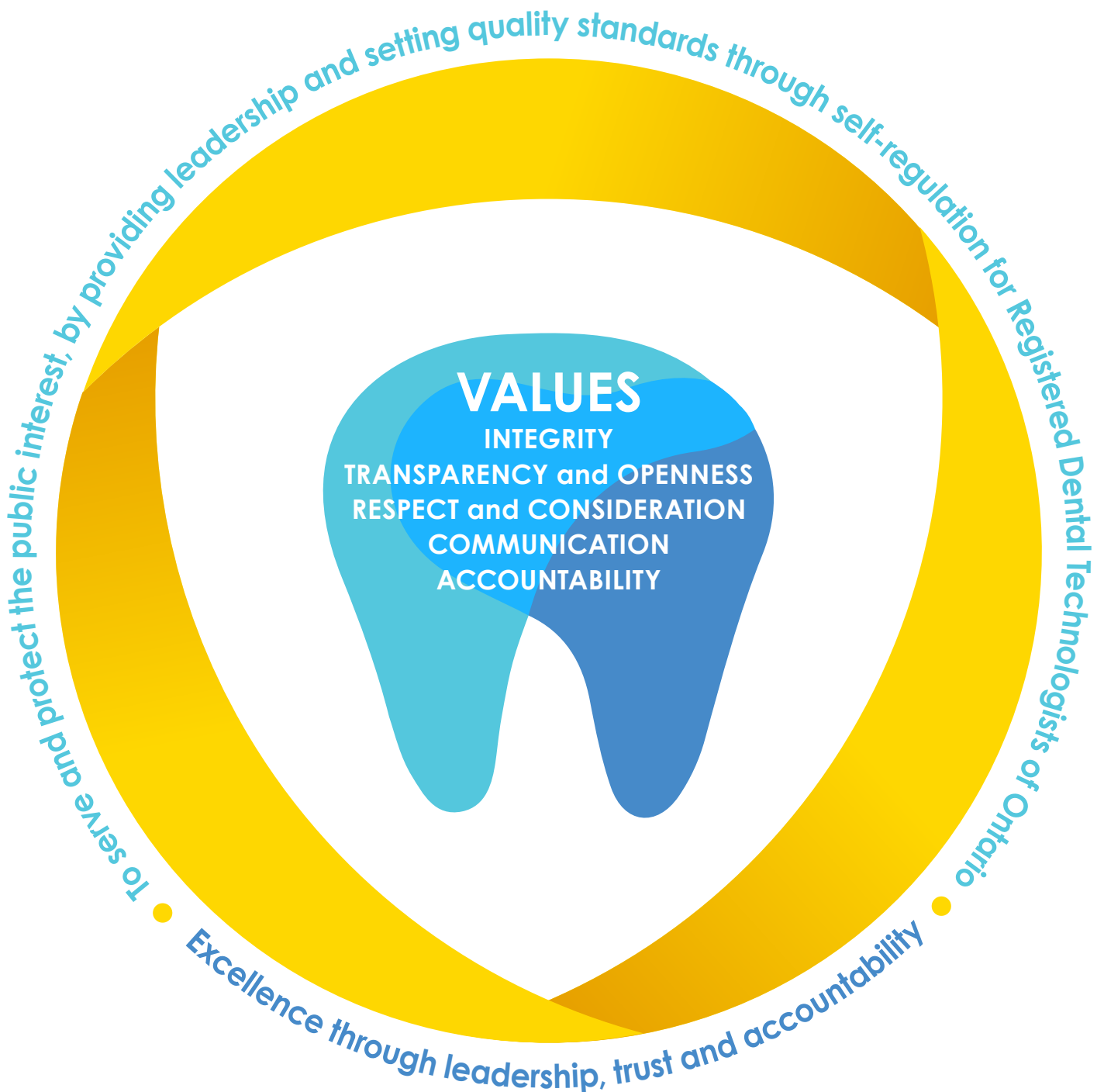


2015-2016 Annual Report



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

MISSION



VISION

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Commonly Used Acronyms

ASF	Agreed Statement of Facts
CDTO	College of Dental Technologists of Ontario
DTA	Dental Technology Act, 1991
FHRCO	Federation of Health Regulatory Colleges of Ontario
FSCO	Financial Services Commission of Ontario
HPARB	Health Professions Appeal and Review Board
HPRAC	Health Professions Regulatory Advisory Council
HRTIO	Human Rights Tribunal of Ontario
ICRC	Inquiries, Reports and Complaints Committee
MOHLTC	Ministry of Health and Long-Term Care
OFC	Office of the Fairness Commissioner
PPA	Peer and Practice Assessment
RHPA	Regulated Health Professions Act, 1991
QAC	Quality Assurance Committee

About the College

The College of Dental Technologist of Ontario (CDTO) is the regulatory body established under the Regulated Health Professions Act, 1991, to ensure the competency and accountability of Dental Technologists practicing in the province of Ontario. The College's mission is a responsible and responsive system of effective regulation to act in the public interest and inspire public confidence and trust.

The CDTO fulfils its mandate to serve and protect the public by ensuring individuals seeking registration to practise dental technology in Ontario meet standard qualifications in education and professional competencies. It establishes and enforces practice standards, promotes quality practice and encourages continuing competency and education in dental technology. In addition, the College holds all Dental Technologists in Ontario accountable for professional conduct and safe practice. Only those individuals registered with the CDTO are allowed to practise dental technology independently and use the title "Registered Dental Technologist" or "RDT".

The Council is the governing body of more than 560 RDTs in the province of Ontario. The CDTO Council is made up of seven elected professional members and five or six government appointed public members who are not Dental Technologists. Collectively, Council's role is to provide the right leadership, and promote and support good governance through their commitment to the principles of transparency, accessibility, openness and fairness. The Council sets the College's strategic direction and develops the policies and standards to ensure the College is meeting its mandate to protect and act in the best interest of the public.

The Dental Technology Act, 1991

In Ontario, Dental Technologists are regulated under the Regulated Health Professions Act, 1991, the Dental Technology Act, 1991, and the regulations made under these Acts.

The Acts established the College of Dental Technologists of Ontario (CDTO) as one of 26 regulatory health colleges in Ontario that are accountable to the Minister of Health and Long-Term Care. CDTO is tasked with regulating the practice of dental technology in the interest of the public.

Many key regulations, acts, policies, by-laws and publications can be found on the CDTO website:

www.cdto.ca and on the Ontario government's website: **www.e-laws.gov.on.ca**



About Registered Dental Technologists

Registered Dental Technologists (RDTs) are regulated health care professionals whose scope of practice includes the design, construction, repair or alteration of dental prosthetic, restorative and orthodontic devices.

RDTs are committed to providing quality services to dentists, other regulated health practitioners and their patients in a safe, ethical and professional manner. They take great pride in producing dental appliances of high standards requiring technical knowledge, skill and artistic creativity.

RDTs in Ontario are fully responsible and accountable for the dental appliances that they produce or are produced under their supervision. Their work is highly technical in the application of their knowledge, and also creative in the aspects of colour and design. They are knowledgeable of:

- the anatomy and physiology of the oral and facial environment
- the physical and chemical characteristics of materials used for dental appliances
- the techniques and procedures necessary for the design, fabrication, modification and repair of dental prosthetic, restorative and orthodontic devices
- the physiological functioning of these devices in the mouth

Behind the smiles and behind the scenes, RDTs make the crowns, bridges, complete and partial dentures, orthodontics, implants, and other dental appliances. RDTs work in a variety of practice settings that may include dental laboratories, dentist offices, educational institutions such as universities, colleges, or hospitals that offer dental technology services.

Inter-professional collaboration is at the core of an RDT's work. Dentists and other regulated health professionals rely on the RDTs professional judgment in the filling of dental prescriptions including: interpretation of the design and technical specifics of prostheses; joint consultation on changes that are beneficial to the patients; and, determination of the shape, contours, structure, materials and production processes.

The CDTO is dedicated to supporting RDTs in their delivery of high quality, safe and ethical care to the public of Ontario.



College Focus Areas

C	L	E	A	R
CLIENT FOCUSED COMMUNICATION	LEADERSHIP & GOVERNANCE ESSENTIALS	EXCELLENCE IN OPERATIONAL ESSENTIALS	ASSURANCE FOR QUALITY PRACTICE	RESEARCHING FUTURE INITIATIVES
<p>Goal:</p> <ol style="list-style-type: none"> 1. Increased member and potential member engagement with the College 2. Increased public awareness of the College and the role it plays in protecting the public 3. Effective professional relationships with the oral health community (regulatory health colleges, professional associations and education institutions) 	<p>Goal:</p> <p>A clearly articulated, well understood and functional governance foundation for the College</p>	<p>Goal:</p> <p>A strong infrastructure, policies and processes that ensure efficient and accountable service in support of the College's mandate</p>	<p>Goal:</p> <ol style="list-style-type: none"> 1. Members understand and act in accordance with relevant standards of practice that ensure safe and professional care 2. A robust and practical QA program with a high engagement rate and consistently applied remedial action for those who fail to comply 	<p>Goal:</p> <p>Have an in-depth understanding of the practical, policy and resource implications of embarking on selected longer-term initiatives</p>
<p>Achievements:</p> <ul style="list-style-type: none"> • Redesigned College logo that creates enhanced public recognition and symbolizes transparency • CDTO continuously looks for better ways to engage and communicate with its members through enhanced electronic communications • College website redesign is anticipated to be completed by Spring 2017 	<p>Achievements:</p> <ul style="list-style-type: none"> • Newly revised College By-Laws that address currency, accessibility (plain language), elections, disqualifications and conflict of interest • Increased transparency on the Public Register • Updated and revised the Appeals Policy • Ongoing professional development training for Council member 	<p>Achievements:</p> <ul style="list-style-type: none"> • Staffing resources were reorganized and the implementation of continuous process improvements in program delivery • Sound fiscal management in its operating budgets • The operating budget is aligned to support Council's approved initiatives as directed by the College's action plan • Online annual registration renewal was implemented in 2015, including online confirmation printing, EFT (Electronic Fund Transfer) payments to vendors and direct deposit for honoraria and expenses 	<p>Achievements:</p> <ul style="list-style-type: none"> • A task force was created to review and revise the College's current Standards of Practice • A review was conducted of the Continuing Education and Professional Development (CEPD) program • A newly drafted Standard of Practice for Infection Prevention and Control is now under revision 	<p>Achievements:</p> <ul style="list-style-type: none"> • An extensive strategic planning session is set for Spring 2017 to set strategic initiatives and key focus areas for the next three years • CDTO strengthened existing relationships with stakeholders such as George Brown College (GBC), the Canadian Alliance of Dental Technology Regulators (CADTR), Federation of Health Regulatory Colleges of Ontario (FHRCO), and the Ontario Fairness Commission (OFC)

Message from the President



I am pleased to report on the many significant activities and accomplishments of Council during 2015-2016. According to the Regulated Health Professions Act, 1991, the Council of CDTO is to “manage and administer” the affairs of the College including the College’s responsibility to carry out its objects as set out in the Act. Most importantly, the overriding duty of the College is “to serve and protect the public interest.” Clearly, in agreeing to become a member of Council, a person is undertaking a significant set of responsibilities on behalf of the Ontario public.

Happily for those of us on Council, our talented Registrar, and her small but dedicated, efficient and hard-working staff, provide an effective administration, interact with members and the public, and contribute significantly to the necessary on-going development of policies and procedures. I am sure I speak on behalf of Council in expressing our thanks to them for making the College the successful organization that it is.

However, our Council member’s tasks are still onerous. Because CDTO is a small college, with a small Council, each of the thirteen Council members must sit on two or three of the statutory committees required by the Act (Executive, Registration, Inquiries, Complaints and Reports, Discipline, Quality Assurance, Patient Relations, Fitness to Practice). The seven professional Council members, who are elected from the profession, bring a vast knowledge of professional practices, while the six appointed Council members, who are appointed by the Lieutenant Governor of Ontario, bring a variety of skills from their varied professional lives. During my term as President, I have been pleased to see how the varied knowledge-sets have complemented each other for the benefit of the College, and, accordingly, the public. All of the Council members, have consistently kept in mind, and diligently performed their duty “to serve and protect the public interest.”

The Registrar’s report will detail the many required, regular activities undertaken by the College annually. Here I shall mention accomplishments of particular importance for the function of the Council. This year continued the work of the year before on policy governance. The College completed its review of the By-Laws, and approved amended, and extensively revised By-Laws.

We began and partially completed a review and rewrite of the Standards of Practice for Dental Technologists, bringing them up to date with new discoveries and developments, as well as ensuring that the language used is understandable by the public as well as by professionals. All committees reviewed and up-dated their Terms of Reference, which were approved by Council. A review was conducted of the College’s examination policy, which resulted in new requirements around for the jurisprudence and ethics examination, and the establishment of a formal Examinations Committee. The ground work was laid for the strategic planning process taking place in 2017. As well, there was a start on the development of a stronger public and member awareness program. Finally, but crucially, Council reviewed and approved the College’s budget and discussed the annual audit with the auditor - both of which have ensured that the College is in excellent financial condition. Overall, with the significant policy governance work in addition to the many usual annual tasks of Council and its Committees, it has been a busy, but productive year.

Harold (Skip) Bassford

President of Council

Registrar's Report



Information is power and, by sharing it, we provide the public, our patients and clients (other healthcare professions), the basis to make informed choices. Transparency and accountability is integrated in everything that we do to meet our mandate: protecting the public interest. Transparency means ensuring that the public has access to relevant, accurate and timely information about dental technologists, as well as a clear understanding of regulatory processes and decision-making.

In March 2015, our Council actioned its commitment to the Minister of Health and Long Term Care by integrating transparency into key focus areas, with clear goals and strong and robust initiatives, under the auspice of the "Towards Transformation Action Plan". Throughout 2016, we ensured continued trust and aimed to inspire confidence in our professional members and in our College, which governs them, by continually improving our governance and transparency practices, some of which include:

- Improving communications to Members, the public and stakeholders through various consultations, web communications, and electronic updates.
- Providing a more in-depth understanding for all Council members, new and experienced, of their roles, responsibilities, and the current regulatory healthcare landscape, through FHRCO, CLEAR and CNAR professional development.
- Educating and training all Council members in due process and procedural fairness to our members.
- Collaborating with several health regulatory colleges to examine opportunities to strengthen clinic and laboratory (entity) oversight in Ontario, as the present regime may put regulated health professionals in a position that could compromise the quality of care for patients and ethical business practices.
- Advancing access to the profession on a national scale by working with CADTR on a foreign credential recognition proposal, which in turn increases access for the public to qualified dental technologists.

Our statutory and non-statutory Committees have worked tirelessly towards more rigorous practices in governance, operations, entry-to-practice, assurance of quality practice, patient relations and handling of concerns about Members. These are highlighted in the Committee reports which follow.

In closing, 2016 has been another incredible year in our journey towards transformation. I wish to thank Council and staff, non-Council professional committee members, task force members, volunteers, advisors, mentors, FHRCO, and the Ministry. Their commitment to the College and professional regulation is appreciated.

Judith (Judy) Rigby, CGA, CPA

Registrar and CEO

Council Members

All members (elected professional RDT's and publicly appointed individual) serving on the Council of the College, are expected to make decisions and develop policies, guidelines, standards and regulations that are consistent with the legislative framework. This means that every Council member has a legal duty to act in the best interest of the public, not his/her personal interest or the interest of any organization with which he/she associates.

September 2015 – December 2015	January 2016 – August 2016
President Sean Hanrahan, RDT, District 3	President Harold (Skip) Bassford – Public Appointee
Vice-President Harold (Skip) Bassford – Public Appointee	Vice-President Michael Karrandjas, RDT, District 1
Christopher McIntosh, Public Appointee Clark Wilson, RDT, District 3 Derrick Ostner, RDT, District 2 Hsiu Chang, RDT, District 1 Janet Faas, Public Appointee Jeff Donnelly, Public Appointee Keith Tarswell, Public Appointee Melanie Liassides, RDT, District 1 Michael Karrandjas, RDT, District 1 Nicole Rotsaert, RDT, District 2 Terence Price, Public Appointee	Clark Wilson, RDT, District 3 Derrick Ostner, RDT, District 2 George Paraskevopoulos, RDT, District 1 Janet Faas, Public Appointee Jason Chai, RDT, District 3 Jeff Donnelly, Public Appointee Keith Tarswell, Public Appointee Nicole Rotsaert, RDT, District 2 Terence Price, Public Appointee Vincent Chan, RDT, District 1
Non-Members of Council Igor Kobierzycki, RDT Harry Bang, RDT Andreas Sommer, RDT	

College Staff



From front row to back row:

Sosan Haidari, Leanne Cheng, Salma Musa, Elizabeth Johnston, Rose Far, Steven Wang, Paola Bona

Judith (Judy) Rigby	Registrar & CEO
Paola Bona	Coordinator, Examinations
Steven Wang	Coordinator, Finance & Administration
Rose Far	Coordinator, Policy & Communications
Elizabeth Johnston	Coordinator, Quality Assurance
Leanne Cheng	Coordinator, Professional Conduct
Salma Musa	Administration/Registration Assistant
Sosan Haidari	Assistant, Registrar (summer student)

The College would like to thank the countless members who gave their time to support and assist the College in meeting fair registration practices and its regulatory responsibilities. Your acts of service helps the College act in the best interest of the public and supports our Members who are delivering safe, quality care to Ontarians.

Executive Committee Report

	September - December, 4 2015	December 4 - 31, 2015	January - August 2016
Chair	Sean Hanrahan, RDT	Harold Bassford	Harold Bassford
Members	Harold Bassford Melanie Liassides, RDT Derrick Ostner, RDT Christopher McIntosh	Michael Karrandjas, RDT Melanie Liassides, RDT Derrick Ostner, RDT Christopher McIntosh	Michael Karrandjas, RDT Janet Faas Derrick Ostner, RDT Clark Wilson, RDT

The Executive Committee works year-round in supporting the Council and the College with the responsibility of protecting the public. This includes inter-professional collaboration on joint initiatives with other regulatory health colleges, strengthening relationships with key stakeholders, and overseeing CDTO's operations in a fiscally responsible manner. The Committee has the authority to make decisions on matters that require immediate attention, in between Council meetings, and reports on its actions to Council.

During 2015-2016, the Executive Committee:

- Convened 5 times, both in person and via teleconference.
- Revised the Committee's Terms of Reference to ensure consistency with its mandate and recommended it for Council approval.
- Recommended the new College By-Laws to Council for approval which incorporated a number of enhancements to increase transparency of the information on the public register, including publication of ICRC cautions-in-person (oral) and specified continuing education or remediation programs (SCERP's), and accountability.
- Continued work on good governance by developing a new process for the annual appointment of Committee members to enhance continuity and suitability. This ensures the Committee is able to carry out its duties and responsibilities in supporting the Council's strategic priorities in an effective manner.
- Appointed all Council members to the Discipline Committee to ensure a sufficient number of members to serve on Discipline panels.
- Conducted the Registrar's annual review.
- Assessed the adequacy of the College's mandate, mission and vision statements in light of transparency initiatives and participated in a condensed strategic planning exercise.
- Recommended that Council approve the Committee to oversee the planning and execution of the College's strategic plan.
- Approved phase 1 of the College's Standards of Practice review to ensure the public's right to safe, competent and ethical care by dental technologists.
- Continued leadership in financial monitoring of the College's assets and investment of funds to ensure financial sustainability and protection of the College's not-for-profit status.
- Recommended that Council approve the 2014-2015 audited Financial Statements and the 2016-2017 Operating Budget.
- Recommended that Council approve an increase to the amount allocated for the Internally Restricted Fund for Complaints and Discipline to provide coverage for unexpected and unbudgeted expenses that may arise.
- Recommended that Council establish an Internally Restricted Fund for Strategic Initiatives Program in the amount of two-hundred and forty thousand dollars (\$240,000) to fund one time strategic initiatives.

Registration Committee Report

	September–December 2015	January–August 2016
Chair	Michael Karrandjas, RDT	Michael Karrandjas, RDT
Members	Hsiu Chang, RDT Terence Price Janet Faas Keith Tarswell Clark Wilson, RDT	George Paraskevopoulos, RDT Terence Price Nicole Rotsaert, RDT Keith Tarswell

The Registration Committee is responsible for developing and implementing transparent, objective, impartial and fair policies and processes for registration with the College.

The Committee considers and renders decisions on applications of registration that have been referred by the Registrar. These decisions are made in an equitable, fair and consistent manner. The Registrar refers applications to the Committee when there are doubts that the applicant fulfills the requirements set out in the registration regulation. All decisions of the Registration Committee may be appealed to the Health Professions Appeal and Review Board ("the Board" or "HPARB") for a review or a hearing.

The Committee also advises Council and makes recommendations on matters relating to practice standards, registration regulations, and related matters. It addresses issues of reporting practices concerning OFC.

During 2015-2016, the Registration Committee:

- Convened four meetings.
- Reviewed and revised the Committee Terms of Reference.
- Set Committee goals for 2016.
- Reviewed two applications referred to the Committee by the Registrar.
- Participated in education and development sessions on the Committee's roles and responsibilities, the development and administration of the College's registration examinations, and the OFC's roles, fair registration practices and future direction.
- Developed and recommended to Council the Registration Examination Program Policy (E05).
- Recommended to Council that the Jurisprudence & Ethics Examination exemption for George Brown College Dental Technology graduates be rescinded and come into force for new applicants of the 2017 Registration Examination session.
- Established the framework including Terms of Reference for an Examination Committee commencing 2017 which was approved by Council.
- Submitted the 2015 Fair Registration Practices Report to the OFC.
- Completed several action items related to OFC recommendations.
- Participated in the OFC's learning day and online learning modules.

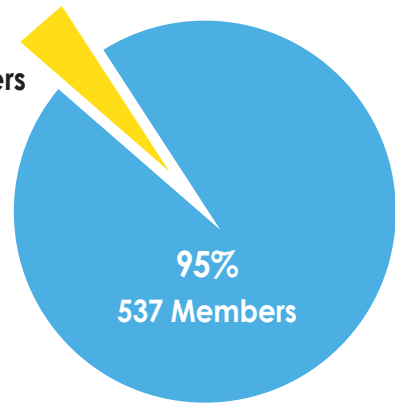
Membership Statistics as of August 31, 2016

- General Certificate of Registration 537
- Inactive Certificate of Registration 26
- Total Members 563

5

Number of revocations in
2015-2016

5%
26 Members

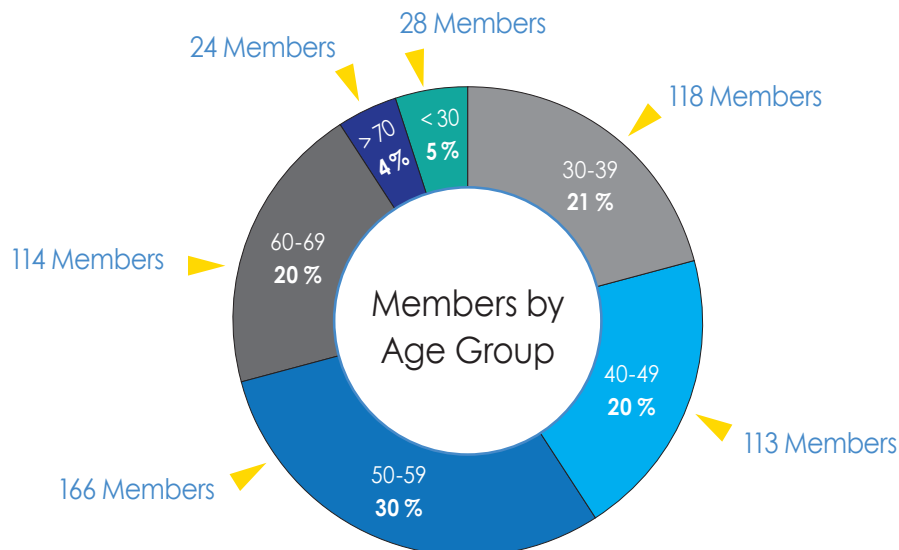


■ General Class
■ Inactive Class

Membership Growth	
New Members	22
Resigned or Retired	17
Suspended	6
Deceased	0
Reinstated	0
Total Net	-1

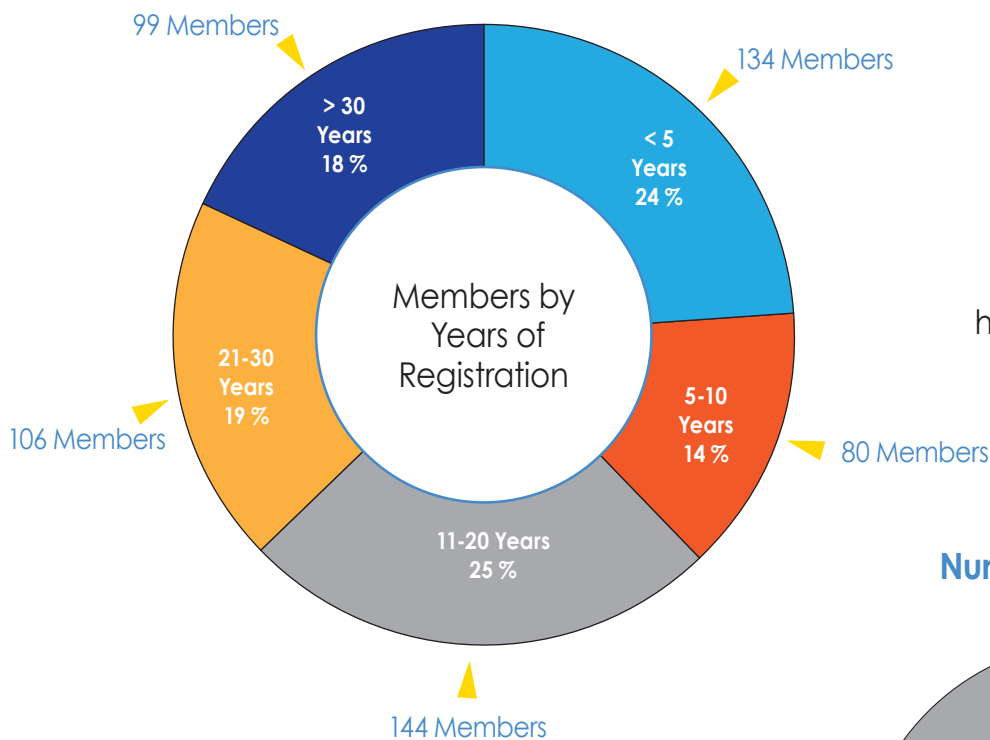
Net Rate of Membership Growth Year Over Year from 2012 - 2016

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
Net Rate of Growth	0.4%	6.3%	1.1%	0.2%	-0.2%



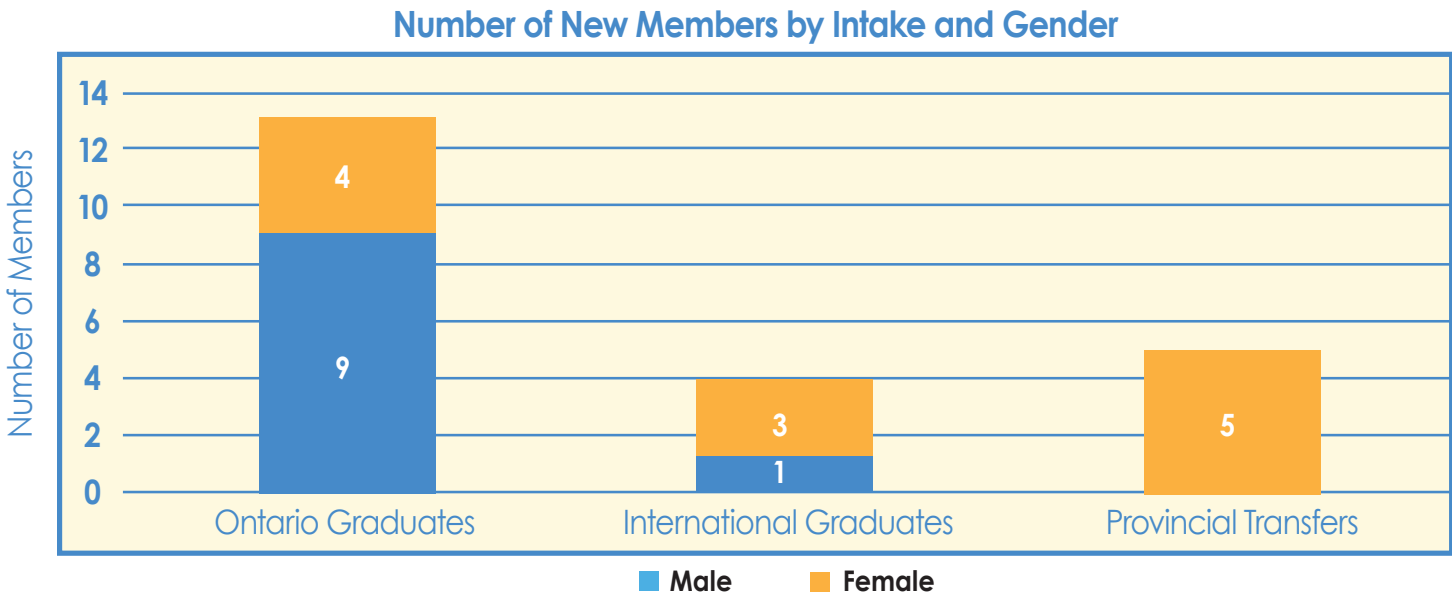
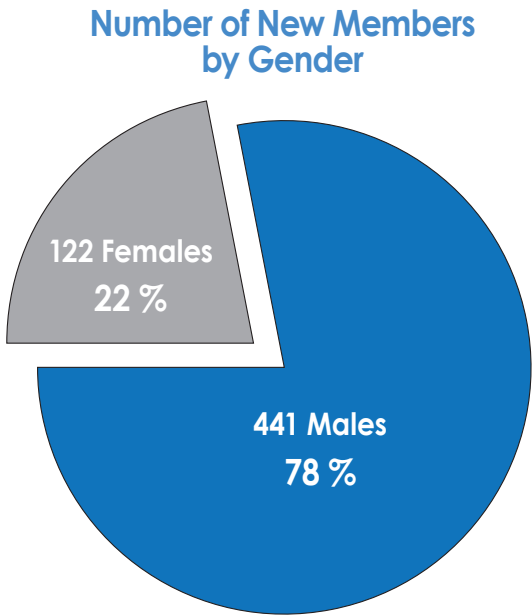
54%
of the membership is
over the age of 50

Membership Statistics - continued



62%
of the membership
have been registered
for over 10 years

Over the last 10 years, females entering
the practice of dental technology
has nearly doubled



Examinations Report

To become a Member of the College, all applicants must successfully complete the Registration examinations (written and practical) offered once a year. Those licensed in a province eligible for Agreement on Internal Trade (AIT) status are exempt, however, must successfully complete the Jurisprudence & Ethics examination component of the registration exam offered four times a year.

The Examination Task Forces (Written and Practical), appointed by the Registration Committee and composed of Members (RDTs), develops examinations that provide a reliable and valid measure of a candidate's knowledge, skills and ability to practise dental technology in Ontario. The Practical Examination Task Force is also responsible for the management of the entry-to-practice examination.

Furthermore, the Task Forces brings forward recommendations for continuous quality improvements. For example, the guidelines for markers were further refined the established rubrics for marking. Markers responded positively stating that they found the process to be more streamlined. Throughout the examination development process, each Task Force ensures that it adheres to transparent, objective, impartial and fair practices.

Examination Statistics of 2015-2016

Examination	Number of Candidates	Percent %
First Time Candidates	31	57 %
Repeat Candidates	23	43 %
Total Candidates	54	100 %

Examination Candidate Demographics	Number of Candidates	Percent %
George Brown College	44	81 %
Applicants under AIT*	2	4 %
International	8	15 %
Total	54	100%

Successful Candidates	Number of Candidates	Percent %
George Brown College	18	72 %
Applicants under AIT*	1	4 %
International	6	24 %
Total	25	100%

*Agreement on Internal Trade

Quality Assurance Committee Report

	September–December 2015	January–August 2016
Chair	Derrick Ostner, RDT	Derrick Ostner, RDT
Members	Harold Bassford Janet Faas Igor Kobierzycki, RDT (non-Council) Melanie Liassides, RDT	Harold Bassford Janet Faas Jason Chai, RDT Vincent Chan, RDT Igor Kobierzycki, RDT (non-Council)

The goal of the Quality Assurance Committee is to protect the public by mandating that members participate in ongoing professional development throughout their careers to ensure that their knowledge, skills and judgement continues to reflect the standards of the profession. Participating in ongoing continuing education not only addresses the needs of the present, but enhances the level of competency and professionalism of the profession.

During 2015-2016, the QA Committee:

- Convened four meetings.
- Participated in education and development sessions on the Committee's roles and responsibilities.
- Completed a review and made updates to the College's Continuing Education and Professional Development (CEPD) program to better reflect the changing environment of the profession. Final version will be presented at the December 2016 Council meeting. Implementation of the updated CEPD program is planned for September 1, 2017.
- Oversaw the administration of the 2015-2016 Peer and Practice Assessments, the first-time compliance success rate of which was 91% (10 of 11 randomly selected). One re-assessment has been ordered by the Committee.
- Oversaw the administration of 2013-2015 (3-Year) Summary Professional Development Portfolio, the first-time compliance success rate of which was 87%.
- Oversaw the administration of the 2014-2015 Full Professional Development Portfolio submissions (which had been deferred from May 2015 to October 2015). The compliance success rate of which was 100%
- Oversaw the administration of the 2015-2016 Full Professional Development Portfolio submissions, the compliance success rate of which was 100%

2013-2015 Summary Professional Development Profile Review

Members Required to Submit Profile	Number of Members	Percent %
Total	152	100 %
Complete Profiles	132	87 %
Incomplete or Missing Profiles	20	13 %

QA Committee Decisions	Number of Members	Percent %
Total (Incomplete or Missing Profiles)	20	100 %
Accepted Submissions	10	50 %
Accepted Re-submission	10	50 %

The Inquiries, Complaints and Reports Committee

	September 2015 - January 2016	January 2016 - February 2016	February 2016 - August 2016
Chair	Jeff Donnelly	Jeff Donnelly	Jeff Donnelly
Members	Clark Wilson, RDT Andreas Sommer, RDT (non-Council) Michael Karrandjas, RDT Keith Tarswell Christopher McIntosh Hsiu Chang, RDT	Clark Wilson, RDT Andreas Sommer, RDT (non-Council) Michael Karrandjas, RDT Keith Tarswell Christopher McIntosh	Clark Wilson, RDT Andreas Sommer, RDT (non-Council) Michael Karrandjas, RDT Keith Tarswell

The Inquiries, Complaints and Reports Committee (ICRC), is responsible for reviewing all complaints made to the College about the practice or conduct of Dental Technologists, including concerns from the Quality Assurance (QA) Committee and reports made by the Registrar, and decides on what action, if any, is required. The ICRC may make referrals to the Fitness to Practice and Discipline Committees and in every case endeavours to dispose of each matter according to the timelines set out in the RHPA. In 2015-2016, the ICRC convened four (4) meetings.

Complaints

In 2015-2016, the College received three (3) new complaints. The ICRC also reviewed one (1) complaint that was carried over from the previous year. The ICRC issued four (3) decisions in 2015-2016, two (2) of which were to take no further action and one (1) case was referred to the Discipline Committee. The remaining complaint will be reviewed by the ICRC in 2016-2017.

Registrar's Reports

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

Five (5) Registrar's reports were launched in 2015-2016. The ICRC issued two (2) decisions in 2015-2016, both requiring the Member to appear before a panel of the ICRC to be cautioned. The three (3) remaining cases are still under investigation.

Quality Assurance Committee Referral

The QA Committee may disclose the name of a Member and allegations against the Member to the ICRC if it is of the opinion that the Member may have committed an act of professional misconduct, or may be incompetent or incapacitated. The ICRC may then request the Registrar to appoint an investigator to determine whether the Member has committed an act of professional misconduct or is incompetent.

In 2015-2016, one Member was referred to the ICRC by the QA Committee. This matter will be reviewed by the ICRC in 2016-2017.

Discipline Committee Report

	September - December 2015	January 2016 - March 2016	March 2016 - August 2016
Chair	---	Terence Price	Terence Price
Members	Harry Bang, RDT (non-Council) Igor Kobierzycki, RDT (non-Council)	Harry Bang, RDT (non-Council) Igor Kobierzycki, RDT (non-Council) Harold Bassford George Paraskevopoulos, RDT Vincent Chan, RDT	All Members of Council are now members of the Discipline Committee.

The Discipline Committee is responsible for hearing allegations of professional misconduct and/or incompetence involving dental technologists, as referred by the Inquiries, Complaints and Reports Committee.

In 2015-2016, the Discipline Committee held one meeting on May 31, 2016 to provide training to its members. There was also one discipline hearing held during the 2015-2016 fiscal year.

Summary of 2015-2016 Discipline Committee Decisions

Name of Member: Richard Charlebois (#1051)

The discipline case proceeded by way of an Agreed Statement of Facts and a Joint Submission on Penalty. The Panel acknowledged that Mr. Richard Charlebois (the "Member") co-operated with the College and, by admitting to the allegations, agreeing to the facts and a proposed penalty, has accepted responsibility.

Background

- During the relevant period, the Member was the President, principal owner and sole supervising RDT at Classic Dental Laboratories Ltd. (the "Lab") in Ottawa, Ontario
- The Lab is amongst the largest in Ontario with about 60 employees.

Contravening the Laboratory Supervision Standards

- Was absent from the laboratory for a period exceeding the standards of the profession without hiring a replacement Registered Dental Technologist (RDT) with laboratory supervision status;
- Failed to supervise, oversee and/or review the design, construction, repair and/or alteration of dental prosthetic, restorative or orthodontic devices that were processed in the laboratory;
- Directed individuals who were not RDT's to supervise the technical aspects of the design, construction, repair or alteration of dental prosthetic or orthodontic devices;
- Failed to stamp the invoice or other document authorizing the release of each case; and
- Issued invoices that contained his RDT number for cases that he did not supervise, thereby signing or issuing, in the member's professional capacity, a document that contains a false or misleading statement.

Admissions

- The Member admitted, and the Panel found, that the Member committed the following acts of professional misconduct:
- Failing to maintain a standard of practice of the profession;
- Knowingly subcontracting dental technological services in breach of section 32(1) or (3) of the RHPA, 1991;
- Signing or issuing, in the member's professional capacity, a document that the member knows contain a false or misleading statement; and
- Engaging in conduct or performing an act, in the course of practicing the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional.

Penalty

- The College and the Member submitted the following Joint Submission on Penalty, which was accepted and ordered by the Panel:
- Requiring the Member to appear before the Panel to be reprimanded;
- Directing the Registrar to suspend the Member's certificate of registration for a period of six (6) months, one month of which shall be remitted in the event that the Member complies with (a) and an additional one month of which shall be remitted in the event that the Member complies with (b):
- Requiring the Member to receive supervision of his practice for a period of eighteen (18) months following completion of the suspension
- Requiring the Member to draft an essay of no less than 1000 words explaining the importance of supervision as reflected in the College's Supervision Standard as well as applicable legislation and regulations, summarizing the Member's professional misconduct and identifying the steps that the Member has taken and will continue to take to ensure compliance on a go-forward basis
- Directing the Member to pay a fine in the amount of \$15,000; and
- Directing the Member to pay the College's costs in the amount of \$15,000.

The Panel finds that the penalty satisfies 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 regarding the consequences of unprofessional and dishonourable behavior of Registered Dental Technologists in Ontario. The Panel is also of the opinion that the rehabilitation and remediation of the Member is sufficiently addressed through the oral reprimand and the supervision of the Member's practice. The Panel agrees that the penalty related to the fine and the order for costs is appropriate in this case.

Fitness to Practise Committee Report

	September - December 2015	January 2016 - May 2016	May 2016 - August 2016
Chair	Nicole Rotsaert, RDT	Nicole Rotsaert, RDT	Nicole Rotsaert, RDT
Members	Jeff Donnelly Terence Price Michael Karrandjas, RDT	Janet Faas Sean Hanrahan, RDT	Janet Faas Jason Chai, RDT

The Fitness to Practise Committee's mandate is to hear and determine allegations of mental or physical incapacity referred to the Committee by the Inquires, Complaints and Reports Committee.

There were no referrals to the Fitness to Practise Committee during the 2015-2016 fiscal year. The Committee continues to ensure it is adequately prepared should it receive a referral.

Patient Relations Committee Report

	September 2015 - January 2016	January 2016 - May 2016	May 2016 - August 2016
Chair	Terence Price	Terence Price	Terence Price
Members	Jeff Donnelly Michael Karrandjas, RDT Nicole Rotsaert, RDT Keith Tarswell	Jeff Donnelly Michael Karrandjas, RDT Sean Hanrahan, RDT	Jeff Donnelly Michael Karrandjas, RDT Jason Chai, RDT

The Patient Relations (PR) Committee is responsible for developing, establishing and maintaining a PR Program, including measures for preventing and/or dealing with sexual abuse of patients by members of the College. This includes member education, staff training, and guidelines for members' conduct with patients and public information. The Committee is also responsible for administering funding for therapy and counselling for patients who have been sexually abused by dental technologists.

During 2015-2016, the QA Committee:

- Convened two meetings
- Updated the Patient Relations Program Policy and Guidelines, which is a document that:
 - Defines critical terms such as patient, client, sexual abuse, etc.
 - Sets out professional conduct guidelines
 - Suggests preventive measures when contacting patients
 - Details the complaints process, investigations and penalties that can be ordered by the Discipline Committee; and
 - Identifies the College's responsibility for funding for therapy and counselling.
- Developed a Member Awareness Program Self-Assessment Survey that was open to the membership for response on August 1, 2016 and the results to be collected on September 15, 2016 which will:
 - Measure the knowledge of the membership on the regulatory requirements and standards of the College; and
 - Identify knowledge gaps in the membership that the PR Committee will address by publishing educating articles in its new bi-annual newsletter.

Financial Overview 2015-2016

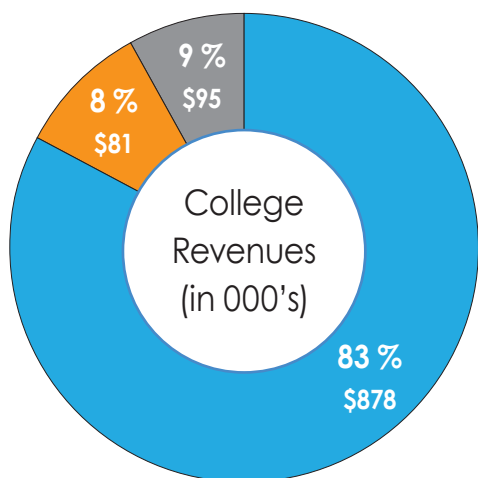
To protect the public and inspire public confidence in the profession and professional regulation. The College strives to increase its accountability by: Controlling the use of Member fees, using the tools of auditing, budgeting, and accounting, to reflect continuous improvement and achieve Council's strategic priorities (Financial); Supporting improved service delivery by demonstrating and accounting for results in light of agreed-upon performance targets (Performance); Building trust amongst all stakeholders by acting in accordance with agreed-upon standards of respect, ethics, integrity, equity, transparency, openness, responsiveness and professional responsibility (Public).

The 2015-2016 audited financial results demonstrate that the College is financially accountable, working within a sound financial management framework to provide and enhance core regulatory programs and services while achieving financial sustainability. During the year the College continued its work on several strategic projects under the Action Plan which are funded solely from prior years' accumulated surplus funds. These projects strengthen the College's ability to respond to the increasing needs and expectations of the public and government. The unspent balance is shown as Internally Restricted for Strategic Initiatives on the Summary Statement of Financial Position.

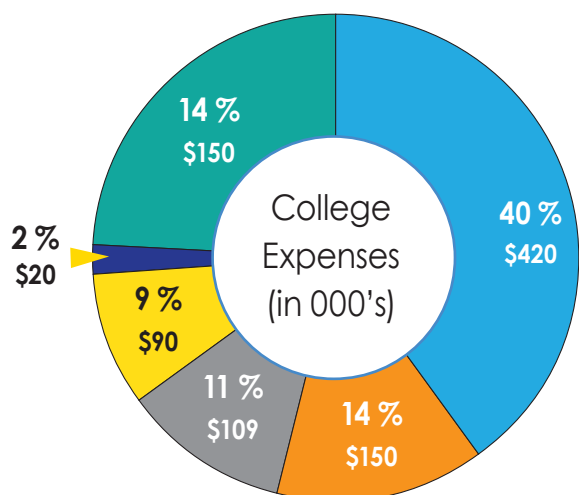


Financial Overview 2015-2016 - *continued*

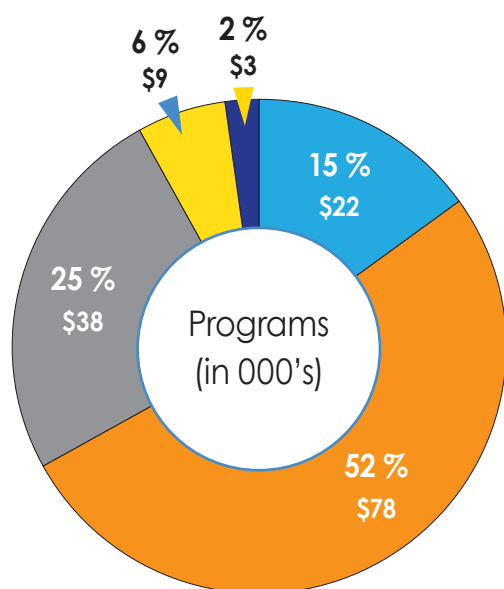
The following information is provided to add clarity to the Summarized Statement of Operations.



Revenue	\$ (in 000's)	%
Registration, Laboratory and Supervision Fees	\$878	83%
Investment Income	\$95	9%
Examination Fees	\$81	8%
Total Operating Revenue	\$1054	100%



Expenses	\$ (in 000's)	%
Human Resources	\$420	40%
Programs	\$150	14%
Strategic Initiatives and Projects	\$109	11%
Occupancy Costs	\$90	9%
Council	\$20	2%
Operations (incl. depreciation)	\$249	24%
Total Operating Revenue	\$1038	100%



Programs	\$ (in 000's)	%
Complaints, Discipline and Patient Relations	\$22	15%
Examination	\$78	52%
Registration, Laboratory Supervision	\$38	25%
Quality Assurance	\$9	6%
Publications	\$3	2%
Total Operating Revenue	\$150	100%

Report of the Independent Auditor on the Summary Financial Statements

To the Council of the
College of Dental Technologists of Ontario

The accompanying summary financial statements, which comprise the summary statement of financial position as at August 31, 2016 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 for the year ended August 31, 2016. We expressed an unmodified audit opinion on those financial statements in our report dated December 9, 2016.

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, therefore, is not a substitute for reading the audited financial statements of the College of Dental Technologists of Ontario.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in the note to the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of the College of Dental Technologists of Ontario for the year ended August 31, 2016 are a fair summary of those financial statements, on the basis described in the note to the summary financial statements.

Toronto, Ontario
December 9, 2016

Chartered Professional Accountants
Licensed Public Accountants

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

Summary Statement of Financial Position

August 31	2016 \$	2015 \$
ASSETS		
Current assets		
Cash	1,060,811	663,888
Accounts receivable	16,391	-
Prepaid expenses	12,918	21,880
	<u>1,090,120</u>	<u>685,768</u>
Investments	1,146,550	1,556,146
Capital assets	7,450	3,433
	<u>1,154,000</u>	<u>1,559,579</u>
	<u>2,244,120</u>	<u>2,245,347</u>
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	111,243	170,992
Deferred registration and laboratory supervision fees	823,811	782,230
	<u>935,054</u>	<u>953,222</u>
NET ASSETS		
Invested in capital assets	7,450	3,433
Internally restricted for complaints and discipline	150,000	150,000
Internally restricted for abuse therapy	20,000	20,000
Internally restricted for strategic initiatives	154,009	115,760
Unrestricted	977,607	1,002,932
	<u>1,309,066</u>	<u>1,292,125</u>
	<u>2,244,120</u>	<u>2,245,347</u>

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

Summary Statement of Operations

Year ended August 31	2016 \$	2015 \$
Revenues		
Registration	838,690	766,725
Examination	81,428	65,551
Laboratory supervision fees	39,498	35,280
Investment income	95,265	29,578
	1,054,881	897,134
Expenses		
Registration	8,662	27,512
Examination	78,190	60,712
Laboratory supervision fees	28,911	27,458
Quality assurance	9,054	11,568
Complaints and discipline	21,258	120,358
Patient relations	609	297
Administration	359,770	223,543
Strategic initiatives	108,510	124,240
Human resources	419,656	399,174
Publications	3,320	2,552
	1,037,940	997,414
Excess of revenues over expenses (expenses over revenues) for year	16,941	(100,280)

COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

Note to Summary Financial Statements

August 31, 2016

Basis of presentation

These summary financial statements have been prepared from the audited financial statements of the College of Dental Technologists of Ontario (the "College") for the year ended August 31, 2016, on a basis that is consistent, in all material respects, with the audited financial statements of the College except that the information presented in respect of changes in net assets and cash flows has not been presented and information disclosed in the notes to the financial statements has been reduced.

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



For the 2016-2017 year, the College will continue to work strategically to increase awareness of the profession of dental technology through consultations, collaboration and further communications with members, the public, government and stakeholders.

We will focus our attention on completing major initiatives currently underway, such as launching a website, a hub for all public information needs as well as Council, Member and applicant requirements and expanding our Member management systems. The Standards of Practice Task Force will consider the consultation feedback for the College's newest Standard of Practice for infection prevention and control with the intent of seeking Council approval for adoption and implementation. Also, the task force will continue to keep public safety and professional accountability in the forefront by re-examining the current technical standards to ensure currency, relevancy and integration of the profession's core competencies and exploring a professional practice framework. The College will continue to engage with other regulatory health colleges by participating in working groups, workshops and joint policy research. It is important that best practices be shared amongst working professionals.

Clarity is essential to good governance and Council is poised on this front to undertake a rigorous process to build a strategic plan which will address regulatory modernization. Several other major initiatives such as developing a governance policy framework, review of the current registration and quality assurance regulations, and launch of a robust communication strategy will further strengthen how we share information, in a way that serves the public interest, enables choices by patients and clients, and increases our accountability as a College.

Governance, Transparency and the Future is Now!



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