



# BRIDGE



## **President's Message** **Michael Karrandjas, RDT**

Welcome to another edition of The Bridge. I am proud to mention that I will be serving as President of Council for a second year and I look forward to continuing the hard work of the College. As a small regulatory college the CDTO's dedicated and talented staff and

Council have continued to work diligently to support our mandate to serve and protect the public interest by regulating the profession of Dental Technology. Being regulated is a privilege that benefits you, the member. As a member of a regulated health profession you are seen as part of a community of respected health professionals. As a professional member you are able to certify the services you are responsible for are safe and meet the set standards for quality and professionalism.

The College has been working diligently on our 2018-2022 strategic plan which can be seen a little later in this newsletter. One goal from the strategic plan is "Increasing awareness of the risks of illegal labs". At a recent Council meeting funding was approved allowing the College to actively pursue dental laboratories that are operating without the supervision of a registered dental technologist.

Recently the CDTO has sent out consultations regarding the RDT stamp and the RDT stamp standards of practice. Your input and involvement during these consultations is important because what the College does affects you and your colleagues. Changes are happening at the CDTO and connecting with the College will benefit you. The College website, [www.CDTO.ca](http://www.CDTO.ca) is a reliable source of up to date information for everything you need to know about practicing the profession in Ontario including news, events and active consultations.

President's Message	1
Registrar's Message	2
Quality Assurance	3
The Face Behind the Smile Brochure	3
RDT Stamp Update	4
You Asked Us	5
Strategic Planning Highlights	6
Reporting Changes of Information	8
Committee Slates	9
Discipline Decisions	10

## **IMPORTANT UPCOMING DATES**

<u>Deadline for Annual Renewal</u>	<u>August 31</u>
<u>Deadline for 3 Year Summary PDP - Group A</u>	<u>August 31</u>
<u>Next Council Meetings</u>	<u>June 14</u> <u>September 6</u> <u>December 13</u>



## **Registrar’s Message**

**JUDITH RIGBY**

Over the last several months, I have had the great fortune to engage with inspirational leaders who embrace public protection. Harry Cayton, former chief executive of the U.K.’s Professional Standards Authority and, retired Lieutenant-General the Honourable Romeo Dallaire may come from different walks of life but their message is consistent. The world is moving in an ascending manner where progressive solutions and courageous leaders are needed.

As Regulators we must be in tune with the rapid changes of the world and be agile to respond. The growing demands for transparency and two-way communication, coupled with infinite developments in technology, and governance modernization, is turning the profession and the way we regulate on its head.

Amid all of this, CDTO is taking a leadership role in charting the path forward for the profession and to deliver regulatory excellence. That’s why we continue to focus on human engagement, updating the skills and competencies required of dental technologists in years to come, and the right oversight, all of which are guided by our Strategic Plan. We are only part way through the effort, but the journey has already been illuminating.

The Applicant Engagement strategy launched through the [Access to Dental Technology](#) (ADT) project are helping aspiring RDTs, domestic graduates and internationally educated and trained dental technologists, to enter the profession. We aim to ensure that Ontarians now, and in the future, receive quality services that only licensed RDTs can provide.

We have conducted numerous focus groups, surveys and consultations with RDTs, educators and stakeholders, along with a series of roundtables with dental technology regulators across Canada to develop the National Essential Competencies for the Practice of Dental Technology in Canada. Our communications plan will ensure that all RDTs, aspiring RDTs and educators are informed of the changes and the impact of the new competencies for Entry-to-Practice, Standards of Practice and the Quality Assurance Program.

Public confidence in the profession is maintained by ensuring that our Standards are current and guide the RDTs to do their best work. Data harvested from complaints and your ideas have led us to revisit the RDT Stamp issuance and the Laboratory Supervision Standard.

I’d like to thank all the participants for their input and the passionate, spirited discussions that have taken place, both in person and through our digital engagement work, to get this important work done.

Canada’s young people have the power and responsibility to be agents of change in the world. This summer, we employed three such talented youth, funded by the Government’s Canada Summer Jobs program (CSJ). They’ve played an integral role at the CDTO by leading initiatives in Policy, Strategic Projects, Communications, and Exams and Registration. I’d like to thank them for sharing new ideas and skill sets to enhance our role as regulator.

As you will read in this edition of the *Bridge*, we are fostering a culture of agility and innovation to guide our Members to act in the public interest and strengthen our accountability and oversight to ensure public confidence in the profession is maintained.

## **Council Members**

### **President**

Michael Karrandjas, RDT

### **Vice-President**

Terence (Terry) 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**

Janet Faas

Harold (Skip) Bassford

Joanne Kranyak

Robert Shawyer

### **Non-Council Members**

Igor Kobierzycki, RDT

Andreas Sommer, RDT

For more information on Council or Council meeting dates, please visit [www.cdto.ca](http://www.cdto.ca).

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## Quality Assurance

### Quality Assurance Program

Health related professions that are governed by the Regulated Health Professions Act, 1991, are required to develop and maintain a Quality Assurance (QA) program. QA programs must include activities and education that foster continuing professional development in a manner that addresses and promotes continuing competence, inter-professional collaboration, changes in practice environments, and standards of practice.

With the oversight of Council, the College's QA Committee, develops, implements and monitors the success of the QA program. The QA Committee continually reviews best practices by periodically conducting environmental scans of other health regulators and its own policies, procedures, and associated quality assurance documents.

### Terminology Changes

The QA Committee noticed room for improvement when it came to the terminology used in CDTO's QA Program. To ensure consistent, coherent and intuitive terminology, the Committee adopted a new set of terms for implementation and renamed familiar documents. The changes are highlighted in the table.

Old	New	What it is
CQI Credits – Continuous Quality Improvement Credits	CPD Credits – Continuing Professional Development Credits	Members must earn 90 credits of CPD activities over a three-year cycle. This is the term used for the credits
CEPD Activities – Continuing Education Professional Development Activities	CPD Activities – Continuing Professional Development Activities  CPD activities consist of Dental Technology related activities and non-Dental Technology related activities	Members must complete CPD activities to earn their 90 credits. This is a term used for the activities taken.  Examples of dental technology related activities are:  Repair or alteration of a dental prosthetic, Restorative or orthodontic device, Construction,  Examples of non-dental technology related activities are:  Supervisory, management, accounting, First Aid, CPR and AED Training
College of Dental Technologists of Ontario- Continuing Education and Professional Development Credits Guidelines	CPD Guidelines – Continuing Professional Development Guidelines	This is a guideline that helps members understand what types of activities award how many credits.

### 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 that the distribution of the new and improved "Face Behind the Smile" brochure has been a great success. 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 continue to 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](mailto:info@cdto.ca) with "Face Behind the Smile Brochure Order" in the subject line.

### Fun Fact:

Paul Revere, who was famous for warning Colonial troops that the British were coming, worked as a dentist from 1768 to 1775.

According to The Paul Revere House, "He not only cleaned teeth, but also wired in false teeth carved from walrus ivory or animal teeth."



## RDT Stamp Update

The College [consulted](#) members and stakeholders on the issuance of the RDT Stamp for a period of thirty (30) days, which closed on June 4<sup>th</sup>, 2019. Overall, the majority of the feedback received was supportive of a Stamp being issued to all RDTs. One concern raised during the consultation is the possibility that RDTs who are not required to use the Stamp in their current job may be influenced to rent the Stamp to individuals not authorized to practise the profession. The Council took this concern under advisement and at its June 14, 2019 meeting, for the reasons provided below, approved the Stamp to be issued to all RDTs who hold a Certificate of Registration in the General Class and are eligible to practise.

Council considered that RDTs are professionals and the practice of renting a Stamp would not meet the RDT's commitment to adhere to the ethical principles to put patients' interests first, ensure safe practice, provide good quality and safe care and maintain public trust and confidence. Furthermore, RDTs act with integrity and honesty and should behave in ways in which professionalism flourishes. The College wishes to emphasize that an RDT may not rent their Stamp to another person and the College may investigate and pursue disciplinary action for such conduct.

## The Importance of the Stamp

The RDT Stamp provides public assurance that all technical aspects of dental technology practice are performed or supervised by an RDT and confirms that the case (i.e. final dental prosthesis, appliance and/or any components of them) meets the standards and requirements prior to release.

## What You Need Know:

1. Every RDT who holds a Certificate of Registration in the General Class and is eligible to practise will be issued their own RDT Stamp to apply to documents.
2. The RDT who stamps documents accepts full responsibility for the case.
3. The administrative fee for the Stamp will be \$95 in 2019-2020, as set out in the CDTO By-Laws Schedule
4. This change will take effect on August 1st, 2019, to coincide with the 2019-2020 Annual Registration Renewal

## Standard of Practice

Until further notice RDTs are required to comply with the Laboratory Supervision Standard. Two draft Standards of Practice: RDT Stamp and Supervision are currently under review by the College.

# YOU ASKED US...

## Why do I have a new Certificate of Registration?

General Members received their new Certificate of Registration in July 2018. The four-digit registration number appears on their certificate and it is this four-digit registration number that members would use to access the online member portal. Their 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.

## Can my supervision stamp be applied electronically?

The electronic use of the RDT stamp is **NOT** permitted.

The RDT Stamp is the property of the College, the duplication, replication, creation and electronic use of the College stamp is not permissible. The College stamp cannot be electronically replicated and affixed to electronic documents as a substitute to a physically applied stamp. The stamp must be physically applied to every invoice and other authorizing documents. It is acceptable to apply the stamp physically and then convert the stamped paper documents into a digital file.

You can review the College's Practice Advisory: Supervision Stamp [here](#).



## Can I practice while Inactive?

An Inactive member may **not practise** as a dental technologist in Ontario.

As an Inactive Member no longer holds a General Certificate of Registration, it is illegal for an Inactive Member to use the Laboratory Supervision Stamp issued to them for the prior renewal year.

The RDT Stamp is the property of the College and must be returned to the College upon receipt of confirmation that a Member has been switched to Inactive Class.

## Do I have to carry Professional Liability Insurance while Inactive?

An Inactive member must have a professional liability insurance policy that contains professional liability run-off coverage for a minimum of two (2) years as per the College's by-law (20.01).

Member's planning on switching to Inactive Class should contact their insurance provider for information about run-off coverage.





**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: Year I - All About Protecting the Public

## Background

In 2017, Council developed a comprehensive, 5-year Strategic Plan that directed us to continue fulfilling our role in protecting the public interest as we think ahead. CDTO's Strategic Plan serves as a road map to guide us to where we are going and how we will get there. It also provides opportunities for members of the public, RDTs, licensed health care professionals and other stakeholders alike to provide input, contribute to our priorities, and share in our successes!

Recognizing that strategic planning is a dynamic process, Council committed to evaluate the progress made towards the priorities and reassess the Strategic Plan against the current environment annually. In June 2018, Council reviewed the risks and opportunities that lay ahead and recommended minor amendments to the six priorities.

We are excited to share a snippet of the progress and achievements we have made in year one of our journey:

# 2018-2022 Strategic Plan Update

## 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

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

## Accomplishments in Year 1



### Improve transparency and communications

- launching a new, informative, and user-friendly website resulting in over 33,000 views
- improving access to the public register
- providing educational brochures to raise public awareness and outreach



### Complete standards of practices review

- revising and disseminating the Infection Prevention & Control Standard of Practice to Members and stakeholders



### Implement a best practice redesigned QA program

- revising the National Competency Profile to reflect the current minimum expectations for entry-level practice and continued competence for practising



### Ensure Ontarians have access to RDTs

- conducting member and applicant outreach through surveys and focus groups to identify barriers to licensure<sup>1</sup>
- assessing demographic composition of the dental technology workforce<sup>1</sup> to determine future regulatory initiatives



### Improve governance effectiveness

- strengthening Council governance through the newly approved annual Council evaluation policy and Council meeting evaluation process



### Implement best practice regulation

- assessing current registration process and legislation in Canada<sup>1</sup>
- initiating review of the Professional Conduct regulation to ensure that RDTs practise in the public's best interests

# Reporting Changes of Information to the College

As a member of the College, it is the member's responsibility to ensure that all information with respect to their practice is current.

## Why is this information important?

The Public Registry is to ensure that the public has access to accurate and verifiable information about members of the College. This allows the public to make an informed decision regarding their care and ensure that the practitioner treating them is held to a standard of care.

## Why is this information required?

Section 23 of the *Regulated Professions Act, 1991* ("RHPA"), specifies the information that must be included on the public register.

The College By-Laws set out the information that is required by Member's of the College of Dental Technology ("CDTO") and the time frame a member has to report any changes in information to the CDTO.

## The College By-Laws

### 21.10 – Providing Information to the College

If requested, the Member shall immediately, and in any event **no later than five days after receiving the request**, provide the College with the following information, in the form requested by the College:

- (i) Information required to be maintained in the register in accordance with subsection 23(2) of the Code and these By-Laws;
- (ii) The address and telephone number of the Member's primary residence in Ontario and, if the Member does not reside in Ontario, the address and telephone number of the Member's primary residence;
- (iii) The Member's preferred e-mail address for communications from the College;
- (iv) The Member's professional activities including the Member's areas of practice;
- (v) Information regarding the Member's employment including:
  - (a) The Member's title and position; and
  - (b) A description of the Member's role, duties, and responsibilities;
- (vi) Information about the Member's registration with any other body that governs a profession, whether

The screenshot shows the website for the College of Dental Technologists of Ontario (Ordre des Technologistes Dentaires de l'Ontario). The page is titled "Searchable Online Public Register". Below the title, there is a brief description of the register's purpose: "The searchable online public register allows you to verify the registration of a Dental Technologists in Ontario by any piece of public information. This includes Member Number, First Name, Last Name and Common Name. You may also search by Practice or City. Upon selecting a practice, all members at the selected practice will be shown." There are two radio buttons for search criteria: "Search by Member" (selected) and "Search by Practice or City". Below these is a search input field with the placeholder text "Search by Member..." and a search icon. A box below the search field lists the information included in the public register: "The public register includes the following information: • The person's name, whether the person is a member or a former member of the College, and, if the person is a member, the person's business address and business telephone number; • The Class of Registration in which the person is or was registered; • If the person is a member, any Terms, Conditions or Limitations on his or her practice; and • A notation of each revocation or suspension of the person's licence." At the bottom of the page, there is a note: "If you cannot find a record for the Dental Technologists you are looking for, please contact the College office at info@cdto.ca, Phone: (416) 438-5003 or 1-877-394-2386 (Ontario only)."

inside or outside of Ontario, including the name of the governing body, the Member's registration or licence number and the date the Member first became registered;

- (vii) Information about the Member's participation in the quality assurance program;
- (viii) Information about the educational institution where the Member obtained any certificates, diplomas or degrees in dental technology, the type of certificates, diplomas or degrees obtained and the date each was issued; and
- (ix) Information for the purpose of compiling statistical data.

### 21.11 – Notification of College

The Member shall notify the College, in writing, of any changes to the following information within **30 days** of the effective date of the change:

- (i) The Member's name;
- (ii) The address and telephone number of the Member's primary residence in Ontario and, if the Member does not reside in Ontario, the address and telephone number of the Member's primary residence;
- (iii) The Member's business address or business telephone number;
- (iv) The name, address or telephone number of any business or entity that employs the Member as a practitioner of dental technology, and, if the Member is self-employed as a practitioner of dental technology, any changes to the address or telephone number of the location where the Member practises other than addresses of individual clients; and
- (v) The Member's preferred email address for communications with the College.



## Committee Slates

<p><b>Executive Committee Members</b></p> <p>Michael Karrandjas, RDT (President)            Terence (Terry) Price, Public (Vice-President)            Derrick Ostner, RDT            George Paraskevopoulos, RDT            Janet Faas, Public</p>	<p><b>Registration Committee Members</b></p> <p>David Savioli, RDT            George Paraskevopoulos, RDT            Michael Karrandjas, RDT            Robert Shawyer, Public            Terence (Terry) Price, Public</p>
<p><b>Quality Assurance Committee Members</b></p> <p>Daniel Choi, RDT            Derrick Ostner, RDT            George Paraskevopoulos, RDT            Igor Kobierzycki, RDT (non-Council)            Janet Faas, Public            Jason Chai, RDT            Joanne Kranyak, Public            Terence (Terry) Price, Public</p>	<p><b>Patient Relations Committee Members</b></p> <p>Clark Wilson, RDT            Daniel Choi, RDT            David Savioli, RDT            Harold Bassford, Public            Jason Chai, RDT            Joanne Kranyak, Public            Michael Karrandjas, RDT</p>
<p><b>Inquiries, Complaints and Reports Committee Members</b></p> <p>Andreas Sommer, RDT (non-Council)            Clark Wilson, RDT            David Savioli, RDT            Harold Bassford, Public            Joanne Kranyak, Public            Robert Shawyer, Public</p>	<p><b>Examinations Committee Members</b></p> <p>Harold (Skip) Bassford, Public            Igor Kobierzycki, RDT (non-Council)            Jason Chai, RDT</p>
<p><b>Recruitment Committee Members</b></p> <p>Clark Wilson, RDT            George Paraskevopoulos, RDT            Janet Faas, Public            Paola Bona (Staff)            Terence (Terry) Price, Public</p>	<p><b>Fitness to Practise Committee Members</b></p> <p>All Members of Council</p>
<p><b>Discipline Committee Members</b></p> <p>All Council members            Igor Kobierzycki, RDT (non-Council)</p>	



### Did you know:

Pharaonic physicians preformed some of the earliest dental reconstruction in ancient Egypt, dated back to around 1600 BC. Teeth were reattached using silver or gold wire to surround the teeth. In some cases, donor teeth were used. It is unknown if these procedures were performed during life or after death prior to burial.

Here is a dental bridge was found on a 4,000-year-old mummy.

*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](mailto:info@cdto.ca) with "Bridge Recognition Program" in the subject line.*

## **Recent Discipline Committee Decision(s)**

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**There are no recent Discipline Decisions.**

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