

# COLLEGE OF DENTAL TECHNOLOGISTS OF ONTARIO

## 2004-2005 ANNUAL REPORT

### Content

This report covers the activities of the College from September 1, 2004 to August 31, 2005.

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## MANDATE

**To protect the public by regulating and  
guiding the dental technologist.**

### Objects

The College has the following objects:

1. To regulate the practice of the profession and to govern the members in accordance with the health profession Act, this Code and the *Regulated Health Professions Act, 1991* and the regulations and the by-laws.
2. To develop, establish and maintain standards of qualifications for persons to be issued certificates of registration.
3. To develop, establish and maintain programs and standards of practice to assure the quality of the practice of the profession.
4. To develop, establish and maintain standards of knowledge and skill and programs to promote continuing competence among the members.
5. To develop, establish and maintain standards of professional ethics for the members.
6. To develop, establish and maintain programs to assist individuals to exercise their rights under this Code and the *Regulated Health Professions Act, 1991*.
7. To administer the health profession Act, this Code and the *Regulated Health Professions Act, 1991* as it relates to the profession and to perform the other duties and exercise the other powers that are imposed or conferred on the College.
8. Any other objects relating to human health care that the Council considers desirable.

*(Health Professions Procedural Code, s.3)*

## **2004 - 2005 Council and Staff**

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### **2004 Council (to December 31, 2004)**

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President	George Paraskevopoulos, RDT
Vice-President	Wilhard Barth, RDT
Secretary-Treasurer	George McFadden
Members	Sushma Bahal
	Mark Behar-Bannelier, RDT
	Nenad Bogdanovic, RDT
	John (Jack) Dudley
	Farah Khayre
	Jill Langford, RDT
	Watson Slomke
	John Tak, RDT
	Devinder Walia
	Adela Witko, RDT

### **2005 Council (from January 1, 2005)**

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President	George Paraskevopoulos, RDT
Vice-President	Wilhard Barth, RDT
Secretary-Treasurer	George McFadden
Members	Sushma Bahal
	Mark Behar-Bannelier, RDT
	Nenad Bogdanovic, RDT (to January 26, 2005)
	Kevin Doucette, RDT (from March 2005)
	John (Jack) Dudley
	Farah Khayre
	Jill Langford, RDT
	Watson Slomke
	John Tak, RDT
	Devinder Walia
	Adela Witko, RDT

#### Staff

Registrar	Emily Cheung
Manager, Registration & Administration	Hardeep Matharu
Administrative Assistant	Beverley Spencer (from October 12, 2004)
Assistant to Registrar	Susan Carlyle (from August 18, 2005)
QA Co-ordinator	Michelle Kennedy (from February to August 31, 2005)

## **SPECIAL ACKNOWLEDGEMENTS**

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**The Council would like to extend a special thank you to all individuals and organizations that supported the work of the College.**

Sandie Baillargeon  
Marilyn Bartlett  
Dr. Robert Carroll  
Margaret Carter  
Vincent Wing-Sing Chan, RDT  
Deborah Clark  
Michael Corrigan, RDT  
Donna Crossan  
André Dagenais, RDT  
Alan Paul David, RDT  
Jim Dunsdon  
Keito Endo, RDT  
Yasuteru Endo, RDT  
Dieter Engelmann, RDT  
Pauline Freemantle, RDT  
Brian Maurice Gallman, RDT  
Dr. Steve Goren  
Richard Hack, RDT  
Nasrin Hasham  
Christopher Norman Hopson, RDT  
Teresa Karolidis, RDT  
Allen Katz, RDT  
Terry Keighley  
Richard Edward King, RDT  
Thomas Kitsos  
Leo Allan Lambert, RDT  
Bernard LeBlanc, LLP  
Alvaro Manuel Lino, RDT  
Edward Liormonas, RDT  
Kathy MacDonald  
Gary R. MacGregor, CA  
Tom Magyarody  
James Louis Matera, RDT  
Monica McFarlane  
Bernard James Mullen, RDT  
Marla Nayer, PT, PhD  
Peter Thomas Pontsa, RDT  
Fran Richardson  
Peter Sabata

Linda Samek  
Murray Jay Schrader, RDT  
Richard Shekter, LLP  
Mordey Joseph Shuhendler, RDT, DD  
Stanis Nyuk-Chong Sim, RDT  
Maureen Simms  
Barbara Smith  
Dr. Minna Stein  
Richard Steinecke, LLP  
Douglas Stulla  
Irene Tamblyn, RDT  
Debbie Tarshis, LLP  
Deanna Williams  
Dr. Steven Young

Association of Dental Technologists of Ontario  
Canadian Dental Association  
Clarke Henning & Co.  
College of Dental Technologists of Alberta  
College of Dental Hygienists of Ontario  
College of Dental Technicians of British Columbia  
Federation of Health Regulatory Colleges of Ontario  
George Brown College  
Health Professions Regulatory Advisory Council  
International Credential Assessment Service of Canada  
Ministry of Health and Long-Term Care  
Ministry of Training, Colleges & Universities  
New Brunswick Dental Technicians Association  
Northern Alberta Institute of Technology  
Nova Scotia Dental Technicians Association  
Ontario College of Pharmacists  
Ontario Dental Association  
Ontario Dental Hygienists Association  
Ordre des techniciennes et techniciens du Quebec  
Royal College of Dental Surgeons of Ontario  
University of Toronto  
University of Western Ontario

Executive Committee  
Report for the Period September 1, 2004 – August 31, 2005

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*September – December 2004*

*Chair:* George Paraskevopoulos, RDT  
*Members:* Wilhard Barth, RDT  
John Dudley  
Jill Langford, RDT  
George McFadden  
*Staff Support:* Emily Cheung, Registrar

*January – August 2005*

*Chair:* George Paraskevopoulos, RDT  
*Members:* Wilhard Barth, RDT  
John (Jack) Dudley  
Jill Langford, RDT  
George McFadden  
*Staff Support:* Emily Cheung, Registrar

**2004-2005 In Review**

This past year has seen a continuation of the now familiar pattern of the College committing to balance its duty to protect the public and to regulate the profession in a rapidly changing practice environment and legislative framework with limited resources. We have identified a number of urgent issues that are threatening the future viability of the profession, and if not resolved, could deprive the public's access to safe, quality dental technology services in the not too distant future. These issues and highlights of some of our activities are described below.

**Education**

Ontario will face a growing shortage of competent and qualified dental technologists as we anticipate more members will resign or retire from the profession in the next few years.

The reality is that 40% of our current members are over 55 and the average age of practising members is 46. There is only one educational institution in Ontario, George Brown College, which offers courses in dental technology. Despite their plan to increase intake to 40 students starting in September 2005, it takes a person 3 years to complete the dental technology program. After graduation, it normally takes a person another 2 years to complete the College's registration examinations to register as a dental technologist. In the past year, we welcomed 9 new members, but regrettably, 5 members retired and 5 passed away, leaving us with a net loss of one member. Our concern is compounded by the fact that other provincial regulators also face a similar situation.

Early in 2005, we brought our concerns to the Hon. Mary Anne Chambers, Minister of Training, Colleges and Universities (MTCU) in the hope that the government would invest more resources into dental technology education. We also pointed out the urgent need to address the shortage of intensive part-time up-grading courses for internationally trained technicians and technicians seeking entry to the profession. We are thankful to Minister Chambers for her understanding. We are appreciative of the effort of MTCU staff in setting up meetings for the College to explore options with George Brown College and the Ministry. We are still waiting to be advised of the next steps to these meetings.

In July 2005, we submitted a proposal on "Home Study Examination Preparation Courses for Internationally Trained Technicians" to the MTCU to request funding support. Unfortunately, our proposal was not accepted. We understand that the Ministry will be requesting proposal again in the fall. We shall resubmit our proposal for consideration again.

**Legislation and Government Relations**

*Review of the Regulated Health Professions Act, 1991 (RHPA)*

In light of advances in technology and dental materials, growing complexity in cosmetic, implant and rehabilitative dental procedures, and an emerging trend for dentists and dental laboratories to "outsource" custom-made dental appliances to overseas laboratories, we believe that adjustments to the current legislative framework would be timely and necessary. The resulting change should improve public protection and allow the dental team to evolve.

As the Health Professions Regulatory Advisory Council (HPRAC) was asked by the Hon. George Smitherman, Minister of Health and Long-Term Care to advise on the *RHPA*, the College took the opportunity to relate our concerns. In July, the President and the Registrar met with the Chair and Chief Operating Officer of HPRAC to discuss our thoughts on possible improvement to regulations specific to dental technology. The College also worked with the Federation of Health Regulatory Colleges of Ontario on submissions relating to the broader legislative framework.

#### *Personal Health Information Protection Act, 2004*

On November 1, 2004, the provincial health-specific privacy legislation, *Personal Health Information Protection Act (PHIPA)* came into force. The College, together with other health regulatory colleges, shared in the legal cost of producing a Guide on PHIPA to assist members in their understanding of the legislation so as to develop procedures for compliance.

#### *Review of Registration and Examinations Regulations*

The College Council continued review of *Ontario Regulation 874/93 – Registration* and *Ontario Regulation 711/93 – Examinations* to ensure that the provisions of these regulations are consistent with the Mutual Recognition Agreement, which the College signed with provincial regulatory authorities to facilitate inter-provincial mobility rights of dental technologists/technicians. During the review, Council also considered removing a number of perceived barriers to entry to practice, such as the Ontario practical experience requirements and fine-tuning the registration examinations format.

Legal drafting of the proposed amendments and consultation with members and stakeholders will take place in the next financial year.

#### *College By-Laws*

The Executive Committee completed review of the By-laws of the College. The revised consolidated By-Law No. 5 and By-Law No. 6 were approved and enacted on February 1, 2005 after circulation to members and stakeholders.

#### *“Outsourcing” of Custom-made Dental Appliances to Overseas Laboratories*

This emerging trend is a concern to dental technology regulatory bodies across Canada. The issue was extensively discussed at Canadian Alliance of Dental Technology Regulators (CADR) meetings, which we participated as a founding member. CADR members share the view that “outsourcing” would jeopardize public safety and compromise the regulatory safeguards of every province. Even though an appliance may be fabricated according to the prescription, impression and model given by the health care professional in Canada, it would be difficult, if not impossible, for the prescribing professional to verify the material, monitor processes and enforce standards used in the appliance.

In the coming months, the College will work together with all CADR members to seek solutions through Federal and Provincial governments.

## **Collaboration and Communication**

### *In Ontario*

The College is aware of its limitation in financial and human resources. In order to effectively discharge its regulatory and other responsibilities, the College works closely with the Federation of Health Regulatory Colleges of Ontario (FHRCO) on issues. These included submissions relating to the *Regulated Health Professions Act, 1991 (RHPA)*, conflict of interest and advertising guidelines, and the *Personal Health Information Protection Act, 2004*.

To reach the public, we contributed to the cost of developing the FHRCO’s multi-year public awareness campaign to promote the work of the regulatory colleges. As part of the campaign, the radio spot, “It’s not a game .... Your

health matters” was aired in Thunder Bay, Ottawa, London, Windsor, Toronto and Sudbury from April 18 – May 15 and from May 30 – June 26, 2005.

To reach the dentists, we continue to work with the Royal College of Dental Surgeons of Ontario (RCDSO) and the Ontario Dental Association (ODA). We are thankful to them for carrying articles pertaining to laboratory supervision standards in their respective official magazines, the “Dispatch” and the “Ontario Dentist” to inform dentists of expected professional standards.

We continued to hold liaison meetings with the Association of Dental Technologists of Ontario (ADTO) and George Brown College to share information and to consult on issues impacting dental technology practice.

During the year, the College made concerted efforts to meet with members face to face to listen to them and to update them on issues that affect their practice. In October 2004, we held our first symposium, “Looking Ahead: Mapping the Future of Dental Technology”, with presentations and round table discussions. Success of the symposium led us to organize a series of four “Road Show” sessions in London, Ottawa and Toronto in April and June 2005. We are encouraged to see that attendees to the symposium and the “Road Show” sessions total some 300 members. We are also glad to note that the majority of participating members found the presentations useful and welcomed the group discussion opportunities to relate their ideas. The vast majority indicated that they would like to see the College organising more sessions in similar format.

#### *In Canada*

On the national level, we actively promoted inter-provincial collaboration with dental technology regulatory bodies. This resulted in the birth of the Canadian Alliance of Dental Technology Regulators (CADR). CADR is the national forum and voice of provincial and territorial dental technology regulators. Its members cooperate on matters relating to the regulation, administration, education and training of the dental technology profession to ensure the public receives safe, effective and ethical services.

The Registrar represented the College and CADR on the Management Committee and the Steering Committee of the Oral Health Care Sector Study Organization (OHCSSO), which received funding from Human Resources and Skills Development Canada (HRSDC) to study human resource needs in oral health care. The principals of the OHCSSO include the Canadian Dental Association, Canadian Dental Hygienists Association, Denturist Association of Canada and us. Unfortunately, the project has to come to an end in September 2005, as HRSDC will not continue its funding.

We are proud of what we have accomplished in the past twelve months. However, we cannot do it alone. We are thankful to the support of our RDT members and their Association, the government, the oral health care professionals and their regulatory colleges and associations, the educational institutions and our sister regulators in other provinces. We are appreciative of the valuable contributions of our legal counsel, Richard Shekter and Debbie Tarshis, our consultant, Jim Dunsdon, and our dedicated Registrar and staff. We are also grateful to Michelle Kennedy who assisted us as our QA Co-ordinator from February to August 2005. While we are looking for a full-time assistant to the Registrar, we are glad to have Susan Carlyle joining us on a temporary basis.

We are conscientious of the issues that we must find ways to address. These will be the focus of our work in the coming months.

# Registration Committee Report for the period September 1, 2004 – August 31, 2005

## September – December 2004

**Chair:** Mark Behar-Bannelier, RDT  
**Members:** George McFadden  
 John Tak, RDT  
**Staff Support:** Emily Cheung, Registrar  
 Hardeep Matharu,  
 Manager, Registration &  
 Administration

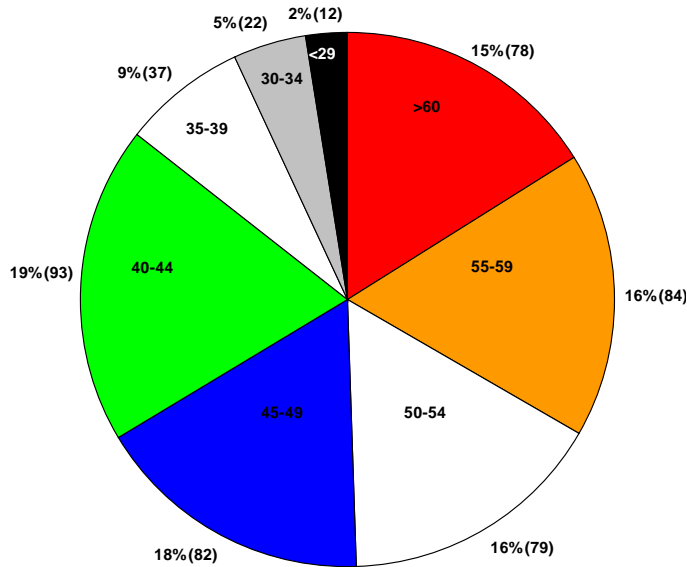
## January – August 2005

**Chair:** Mark Behar-Bannelier, RDT  
**Members:** John Tak, RDT  
 Devinder Walia  
**Staff Support:** Emily Cheung, Registrar  
 Hardeep Matharu,  
 Manager, Registration &  
 Administration

In accordance with the *Health Professions Procedural Code* of the *Regulated Health Professions Act, 1991*, the Registration Committee receives referrals when the Registrar has doubts about whether an applicant has met registration requirements. It considers and decides on terms, conditions, limitations or refusal of applications. The Committee also advises Council and makes recommendations on matters relating to entry to practice standards, registration and examinations regulations, and policies.

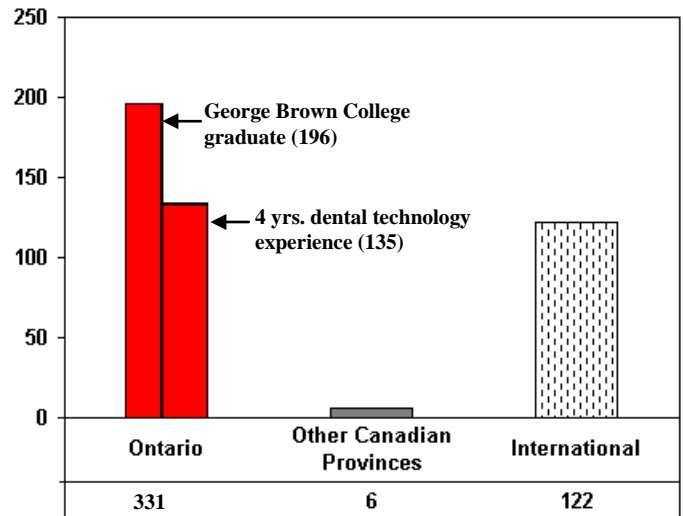
During the year, the Registration Committee held six meetings, two meetings with Executive Committee and one meeting with representatives of George Brown College. The Registration Committee dedicated a great deal of time during the year to review the current Registration and Examinations process in conjunction with Executive Committee. The work in this area will be carried on into the next fiscal year. In addition, the Committee devoted time to develop policies on criteria for internationally trained applicants to sit our eligibility examination to prove their competency standards and hence proceed to take the Registration Examinations.

**Membership Distribution by Age** ( data as of August 31, 2005)



Total membership: 487  
 (General and Inactive Registrants)

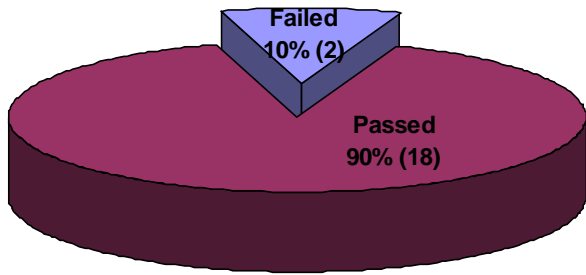
**Education/Training of General Certificate Registrants**  
 (as of August 31, 2005)



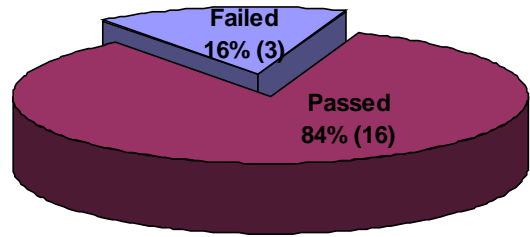


2005 Registration Examination Results

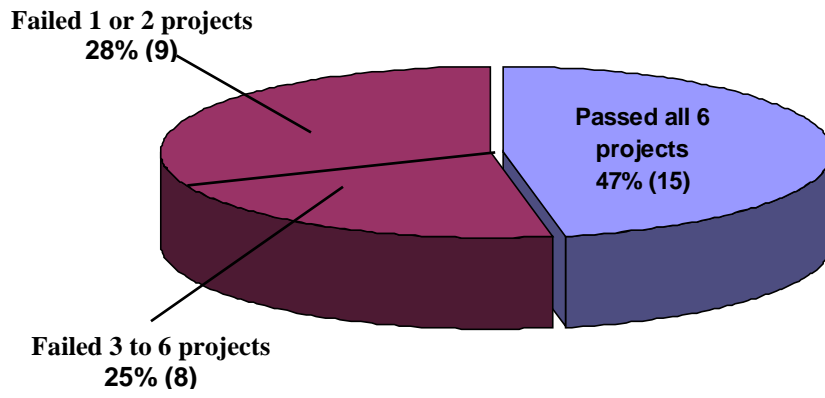
Written (Theory) Examination



Written (Jurisprudence & Ethics) Examination



Practical Examination



## Complaints Committee

### Report for the Period September 1, 2004 – August 31, 2005

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#### *September – December 2004*

*Chair:* Devinder Walia  
*Members:* Vincent Chan, RDT (Non-Council)  
Jill Langford, RDT  
Adela Witko, RDT  
*Staff Support:* Hardeep Matharu,  
Manager, Registration &  
Administration

#### *January – August 2005*

*Chair:* Devinder Walia  
*Members:* Nenad Bogdanovic, RDT (to Jan. 26, 2005)  
Vincent Chan, RDT (Non-Council)  
Adela Witko, RDT  
*Staff Support:* Hardeep Matharu,  
Manager, Registration &  
Administration

The Complaints Committee investigates complaints filed with the Registrar regarding the conduct or actions of a member. The Committee disposes every complaint according to processes stipulated in the *Health Professions Procedural Code*, ensuring procedural consistency and fairness to both the complainant and the member subject to the complaint.

During the year, the Committee reviewed and concluded disposition of one complaint, which started in the previous fiscal year. The Committee determined that no further action was required.

The College received 18 inquiries relating to unqualified persons providing dental technology services, “illegal” dental laboratories, unprofessional advertising of laboratories and laboratories outsourcing dental appliances to laboratories in jurisdictions outside of Canada. These were referred to the Executive Committee for investigation.

## Quality Assurance Committee

### Report for the Period September 1, 2004 – August 31, 2005

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#### *September – December 2004*

*Chair:* Mark Behar-Bannelier, RDT  
*Members:* André Dagenais, RDT (Non-Council)  
Farah Khayre  
Watson Slomke  
*Advisor:* Jim Dunsdon  
*Staff Support:* Emily Cheung, Registrar

#### *January – August 2005*

*Chair:* Mark Behar-Bannelier, RDT  
*Members:* André Dagenais, RDT (Non-Council)  
Farah Khayre  
*Advisor:* Jim Dunsdon  
*Staff Support:* Emily Cheung, Registrar  
Susan Carlyle (from Aug. 2005)  
Michelle Kennedy (from Feb – Aug. 2005)

The past twelve months had been extremely busy for the Quality Assurance Committee.

#### *Statutory Tasks*

We accomplished our statutory tasks, which included:

- 1) Reviewing members’ annual declaration on participation in continuing professional development activities and maintaining a professional development profile according to the Committee’s published specifications;
- 2) Reviewing the summary submissions of those members, who are expected to have obtained 90 continuing quality improvement credits in the 3-year cycle ending August 31, 2005;
- 3) Selecting 5% of members at random for review of their professional development profiles; and
- 4) Selecting another 5% of members at random for peer assessment.

The annual declarations showed a significant majority of members actively participated in professional development activities and are in compliance with the Quality Assurance Regulation requirements. A few, however, still had difficulties understanding the philosophy of self-directed life long learning. The Committee will look into helping these individuals address their issues in the coming months.

We are pleased to report that all 40 members who are expected to attain at least 90 continuing quality improvement credits by August 31, 2005, submitted their summary to the College before the deadline. 26 achieved more than 90 credits. The submissions of 6 were incomplete and did not provide enough information for the Committee to award credits. These members were asked to make their complete professional development profiles available to the Committee for review.

Of the 24 members selected for professional development profile review, 22 were found to be satisfactory. One member's submission was delayed because of a mailing problem. One member did not submit and the Committee had to assign an assessor to review the practice.

Peer assessment of the selected 23 members is still on going. At the time of this report, the Committee received 12 reports from the peer assessors. Ten of the reports indicated that the members complied to practice standards, one member will be reassessed and another member who could not provide professional development documentation during the on-site assessment was asked to submit the profile to the Committee.

### *Infection Control Guideline Development*

The Infection Control Guidelines for Dental Technologists was complete and published for circulation to members in March 2005. We are thankful to the representative of the Association of Dental Technologists of Ontario, dental technologists who volunteered their time to the working group, and Dr. Robert Carroll of the Royal College of Dental Surgeons of Ontario for their contributions. We are especially grateful to Ms. Kathy MacDonald, who volunteered to help us research and write the guidelines. Ms. MacDonald, retired as co-ordinator at the Faculty of Health Sciences and Community Services, George Brown College in the summer of 2004. We wish her well in her retirement. We are also grateful to Mr. Jim Dundson for his guidance, for his efforts in facilitating discussions from the beginning and for helping with the editing of the final document.

### *Core Competencies*

The Committee actively pursued introduction of "Core Competencies" as a component of Quality Assurance Program. This means that dental technologists will be expected to demonstrate their knowledge in areas that are identified to be essential to practice.

The first three "core competencies" that we have identified are infection control, jurisprudence and ethics, and record keeping.

We plan to launch in 2006 the first "core competency" – infection control. Dental technologists will be required to acquire an understanding of the fundamentals of infection control as it is central to dental technology practice. To assist members, the Committee will be identifying suitable programs on infection control where members could learn prevention and protection strategies, methods of disinfection and sterilization and be able to obtain up to 25 continuing quality improvement credits.

### *Road Show*

The Committee hosted 4 Road Show sessions in London, Ottawa, Toronto West and Toronto East in April and June 2005. Some 200 members attended these sessions. All sessions went very well. Participants offered comprehensive feedback in their evaluation. They particularly found the presentations on Infection Control, Reflective Practice and QA update useful. The round table discussion on supervision, QA, scope of practice and outsourcing generated useful feedback for the College. Many expressed that they like the format of the session, with half a day devoted to presentations and another for discussions on emerging issues. However, despite the efforts made to reach members

in areas outside Toronto, the Committee was disappointed with the number of participants at the London and Ottawa sessions.

We owe the success of these sessions to the speakers Ms. Marla Nayer, Director of Quality Management, College of Physiotherapists of Ontario, Mr. André Dagenais, RDT, Ms. Michelle Kennedy and Mr. Jim Dunsdon, who also facilitated the discussions.

### *Thanks*

The Committee wishes to record sincere thanks to the peer assessors who went on the road to assess the practices of selected members. We also extend deep appreciation Mr. Jim Dunsdon, Ms. Michelle Kennedy, Ms. Susan Carlyle, and to staff of the College for their support throughout the year. The Committee was able to function effectively because of their dedication and commitment to efficiently accomplish the tasks before them despite working long hours and weekends.

## **Patient Relations Committee Report for the Period September 1, 2004 – August 31, 2005**

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### ***September – December 2004***

*Chair:* Wilhard Barth, RDT  
*Members:* John (Jack) Dudley  
Vacant – Public Appointee

### ***January– August 2005***

*Members:* Wilhard Barth, RDT  
Sushma Bahal  
Watson Slomke  
*Staff Support:* Emily Cheung, Registrar  
Beverley Spencer,  
Administrative Assistant

The Patient Relations Committee had not been active in the past twelve months, as it was difficult to identify a mutually acceptable meeting date. On June 10, 2005, the Committee met informally as there was no quorum. The members present at the meeting reviewed the patient relations program and deliberated on formulation of long-term strategies to educate members and train staff. Some time was also spent on examining ways to improve on public awareness.

## **Discipline Committee Report for the Period September 1, 2004 – August 31, 2005**

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### ***September – December 2004***

*Members:* Nenad Bogdanovic, RDT  
Michael Corrigan, RDT (Non-Council)  
Alan David, RDT (Non-Council)  
Farah Khayre  
Watson Slomke  
John Tak, RDT

### ***January – August 2005***

*Chair:* John Tak, RDT  
*Members:* Michael Corrigan, RDT (Non-Council)  
Alan David, RDT (Non-Council)  
Farah Khayre  
Watson Slomke  
Vacant - RDT

The Discipline Committee is responsible for hearing and determining allegations of professional misconduct as defined by Ontario Regulation 798/93 made under the *Dental Technology Act, 1991* or incompetence referred to it by the Complaints Committee or the Executive Committee.

The Discipline Committee did not hold any hearings.

**Fitness to Practice Committee**  
**Report for the Period September 1, 2004 – August 31, 2005**

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***September – December 2004***

*Members:* John (Jack) Dudley  
John Tak, RDT  
Adela Witko, RDT

***January – August 2005***

*Chair:* John Tak, RDT  
Sushma Bahal  
Mark Behar- Bannelier, RDT

The Fitness to Practice Committee is responsible for holding hearings into matters referred to it by the Executive Committee, specifically to determine if a dental technologist is incapacitated.

According to the *Health Professions Procedural Code*, incapacitated means that the member is suffering from a physical or mental condition or disorder that makes it desirable in the interest of the public that the member no longer be permitted to practise or that the member's practice be restricted.

The Fitness to Practice Committee did not hold any hearings.