

2007-2008 ANNUAL REPORT

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This report covers the activities of the College from September 1, 2007 to August 31, 2008.

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MISSION

To serve and protect the public interest, by providing leadership and setting quality standards through self-regulation for Registered Dental Technologists of Ontario.

VISION

Excellence through
⇒ Leadership
⇒ Accountability
⇒ trust

VALUES

The CDTO is guided in its activities by these core values:

Integrity: CDTO carries out its mission with professionalism that promotes trust and confidence, and sets an example for the profession.

Respect and Consideration: CDTO conducts business thoughtfully, fairly and with compassion in all interactions.

Transparency and openness: CDTO programs and activities are conducted openly and interactively within the boundaries of privacy legislation and regulations.

Communication: The CDTO values open and honest communication exchange, and being accessible.

Accountability: CDTO sets strategic goals and achieves them through collective responsibilities and teamwork. CDTO assesses its operations and reinforces ongoing quality improvement.

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 professions 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)

2007 & 2008 COUNCIL AND STAFF

2007 Council (from September 1, 2007 to December 31, 2007)

President	Wilhard Barth, RDT
Vice-President	Kevin Doucette, RDT
Secretary- Treasurer	Rekha Lakra
Members	Albert DeLuca, RDT Murthy V.S. Ghandikota Jill Langford, RDT Gary Lumsden Ataul Haq Malick George Paraskevopoulos, RDT Danny Roth, RDT Melanie Toolsie Devinder Walia Adela Witko, RDT

2008 Council (from January 1, 2008 to August 31, 2008)

President	Wilhard Barth, RDT
Vice-President	George Paraskevopoulos, RDT
Secretary- Treasurer	Rekha Lakra
Members	Albert DeLuca, RDT Kevin Doucette, RDT Murthy Ghandikota Gary Lumsden Ataul Haq Malick Danny Roth, RDT Melanie Toolsie Devinder Walia Adela Witko, RDT Vacancy (electoral district 3)

Staff

Interim Registrar	Jim Dunsdon (from September 1, 2007 to February 28, 2008)
Registrar	J. David McDonald (from January 28, 2008)
Director, Professional Practice Coordinator, Registration and Communications	Wendy Sutton (from September 1, 2007 to February 29, 2008)
Coordinator, Administration	Beverley Spencer
Coordinator, Quality Assurance And Committees	Liza Mohammed-Cadawas (from March 10, 2008) Paula Orava (from September 1, 2007 to February 29, 2008) Richard Prevost (from March 26, 2008)
Secretary	Liza Mohammed-Cadawas (from November 5, 2007 to March 9, 2008)
Receptionist	Danette Coutinho (from April 9, 2008 to June 30, 2008)

COMMITTEES FOR 2008

President: Wilhard Barth, RDT
Vice-President: George Paraskevopoulos, RDT

Statutory Committees

Executive Committee

Wilhard Barth, RDT (Chair)
George Paraskevopoulos, RDT
Rekha Lakra – Secretary/Treasurer
Adela Witko, RDT
Murthy Ghandikota

Discipline Committee

Ataul Haq Malick (Chair)
Albert De Luca, RDT
Colin Gary Lumsden
Michael Corrigan, RDT (Non-Council)
Alan David, RDT (Non-Council)

Registration Committee

Murthy Ghandikota (Chair)
George Paraskevopoulos, RDT
Adela Witko, RDT

Quality Assurance Committee

Danny Roth, RDT (Chair)
Colin Gary Lumsden
Melanie Toolsie
Mark Behar-Bannelier, RDT (Non-Council)
André Dagenais, RDT (Non-Council)

Complaints Committee

Melanie Toolsie (Chair)
Kevin Doucette, RDT
Danny Roth, RDT
Vincent Chan, RDT (Non-Council)

Fitness to Practice Committee

Devinder Walia (Chair)
Kevin Doucette, RDT
Danny Roth, RDT

Patient Relations Committee

Murthy Ghandikota (Chair)
Kevin Doucette, RDT
Devinder Walia

PRESIDENT'S AND REGISTRAR'S REPORT

As usual the work of Council has been challenging and very productive. Through regular meetings the Council has achieved much progress in its work of strategic planning, financial oversight, upholding standards of practice and ensuring fair and transparent application of regulations.

One of the first challenges presented to us was the impact felt by the absence of our long-time Registrar, Emily Cheung, who left us at the end of August, 2007 to pursue other career interests. In spite of this loss, however, the College moved forward through the capable direction of Jim Dunsdon, Interim Registrar. It was good to know the College was being steered by a capable and experienced Registrar and who was familiar with the CDTO through his work as consultant with the Quality Assurance Committee.

In January we invited David McDonald to be our new Registrar. David has taken up the challenge to lead us into new and exciting areas of regulatory work and we have received his leadership with enthusiasm.

Among the many areas of Council involvement has been reviewing and planning for changes required under the amendments that were made to the *Regulated Health Professions Act*, known as the *Health System Improvements Act*. The *Fair Access to Regulated Professions Act* has also required that the College ensure that registration practices are the best they can be. As a starting point we have made changes to our website and are completely overhauling our database to ensure they both meet the standards required by these Acts.

An exciting aspect of College activity was the spring Strategic Planning retreat where Council shared ideas, strengths, opportunities for improvement and set forth new strategic priorities for the coming few months. Included in these priorities are: Governance, Regulatory / Statutory Responsibilities, Heighten Public Awareness, Strengthen Regulatory Effectiveness. A new mission, vision and values statements were prepared that provide guidance to every Council and Committee meeting. Reinforced is the need to protect the public interest through self regulation.

Part of our focus on governance has been to adopt a Policy Governance model whereby Council puts its attention to creating and approving policies while the operations of the College are managed by the Registrar. Committees become important venues for discussion and consideration of options before making a recommendation to Council.

Collaboration continues with our colleagues at the Canadian Alliance of Dental Technology Regulators (CADR), the Royal College of Dental Surgeons of Ontario (RCDSO), the Association of Dental Technologists of Ontario (ADTO), the Dental Industry Association of Canada (DIAC), the Federation of Health Regulatory Colleges (FHRCO) and George Brown College. A newcomer to the education scene in dental technology is George Yonge College and we are excited about the prospects of continuing to work with them to increase opportunities for students seeking education in dental technology.

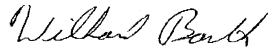
Through the different statutory committees, Council continues to review and refine the College examination and registration process, the quality assurance requirements, and our interaction with the public in assisting them to become more aware of the role of the Dental Technologist.

Other initiatives throughout the year included a successful Education Day, examination sessions, and examiner debriefings.

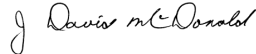
This year we said goodbye to Jill Langford, RDT from electoral district 3 but we were unable to attract a new councilor so Council operated with one vacancy during the fiscal year. We are hopeful that elections this year will provide new faces to our Council.

We also wish to thank the CDTO staff for the work that has been done in the last year. With the many personnel changes it has often been a challenge to ensure the myriad of details are being carried out. Without a doubt this has been accomplished and done well.

Together, Council, Committees, and staff have worked well to keep the CDTO moving progressively forward.



Wilhard Barth, RDT
President



J. David McDonald, B.A., M.Div., Th.D., CAE
Registrar

EXECUTIVE COMMITTEE
REPORT FOR THE PERIOD FROM SEPTEMBER 1, 2007 – AUGUST 31, 2008

September – December 2007

Chair: Wilhard Barth, RDT
Members: Kevin Doucette, RDT
Rekha Lakra
George Paraskevopoulos, RDT
Murthy Ghandikota

January – August 2008

Chair: Wilhard Barth, RDT
Members: George Paraskevopoulos, RDT
Rekha Lakra
Adela Witco, RDT
Murthy Ghandikota

The role of the Executive Committee is defined in the Health Professions Procedural Code, Schedule 2 to the Regulated Health Professions Act and the by-laws of the College.

The committee is responsible for managing the affairs of the College. Except for making amending or revoking a regulation or by-law, the Committee may exercise the duties of Council with respect to matters that require attention between meetings of the Council. It approves appointment of investigators to investigate reports of illegal practices and of professional misconduct and incompetence of individual members. It also considers reports referred by the Quality Assurance Committee.

Listed below are some of the key activities undertaken by the Executive Committee in the 2007-2008 fiscal year:

1. Proposed the 2007 – 2008 and 2008 – 2009 Budgets to Council
2. Reviewed and approved the CDTO audited Financial Statements
3. Developed and proposed a work plan for the year
4. Implemented the transitional plan set out by Council
5. Created a Registrar Selection Committee and approved the hiring of a new Registrar
6. Held liaison meetings with George Brown College Centre for Health Sciences
7. Held liaison meetings with the Association of Dental Technologists of Ontario
8. Received reports on the activity of the Federation of Health Regulatory Colleges
9. Received regular updates on legal matters pertaining to the legal matters surrounding misappropriated funds and provided instructions to the College's legal counsel.
10. Approved the wording of the regulation change regarding Notice of Meetings and Hearings.
11. Worked with a consultant on holding a Strategic Planning retreat for Council and receiving reports on it
12. Made recommendations for a model of governance, vision, mission and values statements
13. Received representation from the Association of Dental Technologists in obtaining support for increasing the activity of a dental technologist in intra-oral procedures through delegation from a dentist and made a recommendation to Council.
14. Responded to HPRAC regarding the Discussion Guide on Collaboration
15. Set date and outline for Education Day 2008
16. Approved the involvement of the CDTO in the formalized incorporated structure of the Canadian Alliance of Dental Technology Regulators
17. Monitored the impact of both the Fair Access to *Regulated Health Professions Act 2006* and the *Health System Improvements Act, 2006*.

**REGISTRATION COMMITTEE
REPORT FOR THE PERIOD FROM SEPTEMBER 1, 2007 – AUGUST 31, 2008**

September – December 2007

Chair: Murthy Ghandikota
Members: George Paraskevopoulos, RDT
Adela Witko, RDT

January – August 2008

Chair: Murthy Ghandikota
Members: George Paraskevopoulos, RDT
Adela Witko, RDT

The Registration Committee held seven meetings for the year. In keeping with their legislative role, the Committee focused on revisions to the Registration and Examination Regulations and Policies and re-examining the fairness, transparency and timeliness of the College's examination and registration processes, to accommodate the terms of the *Mutual Recognition Agreement* and the *Fair Access to Regulated Professions Act, 2006*. They also reviewed and decided on thirteen (13) registration applications referred by the Registrar. Of these, eleven (11) were approved to challenge the examination: one (1) was rejected and we await additional supporting documentation from one (1) applicant.

It was evident the need to review the competency standards for entry to practice as technology keeps changing and the demand for implant technology increases. In the past year, the Committee worked with the Registrar to contribute to the Consortium of Canadian Dental Technology Regulators in an effort to obtain funding for a review of the competency standards by Canadian Alliance of Dental Technology Regulators (CADR). Funding is now available. The Committee studied the competency standard and submitted comments to the Consortium of Canadian Dental Technology Regulators' for consideration.

The Committee studied and monitored the evaluation process offered by the independent credential assessment agencies to ensure that applicants were offered timely and efficient service.

The total membership stands at 467, with 433 General Certificate registrants and 34 Inactive Certificate registrants (see Chart 2). Currently, 21% of the membership is at the retirement age of 60 and over (see Chart 1). The Committee plans to study the merits of a new class of membership - Assistant Technician. This comes out of a need to increase the membership and encourage assistant technicians to aspire towards becoming Dental Technologists, ensuring the longevity of the profession.

Examinations

During the year, ten internationally trained technicians sat the Eligibility Examination to prove their equivalencies. Six passed. They proceeded to take the Registration Examination in August 2008 together with 40 candidates. Results of these candidates will be reported in the 2008-09 annual report. However, we present the results of the 2007 Registration Examination (see Chart 3).

Thanks

The Committee offers heartfelt appreciation to the Examination Task Force, all the invigilators and markers who contributed hours and days to help the College administer and mark the examination projects. We are also grateful to Mr. Allan Lambert, RDT and Mr. Alvaro Lino, RDT who volunteered to help unsuccessful candidates review their practical examination projects and showing them their errors so they would be better prepared for the next examination.

CHART 1

Analysis of Membership by Age

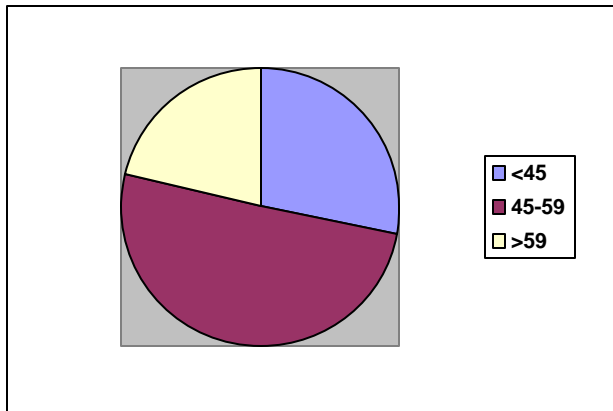


CHART 2

General & Inactive Members by District

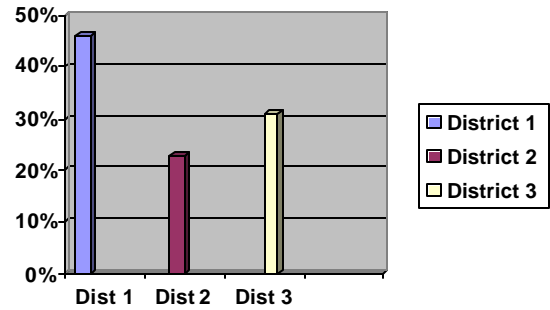
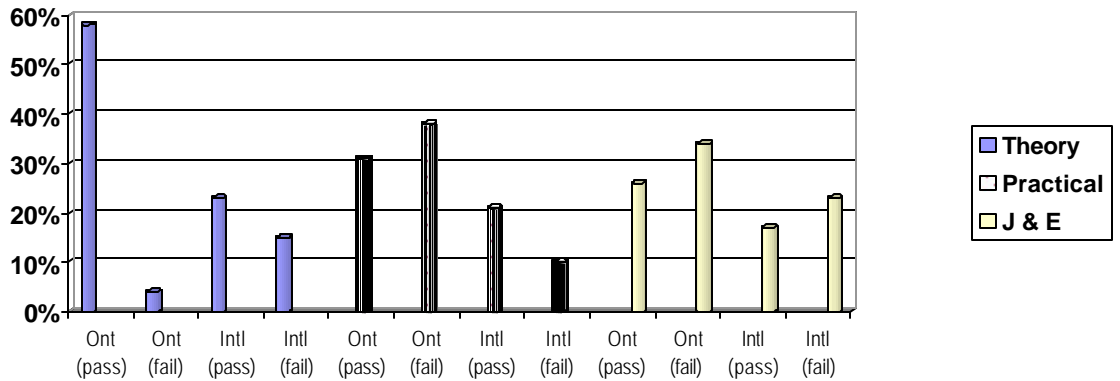


CHART 3

2007 Registration Examination Results



**COMPLAINTS COMMITTEE
REPORT FOR THE PERIOD FROM SEPTEMBER 1, 2007 – AUGUST 31, 2008**

September – December 2007

Chair: Melanie Toolsie
Members: Jill Langford, RDT
 Danny Roth, RDT
 Vincent Chan, RDT

January – August 2008

Chair: Melanie Toolsie
Members: Danny Roth, RDT
 Kevin Doucette, RDT
 Vincent Chan, RDT

The Complaints Committee investigates complaints received by the College regarding the conduct and competence of members. The Committee disposes of every complaint according to the process provided in the *Health Professions Procedural Code*, which ensure procedural fairness and consistency for both the complainant and the member who is subject of the complaint.

During the year in review two formal complaints and three written concerns were received by the College.

A formal complaint was investigated and referred by the Complaints Committee to the Discipline Committee for further action. The decision to refer the matter was appealed to the Health Professional Appeal Review Board. We now await the decision of HPARB.

A second formal complaint was recently received and is going through the customary review stages. The subject of the complaint has been notified and will have an opportunity to respond before further consideration by the Complaint Committee. The Complaints Committee has been contacted and is to meet shortly to deliberate on the matter.

Three additional separate written concerns were received since June 2008. These were not treated as formal complaints either because of the form in which they were received or on account of the complainant's stated intention not to initiate the formal complaint process. Rather these were handled informally by the College, and may or may not be reconstituted by the complainants or authors at a later time.

No other complaints are presently before the Committee.

**QUALITY ASSURANCE COMMITTEE
REPORT FOR THE PERIOD FROM SEPTEMBER 1, 2007 – AUGUST 31, 2008**

September – December 2007

Chair: Ataul Haq Malick
Members: Danny Roth, RDT
Melanie Toolsie
André Dagenais, RDT
Mark Behar-Bannelier,
RDT
*Occasional
Advisor:* Jim Dunsdon

January – August 2008

Chair: Danny Roth, RDT
Members: Gary Lumsden
Melanie Toolsie
André Dagenais, RDT
Mark Behar-Bannelier, RDT
*Occasional
Advisor:* Jim Dunsdon

For the year in review, the Quality Assurance Committee continued to carry out its statutory responsibilities to;

1. Ensure that members participate in the Quality Assurance Program;
2. Review the professional development profile of members;
3. Appoint assessors to conduct on-site evaluation of members;
4. Consider and recommend changes to the Quality Assurance Regulations as a result of the impact of Bill 171, the *Health System Improvements Act, 2006*;
5. Actively pursue the further development of “Core Competencies” as a component of the Quality Assurance Program by recognizing the August 31, 2009 deadline of the Infection Control component, its implications and the possibility of there being additional courses being offered for members and also reviewing a draft of the Jurisprudence and Ethics core competency;
6. Begin a review of changes required regarding the Laboratory Supervision Guidelines as well as the Standards of Practice.

**PATIENT RELATIONS COMMITTEE
REPORT FOR THE PERIOD FROM SEPTEMBER 1, 2007 – AUGUST 31, 2008**

September – December 2007

Chair: Murthy Ghandikota
Members: Albert DeLuca, RDT
Devinder Walia

January – August 2008

Chair: Murthy Ghandikota
Members: Devinder Walia
Kevin Doucette, RDT

For the year in review, the Patient Relations Committee continued to carry out its statutory responsibilities to;

1. Approve with changes, the Terms of Reference document;
2. Evaluate its program performance by self reporting on a survey requested by HPRAC. Results of this self reporting were reviewed by the Committee at its meeting in July 2008 and they indicated the Committee was meeting its program goals;
3. Survey the membership regarding their knowledge of the Patient Relations program and as a result determine what further work was required on communicating the program to the membership, including the viability of radio ads, having College speakers attend Career Days, Senior Events and the distribution of College brochures through libraries;
4. Continue to monitor the Patient Relations work plan 2007-2009 to determine if it has stayed on track with the expected outcomes.
5. Orient the Committee regarding the Patient Relations Program;
6. Work on a draft sexual abuse prevention bulletin;
7. Discuss the challenges the Committee will face as a result of the impact of Bill 171, the Health System Improvements Act, 2006.

**DISCIPLINE COMMITTEE
REPORT FOR THE PERIOD FROM SEPTEMBER 1, 2007 – AUGUST 31, 2008**

September – December 2007

Chair: Ataul Haq Malick
Members: Albert DeLuca, RDT
Gary Lumsden
Adela Witko, RDT
Alan David, RDT
Michael Corrigan, RDT

January – August 2008

Chair: Ataul Haq Malick
Members: Albert DeLuca, RDT
Gary Lumsden
Alan David, RDT
Michael Corrigan, RDT

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

The Discipline Committee received two matters by referral in 2007-2008. Although the first was received in early 2007 it required much deliberation and communication among the parties. A hearing date was finally set for September, 2008. A complete description will be available on this matter in a subsequent report.

The second issue was referred to the Discipline Committee in June, 2008. The Discipline Committee has taken no action at this time as the matter is before the Health Professions Appeal and Review Board.

**FITNESS TO PRACTICE COMMITTEE
REPORT FOR THE PERIOD FROM SEPTEMBER 1, 2007 – AUGUST 31, 2008**

September – December 2007

Chair: Devinder Walia
Members: Jill Langford, RDT
Danny Roth, RDT

January – August 2008

Chair: Devinder Walia
Members: Danny Roth, RDT
Kevin Doucette, RDT

There were no matters before the Fitness to Practice Committee for the year in review.