined as needed based on feedback from colleges and industry experts. For the 2023 reporting year, no changes were made to the reporting tool.

In 2023, CDTO made key advancements in two required areas of evidence:

- **Risk Management:** A formalized approach to identifying, assessing, and managing risks is now integrated into strategic planning and operations.
- **Equity Impact Assessments:** Policies, programs, and decisions undergo Equity Impact Assessments to ensure fairness and prevent discrimination.

Committees

Seven statutory committees carry out the regulatory functions of the College and support the Board in meeting its mandate. In addition, the Board may establish and maintain non-statutory Committees necessary for the effective and efficient function of the College. These Committees are made up of members of the Board and may include individuals who are not members of the Board. The specific composition of each committee is set out in the College's Governance Policy Manual and members are appointed at the first meeting of the Board in each calendar year.

Executive Committee:

September 1, 2023 to January 26, 2024	January 26, 2024 to August 31, 2024
James Matera, RDT - Chair	James Matera, RDT - Chair
Michael Sanders, RDT - Vice-Chair	William Van Evans, RDT - Vice-Chair
Allison Malloy (Public)	Abena Buahene (Public)
Dr. Rehan Siddiqui (Public)	Allison Malloy (Public)
William Van Evans, RDT	Adela Witko, RDT

Registration Committee:

September 1, 2023 to January 26, 2024	January 26, 2024 to August 31, 2024
Jill Langford, RDT - Chair	Melanie Liassides, RDT - Chair
Abena Buahene (Public)	Abena Buahene (Public)
Melanie Liassides, RDT	Dr. Rehan Siddiqui (Public)
Dr. Rehan Siddiqui (Public)	Adela Witko, RDT
Franz Yagin, RDT	Franz Yagin, RDT

Inquiries, Complaints and Reports Committee:

September 1, 2023 to January 26, 2024	January 26, 2024 to August 31, 2024
Jill Langford, RDT - Chair	James Matera, RDT - Chair
James Matera, RDT	Dr. Rehan Siddiqui (Public)
Manijeh Rezaeizadeh, RDT	Manijeh Rezaeizadeh, RDT
David Savioli, RDT	Asif Khan (Public)
Dr. Rehan Siddiqui (Public)	Adela Witko, RDT

Quality Assurance Committee:

September 1, 2023 to January 26, 2024	January 26, 2024 to August 31, 2024
Allison Malloy (Public) - Chair	William Van Evans, RDT - Chair
Melanie Liassides, RDT	Shanice Fontaine, RDT
Poonam Singh (Public) (to December 8, 2023)	Ovidiu Lauric (Public)
William Van Evans, RDT	Melanie Liassides, RDT
Franz Yagin, RDT	Allison Malloy (Public)

Patient Relations Committee:

September 1, 2023 to January 26, 2024	January 26, 2024 to August 31, 2024
Jill Langford, RDT - Chair	Nawaz Pirani (Public) - Chair
Allison Malloy (Public)	Jill Langford, RDT
Michael Sanders, RDT	Asif Khan (Public)
Asif Khan (Public)	Franz Yagin, RDT
	Tayla McGuckin (Public)

Committees

By-Laws and Policy Review Committee: (Non-Statutory)

Appointed on April 26, 2024	
Abena Buahene (Public) - Chair	
Asif Khan (Public)	
Nawaz Pirani (Public)	
William Van Evans, RDT	
Franz Yagin, RDT	

Discipline Committee

September 1, 2023 to January 26, 2024	January 26, 2024 to August 31, 2024
All Board Members	All Board Members

Recruitment Committee (Non-Statutory)

September 1, 2023 to January 26, 2024	January 26, 2024 to August 31, 2024
Melanie Liassides, RDT - Chair	Abena Buahene (Public) - Chair
Paola Bona (Staff)	Leanne Cheng (Staff)
Abena Buahene (Public)	Shanice Fontaine, RDT
Franz Yagin, RDT	Melanie Liassides (Public)

Fitness to Practice

September 1, 2023 to January 26, 2024	January 26, 2024 to August 31, 2024
All Board Members	All Board Members

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.



6
Meetings
Convened

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:

- Received training on the Committee's roles and responsibilities, College Performance Measurement Framework, the strategic plan, environmental trends, and priorities for the year ahead.
- Reviewed a draft Committee Competency Framework developed to meet the Ministry of Health's expectation in its College Performance Measurement Framework that statutory Committee candidates have met predefined suitability and competency criteria.
- Reviewed the Statutory Committee meeting evaluations which provides a line of sight into committee effectiveness and potential emerging issues both within and across committees.
- Presented the CEO with the Board approved Performance Evaluation Review which is conducted to ensure performance expectations and delivery align with the Board's strategic direction and to support training and education.
- Approved the 2023 College Performance Measurement Framework Report to be published to the College's website by March 31, 2024 to report on the College's performance and meet the Ministry of Health's expectations.
- Received an announcement awarding \$611,732 in funding through the federal government's Foreign Credential Recognition Program to the ADT Phase II project. This funding is part of a broader government investment totaling \$86 million, aimed at increasing the capacity for foreign credential recognition of approximately 6,600 internationally educated health professionals.

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 quarterly financial monitoring reports of Operating, Strategic Initiatives and Investments.
- Recommended that Board approve the 2022-2023 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.
- Conducted the Annual Auditor Assessment and recommended that a Comprehensive Assessment also be done for the 2022– 2023 audit year to determine whether to reappoint the current auditor or go to tender to explore alternate options.
- Carried out the Board's decision to seek proposals from audit firms to conduct the College's external audit of financial statements and approved the Request for Proposal for publication.
- Reviewed the proposals of nine auditing firms who were recommended by national and provincial health regulatory colleges. Two of the nine auditing firms were shortlisted and interviewed by the Executive Committee. The Committee then recommended the appointment of Kriens LaRose LLP for the 2023-2024 audit.
- Directed the review of the Investment Policy to expand the policy to protect and optimize the value of surplus funds, define roles and responsibilities, define asset allocation, incorporate investment monitoring and reporting requirements.

Recommended the approval of the 2024-2025 budget without the RDT Stamp fee and the fee schedule with a CPI increase of 2.8%.

Reviewed information that the Board may be asked to approve up to \$42K to support the 2024-2027 Strategic Plan. Pivotal Research, who is completing the Standards and Ethics Project, may require an additional \$18K for project completion. The College is also in discussions with organizations to support its Equity, Diversity, Inclusion, and Indigeneity domain which is anticipated to cost \$23K.

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. This includes overseeing third-party service providers' compliance with the College's performance requirements and established accountability framework.



3
Meetings
Convened

The Committee reviews and makes decisions on registration applications referred by the Registrar, ensuring that all decisions are made in an equitable, consistent, and fair manner. Applications are referred to the Committee when there is uncertainty about whether an applicant meets the requirements outlined in the registration regulations. All decisions made by the Registration Committee may be appealed to the Health Professions Appeal and Review Board (HPARB) for a review or a hearing.

In addition, the Committee advises and makes recommendations to the Board on matters related to registration practice standards, registration regulations, and other related issues. It also addresses any concerns regarding registration practices raised by the Office of the Fairness Commissioner (OFC).

Key Activities of the Registration Committee

Training and Development

The Committee received training from staff on its roles and responsibilities, panel procedures, the Office of the Fairness Commissioner (OFC), fair registration practices, decision-making processes for registration applications, and the assessment of Good Character. The training also covered RHPA and regulation requirements, as well as the Committee Toolkit of resources for members.

Review of Terms of Reference

In line with the Policy Review Schedule of the Governance Policy Manual, the Committee reviewed its Terms of Reference. After careful consideration, the Committee confirmed that no changes were necessary to the current version.

Application Deadline Extension

The Committee approved a request from an applicant enrolled in full-time denturist studies to extend their application deadline for a General Certificate of Registration.

Application Review

A panel of the Committee reviewed an application for a General Certificate of Registration referred by the Registrar. After considering the application, supporting submissions, and registration requirements, the Panel determined that the applicant was eligible for a Certificate of Registration and directed the Registrar to issue it upon completion of all application requirements.

Policy Review and Recommendations

On August 31, 2023, the College's Registration Regulation was amended to establish the Emergency Class of Registration (ECR). To support ECR applicants and registrants, the Committee reviewed the draft Emergency Registration Policy and the Supervision of Emergency Class Registrants Guidelines, recommending revisions. The revised documents will be submitted to the Board for approval.

Registration Committee Report

Accountability Reports

College Performance Measurement Framework (CPMF):

The Committee oversees Domain 6 – Suitability to Practice and reports on its registration practices, demonstrating transparency, objectivity, impartiality, and fairness. The report covers processes for: ensuring that applicants meeting registration requirements are registered to practice, periodic reviews of registration requirements against best practices, monitoring and validation of currency and competency requirements, and compliance with OFC audit recommendations for improvement.

2023 OFC Fair Registration Practices Report (FRPR):

This report describes the College's progress in meeting the requirements of fair-access legislation. Reports are submitted annually, made publicly available, and posted on the College's website.

OFC's Risk-informed Compliance Framework (RICF):

The framework evaluates the College's operations based on five risk factors that may impact its ability to implement fair registration practices for both domestically and internationally trained applicants. Our College was assessed as a low-risk regulator for the period April 1, 2024, to March 31, 2026.

2023 Health Profession Database (HPDB) Submission:

Created for health workforce planning, this report is a snapshot of Ontario's regulated healthcare workforce (except physicians). The dataset includes basic demographic, geographic, education and employment data from Ontario's health professional regulatory colleges.

Ministry of Health (MOH) Quarterly Reporting:

New in 2023-2024, as part of its commitment to grow Ontario's health workforce, we provide a quarterly report to the MOH on processing timelines between receiving completed applications and granting registration.

Canadian Alliance of Dental Technology Regulators (CADTR):

CADTR, a third-party service provider engaged to administer credentialing and competency assessments required for registration with the College, provides regular reports on various metrics, including applicant numbers, credentialing outcomes, response times, exam results, and policy reviews. The Committee uses these reports to ensure that the third-party provider is delivering to its commitments agreed to under a signed Memorandum of Understanding (MOU).

Registration Committee Report

Received Information and Updates on:

- **2023 Health Profession Database Submission:**
The submission due in May 2024.
- **2023 OFC Fair Registration Practices Report (FRPR):**
The report due in June 2024.
- **OFC's Risk-informed Compliance Framework (RICF):**
April 2024, The College was assessed as a low-risk regulator.
- **2024-2025 Annual Renewals and New Registrant Application Rate:**
The Committee received updates on annual renewals and the expected application rates for the upcoming fiscal period.
- **GBC Dental Technology Student Engagement:**
Ongoing engagement with students from the George Brown College Dental Technology program was discussed.
- **ADT Project II – Prior Learning Assessment & Recognition (PLAR):**
The Committee received a progress report highlighting the milestones achieved in the project.
- **Database Migration to New Platform (2.0):**
Details of the migration to the new platform were reviewed.
- **Strategic Plan Progress Report:**
An update was provided on several action items including the following:
 - Applicant Satisfaction Survey Development
 - Jurisprudence & Ethics Program
 - Webinars/eLearning

Total of
525
Registrants

5%
Female

70%
Male

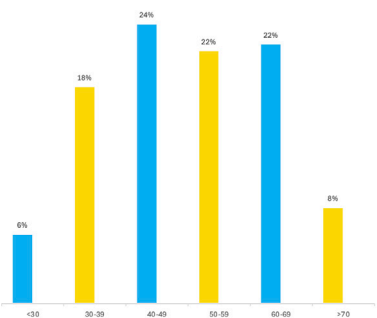
95%
General Registrants

5%
Inactive Registrants

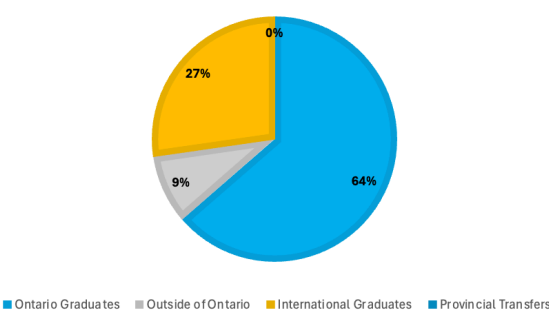
Registration Growth

- 11 New
- 17 Retired
- 6 Suspended

Active Registrant by Age



New Registrant Pathways



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 endeavors to dispose of each matter according to the timelines set out in the Regulated Health Professions Act, 1991.



3
Meetings
Convened

DURING 2023-2024 THE ICRC:

- ➔ 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

Any member of the public, including a registrant, may file a formal complaint under the RHPA if they believe an RDT has engaged in professional misconduct.



0 New Complaints
September 1, 2023 – August 31, 2024



1 Complaint
Carried from previous period

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.



1 New Inquiry
September 1, 2023 – August 31, 2024



1 Registrar's Reports
Carried from previous 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



1 Referred to ICRC
September 1, 2023 – August 31, 2024



0 Referrals
Carried from previous period

Decisions of the Inquiries, Complaints & Reports Committee

2023-2024	
Total decisions	4
No further action	1
Oral Caution	1
Specified Continuing Education & Remediation Program (SCERP)	0
Referral to fitness to practice committee	0
Referral to discipline committee	2
Frivolous and vexatious	0
Withdrawn- no further action	0

Quality Assurance Committee Report

The goal of the Quality Assurance Committee is to protect the public by ensuring that registrants engage in continuous professional development throughout their careers. This commitment helps registrants maintain their knowledge, skills, and judgment, ensuring they consistently meet the standards of the profession. Ongoing continuing education not only addresses current needs but also enhances the overall competency and professionalism of the profession.



1
Meeting
Convened

Key Activities of the Quality Committee

Orientation and Training

The QA Committee underwent comprehensive training on its roles and responsibilities, the CDTO's Quality Assurance Program, governing legislation, and the College Performance Measurement Framework. This training included a detailed review of the Regulated Health Professions Act (RHPA) requirements, regulatory obligations, and the Committee Toolkit.

Random Selection

The Committee oversaw the random selection of 2% of registrants in the General Class for two processes:

- Professional Development Profile audits
- Peer and Practice Assessments

A total of 10 registrants were randomly selected for each process.

New QA Resources

To assist registrants in meeting the Quality Assurance Program requirements, two new resources were added to the College's QA webpage: 30 CPD Credits in Under 3 Days and Examples of Ways to Earn CPD Credits, both of which were widely accessed.

2021-2024 Summary Professional Development Profile (SPDP) Program:

The Committee also oversaw the administration of the 2021-2024 SPDP Program, requiring 147 registrants to submit their documents by the deadline of August 31, 2024.

Professional Development Referrals

The Committee reviews referrals from the Registrar regarding registrants who have either failed to submit a Summary Professional Development Profile (SPDP) or have not met the minimum requirement of 90 professional development credits. The Committee took the following actions:

One registrant, who was required to submit their SPDP by August 31, 2022, did not demonstrate completion of their professional development requirements. As a result, the Committee ordered a Peer and Practice Assessment (PPA) at the registrant's expense. After the PPA was conducted, the Committee received a report confirming the registrant's competence, and determined that no further action was required.

Ten registrants, who were required to submit their SPDPs by August 31, 2023, and did not meet the professional development requirements. The Committee granted extensions, with the stipulation that a PPA would be conducted at the registrants' expense if non-compliance continued.

Through these activities, the QA Committee has continued to promote ongoing professional growth and accountability, ensuring that the public is served by qualified and competent dental technologists.

Quality Assurance Committee Report

Professional Development Profile

September 1, 2021 – August 31, 2024

As of August 31, 2024, the three-year cycle concluded for 147 Registrants in Submission Group B. Below is a summary of the SPDP submissions:

117

Submissions received by the deadline
(80% of Registrants submitted on time)

19

Late reminder notices sent

7

Registrants retired, resigned, or
were suspended

4

Extensions granted due to
personal circumstances

Professional Development Profile (PDP) Audit Program 2023-2024



2

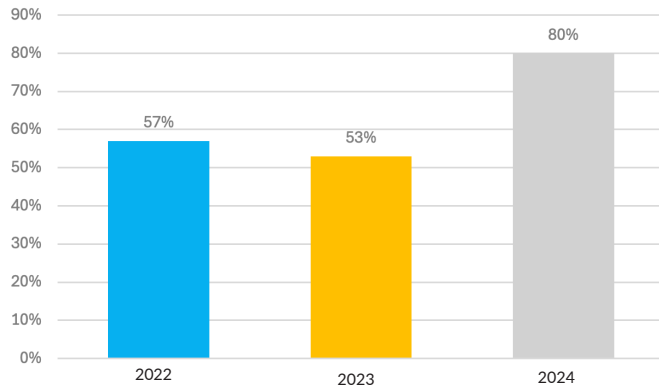
PDPs full-cycle due August 31, 2024
Completed self-assessment, goal setting and 90 credits.



8

PDPs mid-cycle (1 Group A 2025 and 7 Group C 2026)
Completed self-assessment and goal setting.
Credits not assessed as Registrants were selected before
the end of their 3-year QA cycle.

On-time Submission Rate of SPDP



In 2024, the College implemented penalties for late SPDP submissions to promote timely compliance. As a result, 80% of Registrants submitted on time—marking a significant improvement compared to the previous three-year average of 55%.

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.



0

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:

- 01 Directing the Registrar to revoke the registrant's Certificate of Registration;
- 02 Directing the Registrar to suspend the registrant's Certificate of Registration for a specified period of time;
- 03 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;
- 04 Requiring the registrant to appear before the panel to be reprimanded;
- 05 Requiring the registrant to pay a fine of not more than \$35,000 to the Minister of Finance of Ontario.
- 06 Requiring the registrant to pay all or part of the College's legal, investigation or hearing costs or expenses.

During the 2023-2024 year, the Discipline Committee did not hold any hearings. The College's previous Discipline decisions can be read on the College's website [here](#).

By-Laws and Policy Review Committee

The By-Laws and Policy Review Committee established pursuant to section 12.02 of the College's By-Laws. The Committee was appointed at the April 26, 2024 Board Meeting to support the modernization of the College's By-Laws and policies. This includes analyzing emerging governance modernization trends, writing or revising sections of the By-Law for consideration by the Board, and developing and revising governing and Board policies as necessary to support the By-Laws.



4
Meetings
Convened

During the year the Committee:

- Established Terms of Reference (TOR) to confirm its mandate and scope which was approved by the Board.
- Developed a template to identify reviewed By-Law sections, rationale for changes, proposed new language (if applicable (e.g., repeal)) and policy information. The template has been completed for three sections of the By-Laws – Section 3: Execution of Contracts and Other Documents, Section 4: Banking and Finance, and Section 6: Elections of Officers. Proposed changes were also made to the accompanying policy from the Governance Policy Manual, 6.1 Officer Election.
- Directed Staff to seek a legal counsel to support the remainder of the By-Law review. Legal counsel would suggest areas that can be eliminated or streamlined to policy and provide recommendations for policies to be developed and any components that are necessary to make them effective in replacing or streamlining the By-Laws.

Recruitment Committee Report

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



3
Meetings
Convened

During the year the Committee:

- Reviewed its Terms of Reference (TOR) and confirmed there were no changes required.
- Conducted Candidate Interviews for the District 2 By-Elections. This process assesses electoral candidates against pre-defined competency and suitability criteria. As required in the College's By-Laws, completion of this process is required to be eligible for elections.
- Engaged in an orientation about its mandate, Committee work plan, conflict of interest declarations, confidentiality provisions and assessing competencies.
- Developed a Committee Competency Framework to meet the College Performance Measurement Framework's expectations that Statutory Committee candidates have met pre-defined suitability and competency criteria. The competency criteria are based on the mandate of each Committee and their Terms of Reference and are assessed using a questionnaire.

Patient Relations Committee Report

The Patient Relations Committee is responsible for developing, implementing, and maintaining a comprehensive patient relations program that upholds the highest standards of professionalism, ethics, and patient-centered care. This includes establishing measures to prevent and address instances of sexual abuse of patients by registrants of the College. The Committee's mandate encompasses registrant education, staff training, the development of professional conduct guidelines, and public awareness initiatives to foster a safe and respectful environment for all patients.



3
Meetings
Convened

Additionally, the Committee is committed to advancing equity, diversity, inclusion, and accessibility within the healthcare system. It works to promote inclusive policies and practices that ensure all patients receive equitable treatment, regardless of their background, identity, or circumstances. Through ongoing education, advocacy, and collaboration, the Committee strives to create a healthcare environment that is inclusive, culturally competent, and free from discrimination.

Furthermore, the Committee is responsible for overseeing the administration of funding for therapy and counseling for patients who have experienced sexual abuse by dental technologists, ensuring access to necessary support and resources for their well-being and recovery.

During the year the Committee:

- Public Engagement & Communications: Conducted an orientation session, updated the Communications Strategy, and approved a revised Face Behind the Smile brochure with improved accessibility and distribution plans.
- Equity, Diversity, and Inclusion (EDI-I): Hosted an EDI presentation, integrated EDI-I goals into the 2024-2027 Strategic Plan, enhanced staff and board training, and implemented website updates for greater accessibility.
- Board Training & Strategic Alignment: Strengthened Board Orientation Training with EDI principles, reviewed and aligned the Strategic Pillar of Engagement, and reviewed the revised Communications Strategy.

Practice Advisory

CDTO offers a free, confidential practice advisory service for anyone seeking guidance on its professional practice, ethics, and standards. This fiscal year, we saw meaningful engagement from a diverse group, including RDTs, patients, oral health professionals, employers, internationally trained individuals, and dental/dental technology associations. Our goal is to support dental technologists in delivering safe, competent, and ethical care while helping the public better understand their rights as patients.

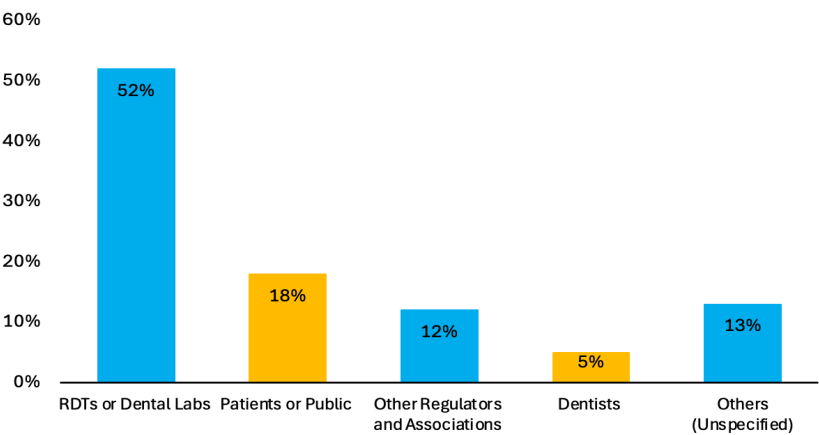
2023- 2024 Number of Inquiries

The College received **67 inquiries** for practice advice, and was contacted by phone and email.

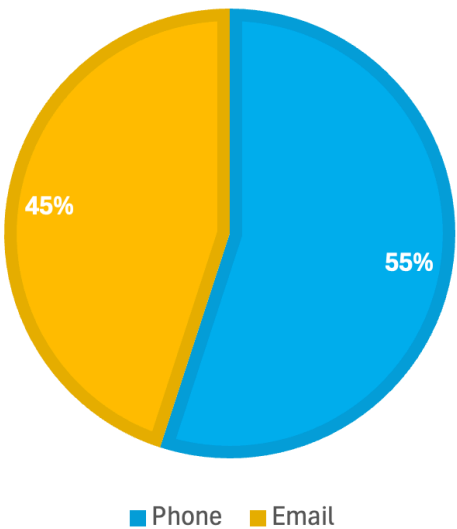
Common Inquiry Topics

15%	Dental Labortory Supervision
9%	Medical Device Licensing
9%	Record Keeping
7%	Infection Prevention and Control (IPAC)

Who Contacted Us



Methods of Contacting



Financial Overview

The College responsibly manages its financial resources to meet its statutory objectives and regulatory mandate. Maintaining financial integrity is a shared responsibility across the organization and is essential to safeguard the interests of the public and our registrants. We are committed to ensuring transparency and accountability in all financial matters.

The College’s fiscal year runs from September 1 to August 31. It begins with the Board-approved Operating and Strategic Initiative Projects budgets, which outline the College’s plans for the coming year. On a quarterly basis, financial reports are reviewed by the Executive Committee and Board measuring the College’s progress against its annual and strategic goals.

Annually, the College presents its Management and Financial Report which includes the Financial Statements, the Independent Auditor’s Report, and the Annual Report. This package provides vital information to registrants about the alignment of the organization’s strategic plan and budget, as well as the financial policies we follow.

At the 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.

Strong oversight through a structure of clear responsibilities and documented processes, guided by the Executive Committee and the Board.

Use of technology and software to promote the accuracy, and informativeness of financial reporting, helping to answer key questions from both internal and external audiences.

Relying on professional expertise from our auditors to assess the integrity of our financial statements and to make continuous improvements to our financial systems.

102,357

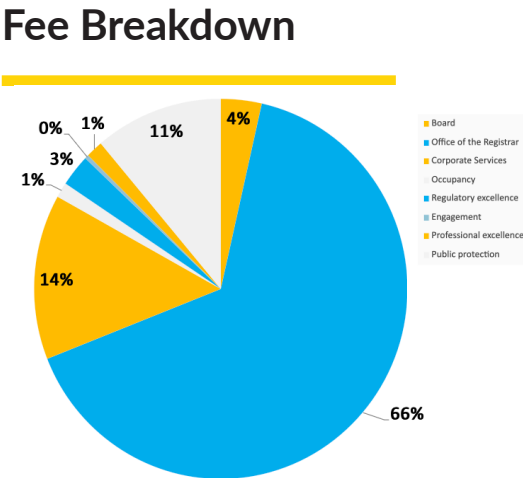
Operating Surplus

This surplus was driven by cost savings due increased efficiencies within cash flows and operations. The College streamlined processes, including carrying out initiatives in-house, and realizing a reduction in expenses due to the full transition to a remote workspace.

1.2m

Net Assets

The College is financially resilient with reserve funds dedicated to carrying out legislative requirements, extraordinary one- time expenses, revenue fluctuations, and advancing its effectiveness through strategic projects.



COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

AUGUST 31, 2024



37 Main Street
Toronto, Ontario M4E 2V5

Tel. 416-690-6800
Fax. 416-690-9919

Web Page:
www.krienslarose.com

Page 1

INDEPENDENT AUDITOR'S REPORT

To the Board of
College of Dental Technologists of Ontario

Report on the Audit of the Summary Financial Statements

Opinion

The summary financial statements, which comprise the summary statement of financial position as at August 31, 2024, 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, 2024.

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

Summary Financial Statements

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

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated December 6, 2024.

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.

KRIENS~LAROSE, LLP

KRIENS~LAROSE, LLP

**Chartered Professional Accountants
Licensed Public Accountants**

Toronto, Ontario
December 6, 2024

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO
SUMMARY STATEMENT OF FINANCIAL POSITION
AS AT AUGUST 31, 2024

Page 2

	2024 \$	2023 \$
ASSETS		
CURRENT		
Cash	898,904	1,355,839
Investments	1,329,797	831,831
Accounts receivable	40,254	55,229
Prepaid expenses	14,539	7,962
	2,283,494	2,250,861
CAPITAL ASSETS	2,159	2,288
	2,285,653	2,253,149
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	83,265	114,291
Accrued liabilities – complaints and discipline	60,877	18,441
Deferred registration fees	903,621	944,884
CEBA Loan	-	40,000
	1,047,763	1,117,616
NET ASSETS		
Unrestricted net assets	925,539	848,880
Invested in capital assets	2,159	2,288
Internally restricted for complaints and discipline	150,000	150,000
Internally restricted for abuse therapy	20,000	20,000
Internally restricted for strategic initiatives	140,192	114,365
	1,237,890	1,135,533
	2,285,653	2,253,149

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO
SUMMARY STATEMENT OF OPERATIONS
 FOR THE YEAR ENDED AUGUST 31, 2024

Page 3

	2024	2023
	\$	\$
REVENUES		
Registration	1,016,689	976,247
Investment income	29,969	9,300
Government assistance	10,000	-
Examination	7,392	5,310
	1,064,050	990,857
EXPENSES		
Human resources	645,773	629,628
Administration	175,162	258,639
Complaints and discipline	101,649	69,842
Strategic initiatives	21,273	57,867
Examination	5,075	690
Quality assurance	4,294	3,429
Publications	3,929	8,407
Registration	2,490	35,547
Legislation and policies	1,537	4,206
Patient relations	300	400
Unauthorized practice	211	-
	961,693	1,068,655
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FOR THE YEAR	102,357	(77,798)

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, 2024, which were prepared in accordance with Canadian accounting standards for not-for-profit organizations.

Management prepared these summary financial statements using the following criteria:

- 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;
- information in the summary financial statements agrees with the related information in the audited financial statements; and
- 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

As a regulatory body, not an educational institution, the college ensures **public protection** and patients' access to **safe, ethical, and competent care**.



(416) 438-5003
Ext 221



info@cdto.ca
www.cdto.ca
