



*College of Denturists of Ontario*

# ANNUAL REPORT 2022-2023

**GOVERNANCE**

agile

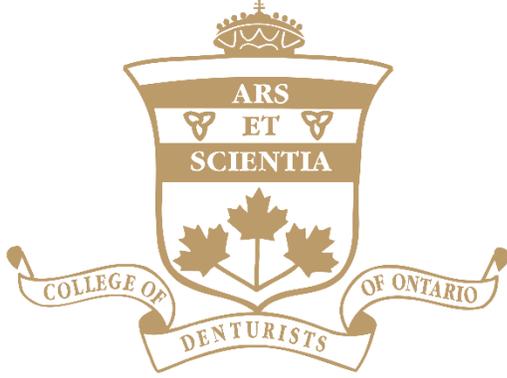
**professionalism**

**COMPETENCE**

transparent

**PUBLIC INTEREST**

*consistent*



*accountable*

**PROPORTIONATE**

**targeted**

**ENGAGED**

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# About the College

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## *The Public Regulator for the Profession of Denturism*

As a health professions regulatory body, the College of Denturists of Ontario (CDO) supports the public's interest in access to safe, competent, and ethical Denturism care.

Under Ontario law, 26 health regulatory Colleges acting in the public interest are entrusted with regulating a wide variety of health professionals.

The CDO does this by:

- Setting the requirements that must be met for an individual to practise Denturism in Ontario.
- Issuing Certificates of Registration to Denturists who meet these professional requirements. Once an individual has obtained a Certificate of Registration, they may practise Denturism.
- Establishing comprehensive Standards of Practice and policies that every Registered Denturist must follow.
- Developing and administering a Quality Assurance Program that helps Registered Denturists stay current and develop their knowledge and skills throughout their respective careers.
- Giving the public a way to raise issues and hold Registered Denturists accountable for their conduct and practice.

With the CDO's governing Council, Committees, and staff all working to serve the public interest first, the people of Ontario can have confidence in the care they receive from Registered Denturists.



# Message from the President

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Ms. Lileath Claire  
President (from June 2022)

The College's mission is to 'Regulate and Govern the profession of Denturism in the public interest'. Our Council undertakes this critically important task as it works to serve and protect the public interest in its access to safe, competent, ethical care and service. At the CDO, we recognize the importance of our role in fulfilling this mission.

As of April 1, 2022, the Council consisted of fifteen (15) professional members (Denturists) and public appointees who serve in various capacities impacting the lives of Ontarians in urban, rural, and remote communities throughout the province.

In June 2022, I was elected as President.

Ms. Alexia Baker-Lanoue's term on Council ended after six (6) years of dedicated service. Mr. Joseph (Joey) Whang resigned from Council to pursue his career outside the Province of Ontario. In recognition of their contributions, they were both presented with Certificates of Recognition.

We are pleased to welcome two (2) new council members, Mr. Adam-Christian Mazzuca from District 1 and Ms. Aisha Hasan, a public appointee. We also have returning members, Mr. Norbert Gieger from District 2. Further, Ms. Kristine Bailey and Mr. Gaganjot Singh were both re-appointed as public appointees.

On December 9, 2022, Mr. Roderick (Rod) Tom-Ying, former Acting Registrar, was appointed as the Registrar and CEO of the College.

2022-2023 was another year of virtual Council meetings. All four Council meetings (108<sup>th</sup> through 111<sup>th</sup>) were held as per mandate under the [\*Regulated Health Professions Act, 1991\*](#). Meetings were live streamed on YouTube and open to the public. Anyone interested in attending a meeting of the Council or accessing meeting materials, links, or packages, are encouraged to contact the College. Archived meeting minutes and materials can be viewed on the College's website.

At its meetings, the CDO Council considers matters related to the College's finances, strategic and policy directions, receives reports from statutory committees and ratifies decisions taken by the Executive Committee between Council meetings.

Despite the challenges posed by the global pandemic, the Council, the Registrar, College staff, and partners made significant progress fulfilling the College's mandate. Here are some key accomplishments:



## Finance

In December 2022, Council approved the 2021-2022 Annual Report including the audited financial statements.

### Surplus Retention Policy Review

During the COVID-19 pandemic, the Ontario Chief Medical Officer of Health's directive precipitated a string of work stoppages for all health care professionals in Ontario, including Registered Denturists. The College took the opportunity to review its performance during the pandemic and determine whether current processes and policies were effective in maintaining a strong fiscal position.

Council reviewed the College's Surplus Retention Policy to ensure effective financial stewardship. As a result, the policy was amended to reflect twelve months of budgeted yearly expenses, considering the potential impact of adverse conditions on the organization.

### Strategic Initiatives

Council allocated funds for several strategic projects, including the modernization of the Applicant and Member Portal, the implementation of a Document Management Strategy, the development of a Multi-Jurisdictional Examination, and the completion of Action Items related to the College Performance Measurement Framework (CPMF) deliverables.

### College Performance Measurement Framework (CPMF) Reporting

The CPMF, developed by the Ontario Ministry of Health (the Ministry) in close collaboration with Ontario's health regulatory Colleges, subject matter experts and the public has the aim of answering the question "how well are Colleges executing their mandate which is to act in the public interest?"

The College updated the CPMF action items and implemented a framework for evaluating the effectiveness of Council meetings. The results of post-meeting feedback surveys are published at subsequent Council meetings. Additionally, the Council approved the Personal Information and Privacy Policy.

### Multi-Jurisdictional Qualifying Examination

The College embarked on the "nationalization" of the Qualifying Examination to ensure consistent standards for Registered Denturists practicing across Canada.

The goal of a Multi-Jurisdictional Qualifying Examination is to ensure that Registered Denturists practicing coast to coast adhere to the same high-quality standards expected of health care professionals.



## Emergency Class of Registration

The College complied with the Ontario Government's requirement to create an Emergency Class of Registration, enabling quick registration of health professions during public health crises.

Through recent amendments to the [\*Regulated Health Professions Act, 1991\*](#), the Ontario Government has mandated that all Health Professions Regulators create an Emergency Class of Registration. The Emergency Class of Registration is intended to enable Health Professions Regulators to expeditiously register health professions in times of public health crises.

## Stakeholder consultations

The College regularly consults with stakeholders to gather feedback on regulations, by-laws, policies, standards, and practice guidelines. Two public and stakeholder consultations were conducted during this period.

- February 14, 2023 - Emergency Class of Registration and 2021 Proposed Amendments
- March 10, 2023 - Proposed By-Law Amendment Harmonizing Registration Year End with Fiscal Year End

## HUB 601

The College relocated to a new office space at HUB 601, joining the College of Dental Hygienists of Ontario (CDHO) and the College of Dietitians of Ontario. This collaborative partnership is expected to result in significant cost savings for the College.

HUB 601 represents the realization of the opportunities of collaborative and innovative workspaces, creatively positioning Regulatory partners for the future. The vision and insight of the Councils of these three organizations, considering the future of workspace utilization and opportunities within the Toronto downtown core resulted in this partnership of co-operation and efficiency of resource utilization.

## 2022-2023 Renewal Fees

The Council approved a reduction in registration fees for the 2023-2024 renewal year and continued offering the option to pay in two installments to ease the financial burden caused by the pandemic.

## Training – Council and Staff

The College prioritized professional development for both staff and Council members through various training programs and conferences.

The following activities occurred during the period:

1. IDEA (Inclusion, Diversity, Equity and Accessibility) Training & Certification – Parts 1, 2 & 3 conducted September and November 2022, Canadian Centre for Diversity, and Inclusion



2. Joint CDO and CDHO Truth and Reconciliation Blanket Exercise, September 2022
3. Quality Improvement and Patient Safety Symposium 2022, McMaster University, October 2022
4. 2022 Annual CNAR Conference, October 2022
5. Changing Tides – The Ebb and Flow of Administrative Justice, Society of Adjudicators and Regulators (SOAR), November 2022
6. HPRO Communicator’s Day Conference, December 2022

### **National Day for Truth and Reconciliation - Sept 30, 2022**

The College expressed support for the National Day for Truth and Reconciliation to honor the survivors and address the legacy of residential schools. The Councils of the four Ontario oral health regulators (CDO, RCDSO, CDHO, and CDTO) met in-person to learn more about the history of the Indigenous Peoples, reconciliation efforts, and anti-bias in a joint workshop.

As the College and the entire country emerge from the shadows of the global pandemic, we are committed to seizing those incredible opportunities that arise to strengthen and enhance the College’s impact on the people of Ontario.

We are proud of the accomplishments achieved through the dedication and hard work of the Council members, staff, and partners. It has been my honour to serve on Council.



# College Council

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## Who We Are

### Officers

Kris Bailey, *Public Member* – President & Chair (until June 2022), *Vice President* (from June 2022)

Alexia Baker-Lanoué, *Professional Member* – Vice President (until June 2022)

Lileath Claire, *Public Member* – President & Chair (from June 2022)

### Public Members

Michael Bakshy

Avneet Bhatia

Lileath Claire (until June 2022)

Aisha Hasan

Gaganjot Singh

Arie van Wijngaarden (until June 2022)

### Professional Members

Abdelatif (Latif) Azzouz

Norbert Gieger

Elizabeth (Beth) Gorham-Matthews

Paul Karolidis

Adam-Christian Mazzuca (from June 2022)

Garnett A.D. Pryce

Christopher Reis

Joseph (Joey) Whang (until February 2023)

## What we Do

In Ontario, the self-regulation of health care professions is a partnership with the public. The operation of each regulatory college is overseen by a Council, which is like a board of directors. The Council of the College of Denturists of Ontario is made up of:

- Denturists elected by their peers (the Registrants of the College); and
- Public members appointed by the provincial government

This governing Council is chaired by the President, elected by the Council from among the public members. The Council sets out the strategic and policy direction for the College, while a staff team led by a Registrar (like a CEO) carries out the College's day-to-day work. The College has seven statutory committees that have their own regulatory responsibilities.

Council meets four times per year to discuss regulatory policy and make decisions in the public's best interest, as mandated in the [Regulated Health Professions Act, 1991](#) (RHPA).



# Committee Reports

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## Statutory Committees

- Executive Committee
- Inquiries, Complaints and Reports Committee
- Discipline Committee
- Fitness to Practise Committee
- Patient Relations Committee
- Quality Assurance Committee
- Registration Committee

## Non-Statutory Committees

- Qualifying Examination Committee
- Qualifying Examination Appeals Committee



# Executive Committee

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## Who We Are

### Officers

Kris Bailey, *Public Member* – President & Chair (until June 2022), *Vice President* (from June 2022)

Alexia Baker-Lanoué, *Professional Member* – Vice President (until June 2022)

Lileath Claire, *Public Member* – President & Chair (from June 2022)

### Public Member-at-Large

Lileath Claire (until June 2022)

### Professional Members-at-Large

Abdelatif (Latif) Azzouz

Norbert Gieger

Elizabeth (Beth) Gorham-Mathews (from June 2022)

## What We Do

The Executive Committee facilitates the efficient and effective functioning of Council and other committees. It also makes decisions between Council meetings for matters that require immediate attention (but cannot make, amend, or revoke a regulation or by-law). The Executive Committee serves as the committee that prepares and presents suggested changes to the College By-laws to Council. The Executive Committee also functions as the Finance Committee, receiving interim financial reports, considering any financial matters that arise during the fiscal year, preparing the budget for Council review and approval, and facilitating the audit process.

## Achievements

The work of the Executive Committee provides for consistent, timely College governance on matters that arise in between Council meetings. As part of its mandate, the Executive Committee provides routine, continuous oversight to the financial management of the College.

- Met five (5) times by teleconference and considered additional matters electronically.
- Considered eight (8) Clinic Name Registration requests.
- Considered one (1) request for approval of in-clinic dental hygiene equipment.
- Approved the proposed slate of Committee memberships for 2022-2023 for submission to Council. Normally this slate is developed by the Nominating Committee; however, this year the College relied on the Executive Committee to fulfil this important role. The Committee also recommended to Council that the Quality Assurance Committee be formed as a single committee (with no panels).



- Discussed the selection and appointment of a permanent Registrar and supported the process for the performance appraisal of the Acting Registrar.
- Discussed the format (in-person, remote, or hybrid) of the December Council meeting.
- Considered two separate proposals with respect to joining a regulatory hub and engaging a consultant to provide strategic planning and governance services. The Committee directed that the proposals be presented to Council at a special meeting along with their recommendation.
- Directed the Registrar to hold a By-election for District 7 in accordance with the CDO By-laws (decision ratified by Council).
- Met to finalize the Emergency Class of Registration amendments to the Registration Regulation.





# Inquiries, Complaints and Reports Committee

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## Who We Are

### Chair

Lileath Claire, *Public Member* – Chair (until June 2022)  
Kristine Bailey, *Public Member* – Chair (from June 2022)

### Public Members

Kristine Bailey (until June 2022)  
Gaganjot Singh  
Michael Bakshy (from June 2022)

### Professional Members

Alexia Baker-Lanoue (until June 2022)  
Norbert Gieger (from June 2022)  
Adam-Christian Mazzuca (from June until August 2022)  
Garnett A.D. Pryce  
Christopher Reis (until June 2022)

### Non-Council Members of the Profession

Carmelo Cino (until June 2022)  
Annie Chu (from June 2022)  
Eugene Cohen (*from June until October 2022*)  
Akram Ghassemiyan (*until June 2022*)  
Emilio Leuzzi  
Quoc Nguyen (*from June 2022*)  
Karla Mendez-Guzman (*from June 2022*)

## What We Do

Concerns about a Registered Denturist coming to the College are brought to the attention of the Inquiries, Complaints and Reports Committee (ICRC) to be investigated. This includes a wide range of issues related to a Registered Denturist's conduct or practice, such as:

- ignoring the basic rules of the profession
- failing to maintain the standards of practice
- providing inappropriate care
- sexually abusing a patient; or
- having a physical or mental condition or disorder that interferes with the ability to practise

Anyone can raise an issue to the College – that includes patients, their family members, Registered Denturists themselves, their colleagues or employers, and other health care professionals. By law, it is the College's duty to review all complaints about Registered Denturists who are registered to practise in Ontario, and to give serious consideration to each matter. Members of the Inquiries, Complaints and Reports Committee are trained and strive to review all complaints objectively.

Once their investigation is complete, the Inquiries, Complaints and Reports Committee has the authority to make one or more of the following decisions:

- **Take no further action.**



- **Offer guidance to the Registered Denturist in writing or in person.** This is done by the Committee when it feels that guidance will help the Registered Denturist to understand how to conduct himself or herself in the future.
- **Direct the Registered Denturist to complete education or remediation** to improve his or her practice.
- **Refer the matter** to either the Discipline Committee or to the Fitness to Practise Committee for a hearing.
- Take any other action not inconsistent with the [Regulated Health Professions Act, 1991](#) (RHPA).

## Achievements

In August 2022, ICRC members participated in a training and orientation session presented by Ms. Rebecca Durcan, the College’s Legal Counsel. The training session included a presentation outlining the statutory framework for the ICRC focusing on complaints processes and current practices.

In addition to the training and orientation session held in August 2022, the Committee reviews literature relevant to its mandate on an ongoing basis and develops administrative guidelines and policies.

The Committee met 9 times to review 22 cases that included 19 complaints and 3 Registrar’s reports. Below are the outcomes of the ICRC deliberations where a decision was rendered within the reporting timeframe. The numbers reflect only those cases in which a final decision was made prior to April 1, 2023.

Took no further action	6
Took no further action but issued reminders or advice to member	10
Ordered a SCERP	2
Ordered a verbal caution	2
Referred to Discipline	1

The Committee collects risk assessment data by coding cases to address themes in the complaints process, the top 3 themes coded for this fiscal year are as follows:

Practice Issue	Primary Issue
Communication	6
Clinical skill/execution	3
Relationship with patient	3



# Discipline Committee

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## Who We Are

### Chair

Elizabeth Gorham-Mathews, *Professional Member*

### Public Members

Kristine Bailey

Michael Bakshy

Avneet Bhatia

Lileath Claire

Aisha Hasan

Gaganjot Singh

Arie van Wijngaarden (until June 2022)

### Professional Members

Abdelatif (Latif) Azzouz

Alexia Baker-Lanoue (until June 2022)

Norbert Gieger

Paul Karolidis

Adam-Christian Mazzuca (from June 2022)

Garnett A.D. Pryce

Christopher Reis

Joseph (Joey) Whang (until February 2023)

### Non-Council Members of the Profession

Majid Ahangaran (from June 2022)

Eugene Cohen

Emilio Leuzzi

Braden Neron (until June 2022)

Quoc Nguyen

Bruce Selinger

Karla Mendez-Guzman (from June 2022)

## What We Do

The Discipline Committee considers the most serious cases where a Registered Denturist may be incompetent or may have committed an act of professional misconduct.

Professional misconduct is a breach of the regulations that reflect the accepted ethical and professional standards for the profession. A Registered Denturist may be incompetent if the care provided displayed a lack of knowledge, skill or judgment, demonstrating that either they are unfit to practise or their practice should be restricted.

Discipline of professionals is a critical aspect of maintaining the trust of the public in health profession self-regulation. The Discipline Committee holds hearings that are like court proceedings. Hearing panels include members of both the profession and the public.



If a panel of the Discipline Committee makes a finding against a Registered Denturist, it can:

- **Revoke** a Certificate of Registration;
- **Suspend** a Certificate of Registration;
- **Place terms, conditions and/or limitations** on a Certificate of Registration;
- **Require a Registered Denturist to appear** before the panel to be reprimanded; or
- **Require a Registered Denturist to pay** a fine and/or pay the College's legal, investigation and hearing costs, and other expenses.

At the end of the process, the panel issues written decision and reasons. The College publishes these on its website, and on the online listing of registrants, the Public Register. A Summary of the decision and a full-text version of the Discipline Panel's decision and reasons are available in the member's profile that can be accessed through the College's online [Public Register](#).

## Achievements

There was one Discipline hearing this fiscal year.





# Fitness to Practise Committee

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## Who We Are

### Chair

Norbert Gieger, *Professional Member*

### Public Members

Kristine Bailey

Michael Bakshy

Avneet Bhatia

Lileath Claire

Aisha Hasan

Gaganjot Singh

Arie van Wijngaarden (until June 2022)

### Professional Members

Abdelatif (Latif) Azzouz

Alexia Baker-Lanoue (until June 2022)

Elizabeth (Beth) Gorham-Mathews

Paul Karolidis

Adam-Christian Mazzuca (from June 2022)

Garnett A.D. Pryce

Christopher Reis

Joseph (Joey) Whang (until February 2023)

### Non-Council Members of the Profession

Eugene Cohen (until June 2022)

Emilio Leuzzi (until June 2022)

Karla Mendez-Guzman (from June 2022)

Braden Neron (until June 2022)

Quoc Nguyen

Bruce Selinger (until June 2022)

## What We Do

As with some members of the general population, sometimes a Registered Denturist might be suffering from a physical or mental condition, illness, or ailment. If this renders them unable to practise safely or effectively it is known as incapacity.

The College is mandated to address these situations in a manner that ensures that the care to the public is not compromised. These types of matters are addressed by the Fitness to Practise Committee. The Committee is responsible for holding hearings to determine incapacity. In these matters the burden of proof rests with the College.

If a Registered Denturist is found to be incapacitated, the Fitness to Practise panel may:

- **revoke** the Certificate of Registration;
- **suspend** the Certificate of Registration (generally until the Registered Denturist has demonstrated to the College that he or she has recovered); or
- **impose terms, conditions or limitations** on the Certificate of Registration for a set or indefinite period.



The panel may also specify criteria that must be satisfied before lifting a suspension, or removing terms, conditions or limitations. The public is entitled to know the results of all proceedings when a Registered Denturist is found to be incapacitated. This information is available on the College's online [Public Register](#).

## Achievements

There were no Fitness to Practise hearings this fiscal year.





# Patient Relations Committee

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## Who We Are

### Chair

Alexia Baker-Lanoue, *Professional Member* (until June 2022)

Kristine Bailey, *Public Member* (from June 2022)

### Public Members

Avneet Bhatia (from June 2022)

Kristine Bailey, (until June 2022)

Michael Bakshy

Lileath Claire (until June 2022)

### Professional Members

Norbert Gieger (until June 2022)

Elizabeth (Beth) Gorham-Matthews

Paul Karolidis

Garnett A.D. Pryce (from June 2022)

Christopher Reis (from June 2022)

### Non-Council Members of the Profession

Danielle Arsenault (from June 2022)

Akram Ghassemiyan (until June 2022)

Deepak Naik

## What We Do

The Committee oversees the patient relations program, including implementing measures for preventing or dealing with sexual abuse of patients. The program includes education of the profession, Council, and staff, and the provision of information to the public. The committee also administers the funding program for therapy and counselling for patients who have been sexually abused.

## Achievements

The Patient Relations Committee did not meet during this timeframe.



# Quality Assurance Committee

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## Who We Are

### Chair

Abdelatif (Latif) Azzouz, *Professional Member*

### Public Members

Michael Bakshy (from June 2022)

Avneet Bhatia (from June 2022)

Gaganjot Singh

Arie Van Wijngaarden (until June 2022)

### Professional Members

Paul Karolidis

Garnet A.D. Pryce (from June 2022)

Joseph (Joey) Whang (until February 2023)

### Non-Council Members of the Profession

Cindy Abramovici-Rotman (from June 2022)

Karla Mendez-Guzman (until June 2022)

Deepak Naik (from June 2022)

Vy Nguyen (from June 2022)

Taifi Umbareen (from June 2022)

## What We Do

Registered Denturists must maintain and enhance their knowledge, skills, and judgment throughout their careers as part of the Quality Assurance (QA) Program – with the end goal of providing appropriate high-quality care that the public expects. The QA program is one way that the College gives Registered Denturists the tools and feedback to continually improve their competence.

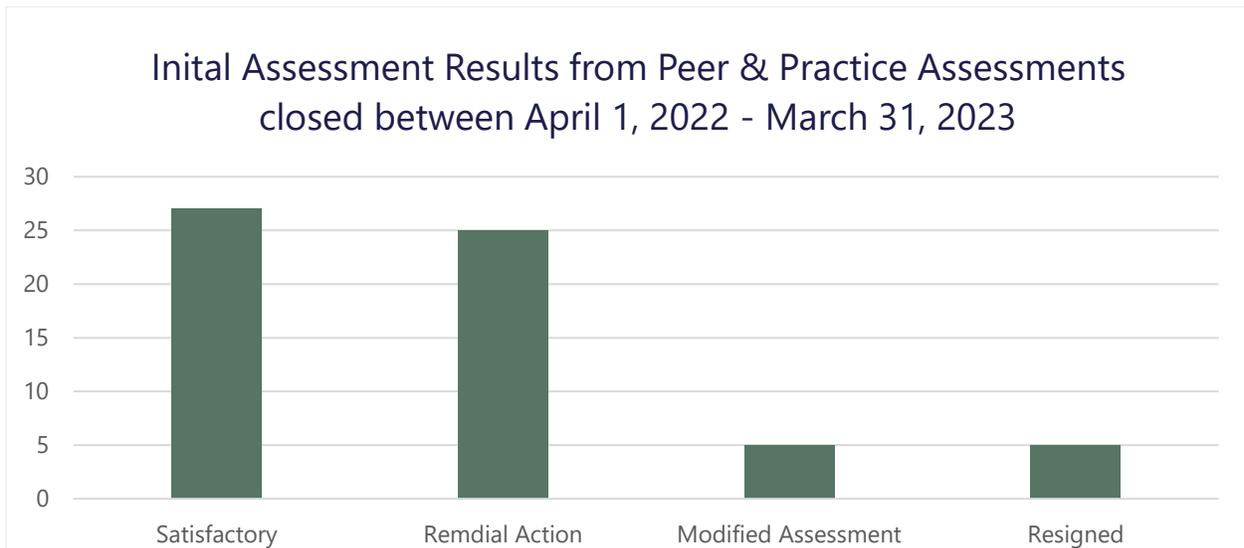
Through the Quality Assurance Committee, the College promotes continuing competence among registrants. The robust QA program requires:

- All Registered Denturists complete a self-assessment once each CPD cycle – this is a tool that assists practitioners in identifying areas in their practice that may require improvement; identifying specific learning needs; and developing a document that records those needs in a learning plan (goals and timelines);
- All Registered Denturists to pursue continuing professional development (at least 10 credits annually) and maintain a professional portfolio (an organizational tool that contains all information related to participation in QA); and
- Randomly selected Registered Denturists to participate in a Peer & Practice Assessment, to ensure that the treatment environment demonstrates, ethically and physically, the highest regard for the patient's well-being.



## Achievements

- The Committee met 6 times during the year to develop Quality Assurance Program components, monitor compliance with the Continuing Professional Development requirements, and review Peer & Practice Assessment reports.
- The Committee reviewed a total of 62 assessments made up of outstanding assessments from the previous 3 years. The focus this year was to finalize outstanding Peer and Practice selections.
- Peer & Practice Assessor training was delivered in-person and two new assessors were added to the roster.
- Implemented the Chart Stimulated Recall as an active component of the Peer & Practice Assessments.
- Conducted in-person Peer Circle events, one at PYP for the Denturists Association of Ontario, and the other for the first time ever at the Denturists Group of Ontario's annual conference.
- 18 live Webinars were presented across 7 different topics and had 657 live views.



# 33.41 hours

The **average number of CPD hours** reported by Registered Denturists in 2022-2023

The **total number of CPD hours** reported by all Registered Denturists in 2022-2023

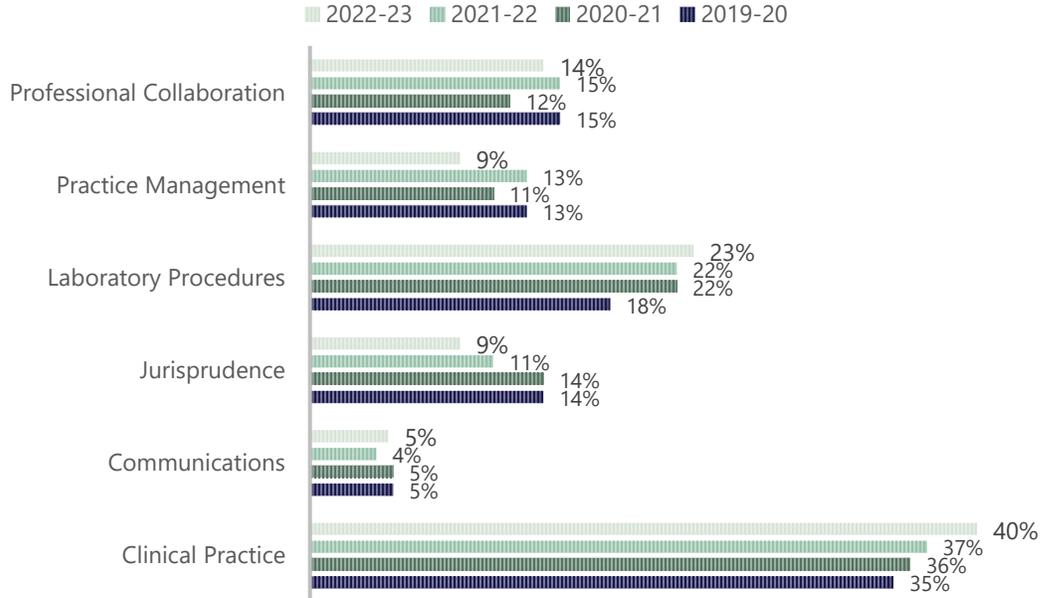
# 26,093 hours

# 9,155 activities

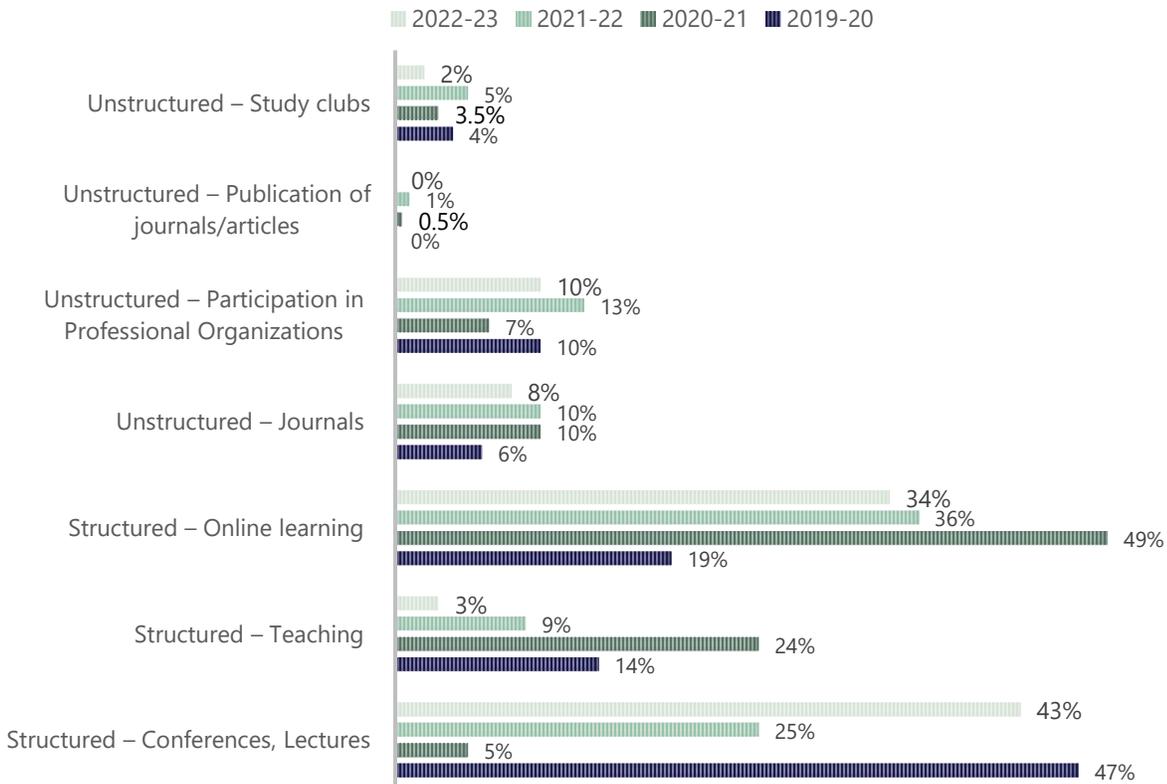
The **total number of CPD activities** reported by Registered Denturists in 2022-2023



## CPD CREDITS REPORTED BY TOPIC

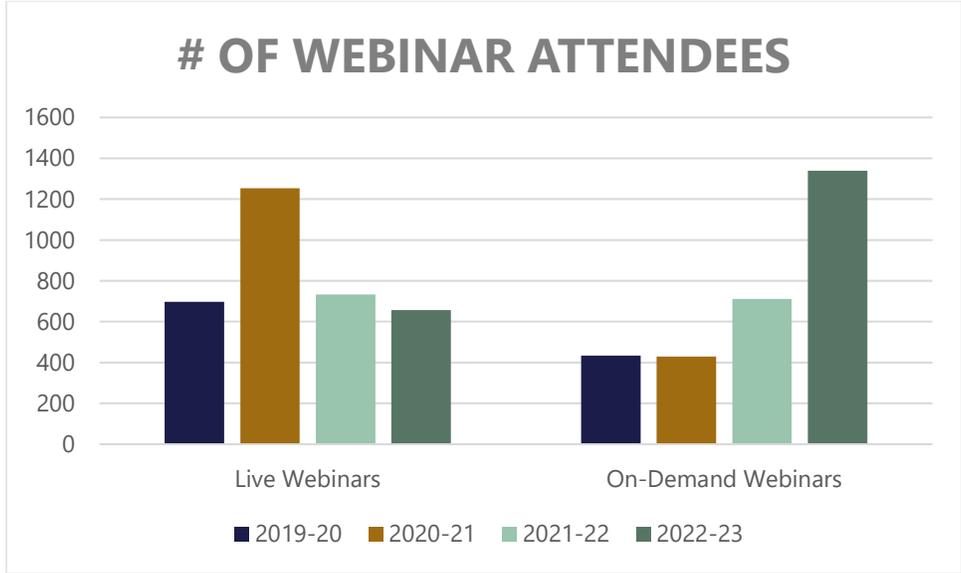


## CPD CREDITS REPORTED BY TYPE





The College continues to offer webinars related to the Standards of Practice and other topics of interest to the registrants. These webinars assist members of the profession with understanding the expectations articulated in the Standards. Webinars are available as live presentations or on-demand recorded presentations that Registered Denturists can access at their convenience.





# Panel B

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## Who We Are

### Chair

Christopher Reis, *Professional Member* (until June 2022)

### Public Members

Michael Bakshy (until June 2022)

### Professional Members

Garnett A.D. Pryce (until June 2022)

### Non-Council Members of the Profession

Deepak Naik (until June 2022)

Braden Neron (until June 2022)

## Achievements

Panel B did not meet during this reporting period and was dissolved in June 2022.

The Quality Assurance Committee - Panel B was originally conceived as a separate panel to review policies and standards of practice. The work of Panel B was conducted by Panel A during the reporting year, and Council at its June 2022 Council meeting agreed to merge both panels to form one single Quality Assurance Committee.



# Peer Circles Working Group

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The Peer Circle, an innovative continuing professional development tool, was developed in collaboration between the College of Denturists of Ontario and several members of the profession. Peer Circles typically involves 8 practitioners and a group facilitator. The facilitator, who is a practising Registered Denturist, is trained to assist the group as it considers these instructive cases or issues.

In order to keep Peer Circles current, new cases need to be developed and refined. In June 2022, 13 Registered Denturists worked diligently for two days to develop six new cases.

In August 2022, 12 Registered Denturists undertook a two-day Facilitator Training in order to learn the necessary skills including how to command a group, listen actively, and most importantly be able to foster positive discussions within the group environment.

Peer Circles was held at the annual Denturists Association of Ontario's Perfecting Your Practice Conference on September 15, 2022. The event was well-received and 100% of participants who submitted the survey indicated they would recommend the activity to a colleague.

November 4, 2022, marked the CDO's first appearance at the Denturist Group of Ontario's continuing education event and from the initial feedback provided, their members found Peer Circles to be exceptionally useful. 100% of participants who submitted the survey indicated they would recommend the activity to a colleague.

The CDO would like to recognize the following Denturists who make Peer Circles happen:

## Case Writers

Tyler Ballantyne  
Sanjiv Biala  
Annie Chu  
William Collings  
Naresh Garg  
Senea Kadhim  
Jae Won (Eric) Kim  
Vincent Lo  
Chris Louie  
David Mulzac  
Peter (P.J.) Saberton  
Mary Shinouda  
Mehran Tizhoush

## Trained Facilitators

Hisham (Sean) Akkawi  
Sanjiv Biala  
William Collings  
Sultana Hashimi  
Senea Kadhim  
Jae Won (Eric) Kim  
Adam Lima  
Vincent Lo  
David Mulzac  
Christine Reekie  
Mehran Tizhoush  
Robert Velensky



*Peer Circle facilitators and College Staff at the DAO PYP event on September 15, 2022*



*Peer Circle facilitators, DGO Executives, and College Staff at the DGO Con Ed event on November 4, 2022*



# Registration Committee

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## Who We Are

### Chair

Elizabeth (Beth) Gorham-Matthews, *Professional Member*

### Public Members

Kristine Bailey (from June 2022)

Gaganjot Singh

### Professional Members

Christopher Reis (until June 2022)

Adam-Christian Mazzuca (from June 2022)

Joseph (Joey) Whang (from June 2022 until February 2023)

### Non-Council Members of the Profession

Majid Ahangaran (until June 2022)

Danielle Arsenault (until June 2022)

Paul Conrad (from June 2022)

Akram Ghassemiyan (until June 2022)

Quoc Nguyen (from June 2022 until October 2022)

## What We Do

The College ensures that people using or applying to use the title of Denturist in Ontario are qualified. A big part of that is the registration process.

To be registered for the first time, applicants must demonstrate that they have met the strict criteria that are required to practise safely and competently. To continue to practise, all Registered Denturists must renew their registration annually.

The Registrar reviews all initial registration applications. If an applicant does not meet one or more of the registration requirements, or if the Registrar proposes to refuse the application, the matter is referred to the Registration Committee for consideration. Decisions of the Registration Committee can be appealed through the Health Professions Appeal and Review Board (HPARB).

To ensure that only academically qualified individuals attempt the Qualifying Examination, the Committee conducts academic assessments for out-of-province and internationally educated candidates to determine if their education is equivalent to a Diploma in Denturism from George Brown College in Ontario.

The Committee also monitors the number of practice hours a Registered Denturist completes, ensuring that the number of hours required to maintain competence are obtained.



During 2022-2023, the College had 61 new registrants, 36 members resigned their Certificates of Registration, and 11 members were suspended for non-payment of registration fees. As of March 31, 2023, the College had 772 registrants.

The public can be confident that everyone registered to practise Denturism in Ontario is responsible for meeting the strict entry-to-practice requirements, Standards of Practice, quality assurance requirements and other criteria of the College.

## Achievements

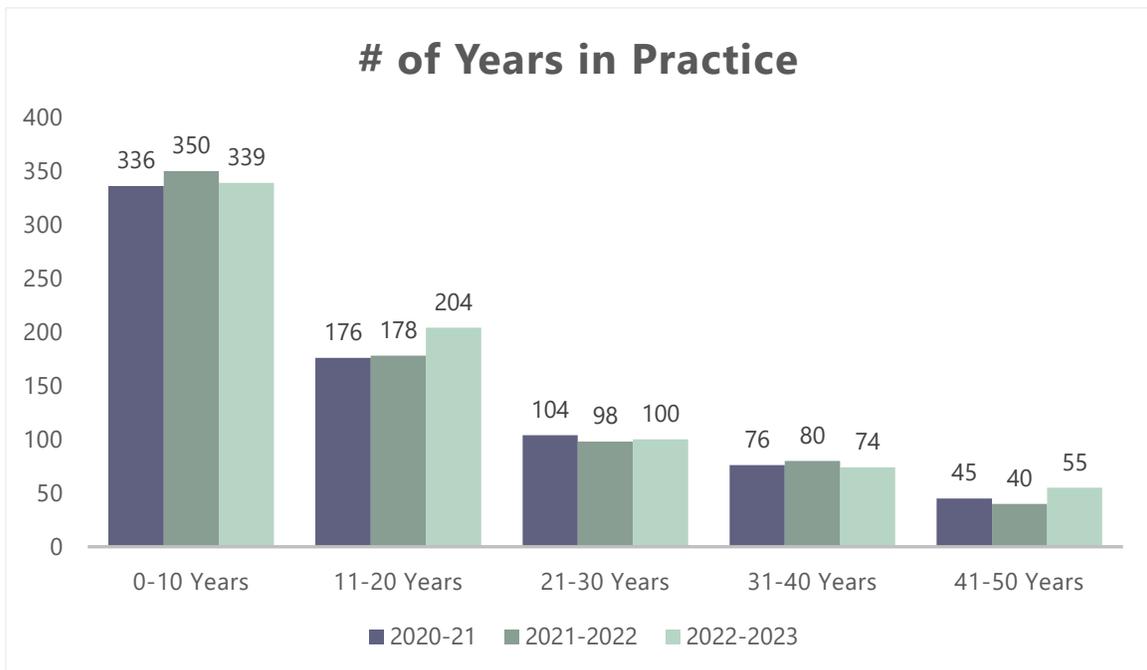
- Met 6 times.
- Conducted 17 academic assessments.
- Considered 1 approval of terms, conditions, and limitations for registration.
- Considered 3 retired status applications.
- Implemented revisions to the following Registration policies:
  - Language Proficiency Requirements Policy

55%

The percentage of Registered Denturists who are **practice owners**

The percentage of Registered Denturists who practice in a **solo practice setting**

35%





# Qualifying Examination Committee

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## Who We Are

### Chair

Karla Mendez-Guzman, *Non-Council Member of the Profession* (until June 2022)

Abdelatif (Latif) Azzouz, *Professional Member* (from June 2022)

### Public Members

Michael Bakshy (until June 2022)

Avneet Bhatia (from June 2022)

### Professional Members

Adam-Christian Mazzuca (from June 2022)

Garnett A.D. Pryce (until June 2022)

### Non-Council Members of the Profession

Majid Ahangaran (until June 2022)

Annie Chu

Milania Shahata (from June 2022)

## What We Do

The Qualifying Examination Committee (QEC) is responsible for making recommendations regarding the content and administration process of the Qualifying Examination.

The Qualifying Examination is grounded in the examination of professional judgment and provides for a comprehensive assessment of entry to practice skills.

## Achievements

- Following each administration of the OSCE component of the Qualifying Examination, the Committee met to review the item analysis. Items identified by low performance were presented and reviewed by the Committee prior to the release of final candidate scores.
- The College of Denturists of Ontario along with the College of Alberta Denturists, and the College of Denturists of British Columbia collaborated to create a common Multi-Jurisdictional MCQ examination for both the June 2022 and the February 2023 administration.
- The College continued with the bi-annual schedule of conducting the Qualifying Examinations components in June of 2022 and February of 2023.
- The June 2022 Qualifying Examinations were conducted successfully with the Multi-Jurisdictional MCQ examination held on June 14<sup>th</sup>, 2022, and the OSCE examination held on June 25<sup>th</sup>, 2022, and June 26<sup>th</sup>, 2022.



- The February 2023 Qualifying Examinations were conducted successfully with the Multi-Jurisdictional MCQ examination held on February 17, 2023, and the OSCE examination held on February 25, 2023 and February 26, 2023.





# Qualifying Examination Appeals Committee

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## Who We Are

### Chair

Lileath Claire, *Public Member*

### Public Members

Aisha Hasan (from June 2022)

Arie Van Wijngaarden (until June 2022)

### Professional Members

Norbert Gieger

### Non-Council Members of the Profession

Majid Ahangaran (from June 2022)

Danielle Arsenault (from June 2022)

Emilio Leuzzi

## What We Do

The Committee is responsible for reviewing candidate appeals from the results of the Qualifying Examination.

## Achievements

- Received and adjudicated 4 appeals from the February 2022 administration of the Multi-Jurisdictional Multiple Choice Qualifying Examination.
- Received and adjudicated one appeal from the February 2022 administration of the OSCE Qualifying Examination.
- Received and adjudicated one appeal from the June 2022 administration of the Multi-Jurisdictional Multiple Choice Qualifying Examination.
- Received and adjudicated one appeal from the June 2022 administration of the OSCE Qualifying Examination.



# Qualifying Examination Working Group and OSCE Assessors

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The development and successful administration of the Qualifying Examination requires the commitment and expertise of many professional members. Their dedication to the continuous improvement of the Qualifying Examination reflects a strong sense of professionalism and responsibility to the process of professional self-regulation.

Working Groups continue to meet on a regular basis to develop and refine examination materials and content for both the Multiple-Choice Question (MCQ) and Objective Structured Clinic Examination (OSCE) components of the Qualifying Examination.

## **Professional Members**

Hisham (Sean) Akkawi  
Albert Ang  
Harry Bang  
James Durston  
Marianne Dyczka  
Annie Gallipoli  
Akram Ghassemiyan  
Sultana Hashimi  
Esther Kang  
Jae Won (Eric) Kim  
Brandon Lilliman  
Adam Lima  
Karla Mendez-Guzman  
David Mulzac  
Braden Neron  
John (Ginadi) Rafailov  
Peter (P.J.) Saberton  
Christopher Todd  
Luc Tran  
Sam Tran  
Benjamin Vorano

## **Chief Examiner**

Robert Velensky

## **Consultant**

Dr. Anthony Marini, Martek Assessments

**COLLEGE OF DENTURISTS OF ONTARIO**

SUMMARY FINANCIAL STATEMENTS

MARCH 31, 2023

**HILBORN**<sub>LLP</sub>

## Report of the Independent Auditor on the Summary Financial Statements

To the Council of the College of Denturists of Ontario

### Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2023, 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 Denturists of Ontario (the "College") for the year ended March 31, 2023.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the criteria described in the note to the summary financial statements.

### Summary Financial Statements

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 and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements of the College and the auditor's report thereon.

### The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated December 8, 2023.

### Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with the criteria described in the note to the summary financial statements.

### Auditor's Responsibility

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



Toronto, Ontario  
December 8, 2023

Chartered Professional Accountants  
Licensed Public Accountants

# COLLEGE OF DENTURISTS OF ONTARIO

## Summary Statement of Financial Position

March 31	2023 \$	2022 \$
<b>ASSETS</b>		
Current assets		
Cash	2,282,149	2,186,904
Prepaid expenses	37,167	31,483
	<b>2,319,316</b>	<b>2,218,387</b>
Capital assets	29,304	39,224
Intangible assets	2,230	3,186
	<b>31,534</b>	<b>42,410</b>
	<b>2,350,850</b>	<b>2,260,797</b>
<b>LIABILITIES</b>		
Current liabilities		
Accounts payable and accrued liabilities	289,535	166,981
Deferred registration fees	342,674	233,808
	<b>632,209</b>	<b>400,789</b>
Deferred lease incentives	16,797	25,196
	<b>649,006</b>	<b>425,985</b>
<b>NET ASSETS</b>		
Invested in capital and intangible assets	20,974	26,570
Internally restricted for therapy and counselling	148,560	152,630
Internally restricted for complaints and discipline	360,000	360,000
Internally restricted for strategic initiatives	128,519	-
Unrestricted	1,043,791	1,295,612
	<b>1,701,844</b>	<b>1,834,812</b>
	<b>2,350,850</b>	<b>2,260,797</b>

# COLLEGE OF DENTURISTS OF ONTARIO

## Summary Statement of Operations

Year ended March 31	2023 \$	2022 \$
Revenues		
Registration fees	1,037,971	780,278
Examination fees	271,550	488,200
Administration fees	20,374	14,124
Investment income	33,162	6,109
	<u>1,363,057</u>	<u>1,288,711</u>
Expenses		
Salaries and benefits	564,845	576,208
Examinations	223,703	438,098
Council and committees	4,751	3,625
Professional fees	140,037	143,347
Quality assurance	63,977	14,532
Strategic initiatives	21,481	-
Rent	104,576	103,707
Complaints and discipline	172,387	58,366
Office and general	187,545	182,843
Amortization of capital assets	11,767	13,136
Amortization of intangible assets	956	1,365
	<u>1,496,025</u>	<u>1,535,227</u>
Excess of expenses over revenues for year	<u>(132,968)</u>	<u>(246,516)</u>

## Note to Summary Financial Statements

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March 31, 2023

1. **Basis of presentation**

These summary financial statements are derived from the audited financial statements of the College of Denturists of Ontario (the "College") for the year ended March 31, 2023, which were prepared in accordance with Canadian accounting standards for not-for-profit organizations.

Management prepared these summary financial statements using the following criteria:

- (a) the summary financial statements include a statement for each statement included in the audited financial statements, except for the statements of changes in net assets and cash flows;
- (b) information in the summary financial statements agrees with the related information in the audited financial statements; and
- (c) major subtotals, totals and comparative information from the audited financial statements are included.

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

# HILBORN

LISTENERS. THINKERS. DOERS.