



BRIDGE

President's Message



Michael Karrandjas, RDT

I am pleased and honoured to have been elected by Council as CDTO President for this year. I was first elected to sit on the CDTO Council in 2012. Over the past six years, I have had the privilege of sitting on many of the College's statutory and ad-hoc committees in addition to chairing

the Registration Committee for several years and acting as Vice-President for two years. Prior to my work with the CDTO, I supervised open-lab hours for the Dental Technology program at George Brown College.

This year along with the Registrar, Council and Staff, I look forward to helping lead the College in upholding its mission to protect the public interest and helping it to move towards its vision of becoming a regulatory leader that inspires public trust and confidence.

With the year well under way, the CDTO Council has a full slate of projects to work on as directed by the priorities, goals and outcomes identified in the 2017-2022 CDTO Strategic Plan. For more information on the CDTO Strategic Plan take a look at the 2016-2017 annual report.

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| IMPORTANT UPCOMING DATES | |
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| <i>Deadline for Annual Renewal</i> | <u>August 31</u> |
| <i>Deadline for 3 Year Summary PDP - Group B</i> | <u>August 31</u> |
| <i>Next Council Meeting</i> | <u>September 21</u> |

FYI Bulletin

The Face Behind the Smile Brochure

The College is always looking for new ways to ensure the public knows where their oral appliances come from. That is why the College is excited to announce that the new and improved “Face Behind the Smile” brochure has been finalized and printed. This brochure provides a brief overview of what it is that an RDT does and is designed as an informational aid to the public.

We need your help in order to get the word out to the public about RDT's! We want to get the brochures into the office(s) of as many RDT and other oral health care providers as possible!

If you or anyone you know would be interested in having a few copies of the brochure for distribution in your office, please e-mail Safya at info@cdto.ca with “Face Behind the Smile Brochure Order” in the subject line.

Fun Fact: One of the earliest known materials used for dental implants was bamboo! Records from ancient China dating back to 2000 BC show that bamboo pegs were inserted in the mouth to try and regain dental function after the loss of a tooth. The earliest recorded replacement of a tooth using metal is from Egypt dating back to approximately 1000 BC.

Council Members

President

Michael Karrandjas, RDT

Vice-President

Terence Price, Public Member

Professional Members

Jason Chai, RDT

Daniel Choi, RDT

Derrick Ostner, RDT

George Paraskevopoulos, RDT

David Savioli, RDT

Clark Wilson, RDT

Public Members

Jeff Donnelly

Janet Faas

Harold Bassford

Joanne Kranyak

Kiran Qureshi

Non-Council Members

Igor Kobierzycki, RDT

Andreas Sommer, RDT

For more information on Council or Council meeting dates, please visit www.cdto.ca.

New Wall Certificates of Registration:

General Class Members have received their new Certificates of Registration in early July 2018. Your four-digit registration number appears on your certificate and it is with this four-digit registration number that you use to access the online member portal. Your registration number no longer includes the two-digit year prefix. This change resulted from the College's database upgrade in 2015 which allows for online renewals.

If you haven't received your new Certificate of Registration, please contact the College.

College of Dental Technologists of Ontario
2100 Ellesmere Road, Suite 300
Scarborough ON, M1H 3B7
T: 416-438-5003 | toll-free: 1-877-391-2386
F: 416-438-5004
info@cdto.ca | www.cdto.ca

The College is moving...

The College will be moving to 305 Milner Ave Suite 904, Toronto, ONT as of September 2018

Advertising 101

Legislation

Part II of *Regulation 604/98 General* under the *Dental Technology Act* has a section related to advertising that applies to Members of the College. It read as follows:

11. (1) An advertisement with respect to a member's practice must not contain,
- (a) anything that is false or misleading;
 - (b) anything that, because of its nature, cannot be verified;
 - (c) an endorsement other than an endorsement by an organization that is known to have expertise relevant to the subject-matter of the endorsement; or
 - (d) a testimonial by a client, patient or former client or patient or by a friend or relative of a client, patient or former client or patient. O. Reg. 604/98, s. 11 (1).
- (2) An advertisement must be readily comprehensible to the persons to whom it is directed. O. Reg. 604/98, s. 11 (2).

Conflict of Interest Standard

The College has also created a Conflict of Interest Standard that outlines certain types of advertising practices that are deemed to be a conflict of interest.

Inappropriate "Arrangements" or "Business Attempts to enter into any "arrangements" or "business relationships" with other regulated health professionals or providers or health care facilities for the purpose of inducing referrals, generating service volume, or any type of financial profit or material gain are likely to constitute conflicts of interest.

For example, the following type of advertisements would contravene the Conflict of Interest Standard:

- Advertising a quantity discounts or discounts for prompt payments to dentists;
- Advertising gifts, airline tickets or air miles as incentive programs to dentists;
- Advertising rebates, credit or other benefits to dentists; and
- Advertising the option of financing dentists' purchases of equipment, facilities and supplies.

The best way to ensure that an advertisement is in compliance with the legislation and Conflict of Interest Standard the pertains to the College is to ask! Call the College at (416) 438 5003 or e-mail us at info@cdto.ca.

Bill 87 Protecting Patients Act, 2018 Update

In the previous edition of the Bridge, we outlined that changes made to the *Regulated Health Professions Act* by the *Protecting Patients Act* or Bill 97.

As of May 1, 2018, additional changes have been officially proclaimed, amending and adding to the *Regulated Health Professions Act* (RHPA).

Some changes that are important to highlight are:

- Criteria setting out when production of private information (e.g., counselling or psychiatric records) of a third party (e.g., patient or witnesses) can be made and the process for considering such requests by a panel of the Discipline Committee.
- Reporting obligations of the following:
 - Registration with any other regulatory body that governs a profession inside or outside of Ontario;
 - Any findings of professional misconduct or incompetence made against a Member by another regulatory body; and/or
 - If the Member has been charged with an offence, including any bail conditions or other restriction imposed in connection with the charges.

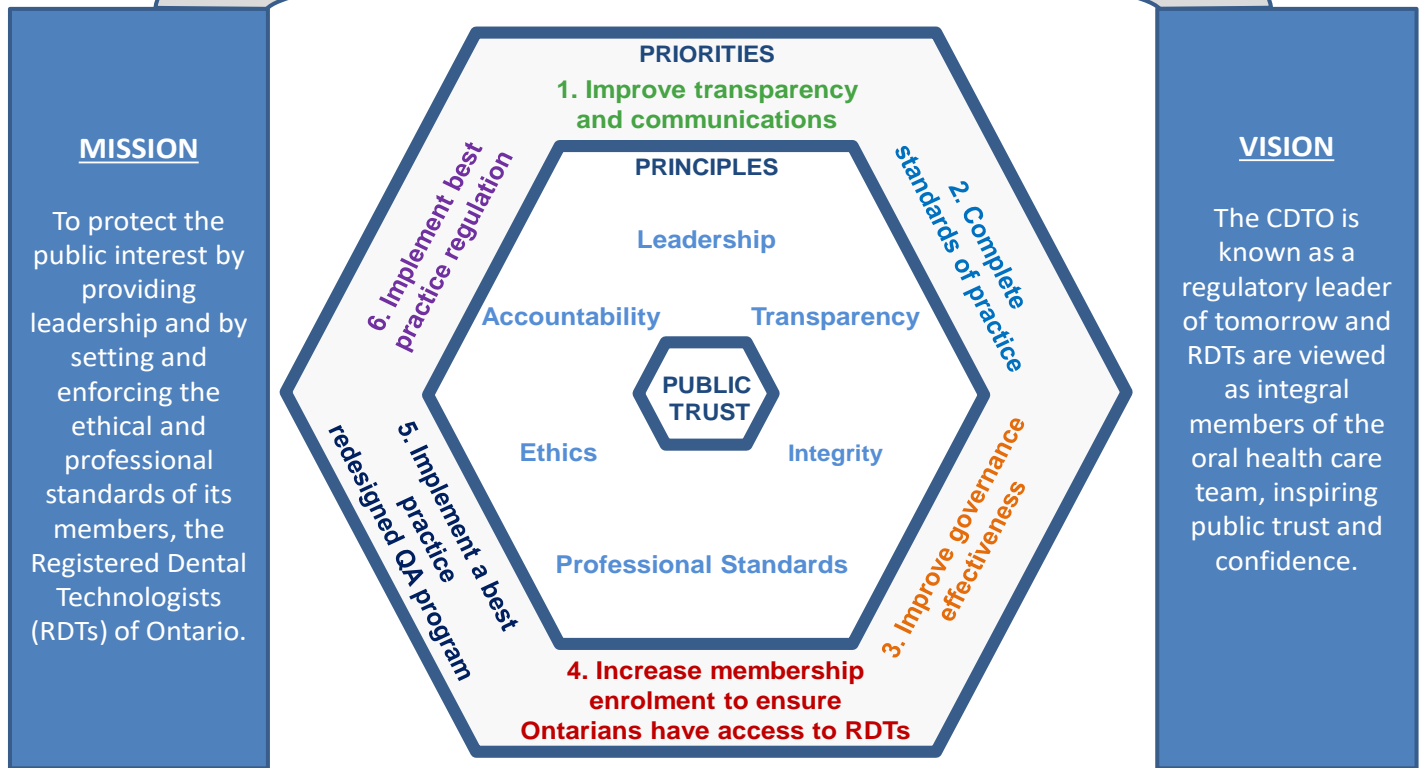
- The public register must now include:
 - Any criminal or drug offence findings against the Member;
 - Any release restrictions for criminal or drug offence charges or findings; and
 - Any outstanding criminal or drug offence charges;
 - Disciplinary findings by another regulatory body; and
 - Registration status of the Member with another regulatory body.

The following Regulations have also been added under the RHPA:

- *O. Reg. 260/18 PATIENT CRITERIA UNDER SUBSECTION 1 (6) OF THE HEALTH PROFESSIONS PROCEDURAL CODE*
- *O. Reg. 262/18 PRESCRIBED OFFENCES - HEALTH PROFESSIONS PROCEDURAL CODE*
- *O. Reg. 261/18 INFORMATION PRESCRIBED UNDER SUBSECTION 23(2) OF THE HEALTH PROFESSIONS PROCEDURAL CODE*



Proposed Strategy Map (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 (RDTs) of Ontario.

VISION

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

2018-2022 STRATEGIC PLANNING UPDATES

Background

The Council of CDTO embarked on an in-depth strategic planning process in 2016-2017, its goal was to set out priorities and objectives of the College that will span over the next five years. From the consultation process, key themes emerged, and Council and Staff worked extensively to formulate a strategy that will lead the College into 2022.

The 5-year strategic plan was borne and unanimously approved by Council at its September 2017 meeting.

Year 1: 2017/18 – Laying the Foundation

We are pleased to report on the successes of the first ten months of CDTO's 5-year Strategic Plan.

1- We have launched a new modern, informative and user-friendly website to improve transparency and communications.

2- The standards of practice review is underway with the approval and dissemination of the Infection Control Standard of Practice to Members and stakeholders.

3- The College has strengthened its Council governance through the newly approved Council Evaluation policy and accompanying processes.

4- The Pan-Canadian Access to Dental Technology (ADT) project will result in creating efficient standardized and harmonized credential assessment and licensure processes for Internationally Educated Dental Professionals (IEDP) and leading to improved labour market integration. The likely benefits will result in an adequate number of qualified and competent internationally and Canadian-educated registered dental technologists to practice this respected profession across Canada.

5- Through the environmental scan in ADT project, the need for updating the National Competency Profile was identified. The updated document will greatly assist with the completion of two strategic priorities: implementing a best practice redesigned QA program and completing the Standards of Practice review.

6- Conducting research on the state of dental technology is the first step toward implementing best practice regulation. Through the ADT project, the environmental scan I- State of Dental Technology Profession and Uptake is underway. It will assist us in the right direction, “right touch regulations”.

Moving forward

In June 2018, Council and Staff reviewed the status of the Strategic Plan – priorities and accomplishments, and identified emerging issues and developments that may affect the College’s success in carrying out the Strategic Plan. The current priorities were slightly revised but all deemed still relevant. In addition, the ADT project is identified as a critical project for the College which aligned nicely with the almost four of College strategic plan priorities.

The College will continue to provide strategic plan updates in the Bridge and its Annual Report.

YOU ASKED US...



How do I log on to the member self-service website?

The self-service log-in can be accessed in the “Member” section of the CDTO website or by clicking [here](#). You will be prompted to enter your RDT number and password. If it is your first time logging in, you will need to click on the “forgot password” button and a temporary password will be emailed to your communications email on file with the College.

Please ensure you store your password in a safe place. If you are unsure of your RDT number, it can be accessed by looking yourself up on the [public register](#).

Where can I locate my invoice and do we pay taxes on renewal/stamp etc. cost?

Your invoice(s) can be located on the left-hand side of your welcome screen via the self-service online portal. You will note “Receipts and Invoices” as one of your menu choices, click on that and it will bring up all of your paid or unpaid invoice(s). Click on the particular invoice/receipt you need and on the print button.

Why do I have to give the College my e-mail address?

The College frequently sends important information and updates to Members via e-mail. Without an up-to-date e-mail on file, Members may miss out on important information and reminders about pending deadline.

Reporting Health Information Breaches

Much of the health information related to a patient is protected under the *Personal Health Information Protection Act, 2004* (PHIPA). Health professionals such as RDT's who are given access to this information as part of the care of a patient are considered to be "health information custodians" as defined in PHIPA.

As of October 1, 2017, any privacy breaches of health information must be reported to the Privacy Commissioner of Ontario.

What is a privacy breach?

Under PHIPA, a privacy breach is considered to be the unauthorized use or disclosure of personal information or the loss or theft of personal health information. This would include the viewing of health records by someone who is not allowed to view those records (known as "snooping"). Other examples include where a USB key with health information goes missing or a laptop with patient files on it is taken from someone's car.

Who needs to be notified?

If a breach occurs, the health information custodian (the person with custody and control of the patient records) needs to notify the patient at the first reasonable opportunity. The law now requires the health information custodian to also notify the patient so that they are provided the opportunity to make a complaint about the breach to the Information and Privacy Commissioner of Ontario.

If you are an agent of a health information custodian (for example, if you are a naturopath who works for a group practice, a hospital or for another regulated health professional) you need to tell the responsible custodian at the first reasonable opportunity.



Situations where you must notify the Commissioner of a privacy breach

A comprehensive list of situations where the Information and Privacy Commissioner must be notified is available at <https://www.ipc.on.ca/health/report-a-privacy-breach/> and includes the following:

1. Use or disclosure without authority;
2. Stolen information;
3. Further use or disclosure without authority after a breach;
4. Pattern of similar breaches;
5. Disciplinary action against a college member;
6. Disciplinary action against a non-college member; and
7. Significant breach.

RDT's and all other regulated health professionals are legally obligated to notify the Privacy Commissioner of privacy breaches as outlined above as of October 1, 2017.

Did you know: Basic golden caps and tooth replacements have been found on the mummified remains of bodies found on the Island of Luzon, located in the modern-day Philippines. These remains have been dated to be nearly 4000 years old!

Member Highlights

The College recognizes that there are numerous RDTs that give back in diverse and novel ways to their communities. Going forward, the College hopes to highlight in each edition of the Bridge, one RDT that has made notable contributions to the profession and their community.

In this edition of the Bridge the College recognizes the work of Keito Endo.

As a second generation Dental Technologist, Mr. Endo says he was fortunate enough to have his parent's guidance throughout his career. A desire to impact and guide the profession in the same way Mr. Endo feels his parents guided him is why he initially became involved with the CDTO. Since 2004, Mr. Endo has assisted the College with the administration of the Registration Examination.

Mr. Endo's desire to impact the future of Dental Technology also lead him to work as a lecturer in the Denturism department at George Brown College starting in 2005. Mr. Endo's dual registration with the CDTO and College of Denturists of Ontario served him well, as he is the "go-to lab guy." Whenever students have issues with their cast partials, they inevitably come to him asking for advice on how to fix it.

In addition to his work with the CDTO and George Brown, Mr. Endo is a Conference Workshop demonstrator every year at the annual Health Occupations Students of America Canada (HOSA)'s conference. In this role Mr. Endo has the opportunity to speak with current high school students who are looking at different career paths for their future. Mr. Endo demonstrates what he does on an everyday basis. Many students are inspired to learn more about dental appliances following Mr. Endo's presentation.

Mr. Endo also functions as one of the few Japanese speaking RDT's in the Greater Toronto Area. Recognizing the importance of maintaining his Japanese language skills and culture Mr. Endo acts as the resident DJ at the annual Karaoke nights at the Japanese Canadian Cultural Centre. One of Mr. Endo's biggest projects involves acting as the DJ for "Kohaku Utagassen" or "Red vs. White singing contest" traditionally held just before New Years Eve and broadcast on the Japanese news channel "NHK". In his spare time, Mr. Endo enjoys playing piano, and says music is close to his heart.



Do you know an RDT who exemplifies the five values of the College: Integrity, Respect and Consideration, Transparency and Openness, Communication, and Accountability? We want to feature them in the in the next edition of the Bridge! Please send their name(s) to info@cdto.ca with "Bridge Recognition Program" in the subject line.

Recent Discipline Committee Decision – PAUL SMITH

Member: Paul Smith

On November 29, 2017, a Discipline Hearing was held for Mr. Paul Smith (the “Member”), who was found to have committed acts of professional misconduct by acting in a supervisory capacity while under administrative suspension with the College.

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

Background

Mr. Smith was administratively suspended by the College from November 2014 – November 2016. While the Member's certificate of registration was administratively suspended, he operated a laboratory where he employed bench workers to design, construct, repair and/or alter dental prosthetics, restorative or orthodontic devices where the technical aspects were not supervised by a member of the College of Dental Technologists of Ontario or the Royal College of Dental Surgeons of Ontario. When Mr. Smith was contacted by the College regarding the supervision of the laboratory, he falsely advised that a retired member of the RCDSO was supervising when he was not.

Admissions and Penalty

The Member admitted to the allegations set out by the College and agreed to submit a joint submission on penalty. The joint submission was accepted by the Discipline Panel and the following was ordered:

1. The Member appear before the panel to be reprimanded and the fact of the reprimand to be recorded on the Public Register of the College.

2. Directed the Registrar to suspend the Member's certificate of registration for a period of twelve months, four months of which shall be remitted in the event that the Member complies with paragraphs 3 and 4 of this Order. The first eight months of the suspension shall begin on a day to be chosen by the Member but shall not begin later than December 1, 2017.
3. Directed the Registrar to impose a term, condition and limitation on the Member's certificate of registration:
 - a. requiring the Member to receive supervision of his practice for a period of sixteen (16) months following completion of the suspension referred to in paragraph (2) on the following terms:
 - b. the supervisor shall be appointed by the Registrar and shall be a professional Member of the College;
 - c. the supervisor shall visit with the Member at least every five (5) months at the Member's site(s) of practice for a minimum of three (3) supervisory visits. The site visits shall be unannounced;
 - d. the supervisor shall determine the length of each visit;
 - e. in conducting site visits, the supervisor shall review the Member's documentation relating to supervision including, but not limited to, supervisory logs and invoices to ensure compliance with the College's supervision standard. The supervisor may also engage the Member and his employees relating to supervision at the Member's lab and measures that have been taken in order to ensure that regulations and standards are being adhered to;
 - f. the supervisor shall prepare a report to the Registrar for every site visit that will be provided directly to the Registrar; and,
 - g. the Member shall pay the costs of the supervision and report (to a maximum of \$500 per site visit and report) and shall fully reimburse the College for these costs within twenty (20) days of receiving an invoice

from the College for the supervision.

4. Directing the Member to pay the College's costs fixed in the amount of \$12,500 to be paid by certified cheque according to the following schedule and provided that this Joint Submission as to Penalty is accepted in its entirety:
 - a. \$8,000 to be paid by certified cheque or equivalent on the day of the oral hearing; and,
 - b. \$4,500 to be paid within 90 days thereafter. In the event that the Member does not pay \$8,000 on the date of hearing, the payment of the entire \$12,500 becomes immediately due and enforceable.

5. Directing the Member to draft an essay of no less than 1000 words explaining why it is important for individuals in regulated industries to adhere to all applicable rules and, in particular, the requirement to be registered by a regulatory body before engaging in restricted conduct. The essay must include reference to at least five (5) external sources which may include legislation, policy papers, judicial and quasi-judicial decisions, academic papers and books. The essay must be provided to the Registrar before the completion of the compulsory eight (8) month term of suspension and completed in a professional manner.

In the event that either paragraphs 3 or 4 are not complied with within the timeframe provided, any further period of suspension which is not remitted shall be served beginning sixteen (16) months after the conclusion of the compulsory eight-month suspension.

The Panel found that the penalty satisfied the principles of specific and general deterrence, rehabilitation and remediation, and public protection. The penalty will serve as a general deterrent to the profession as it sends a clear message to Members of the College regarding the likely consequences if they engage in similar unprofessional behavior.

The Panel is also of the opinion that the rehabilitation and remediation of the Member is sufficiently addressed through the oral reprimand and 16 months of supervision following reinstatement. The Panel concluded that the proposed penalty is reasonable and in the public interest.