



College of Denturists of Ontario

ANNUAL REPORT 2023-2024

Team CDO

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Elaine Lew

Elizabeth Gorham-Matthews

Franklin Parada

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Kristine Bailey

Lileath Claire

Majid Ahangaran

Megan Callaway

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Michael Bakshy

Norbert Gieger

Paige O'Brien

Robert Velensky

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Tera Goldblatt



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About the College

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



Ms. Lileath Claire
President (June 2022 - Present)

As we approach the end of 2024, it is fitting to reflect on the significant strides the College has made across various key operational areas. This year, we have not only achieved important milestones but have also reaffirmed our unwavering commitment to uphold the College's Mission and Mandate. Every decision we made has been driven by our dedication to enhancing administrative and operational efficiencies, while also expanding our network of partnerships with local, provincial, and national entities. These efforts continue to benefit all Ontarians and positions the College for continued success.

During the reporting period, the College Council convened several key meetings, including one Special Council meeting and three regular Council meetings (112th – 114th). In addition, the College's seven statutory committees and two non-statutory committees met on regular schedules advancing the legislative priorities of the College. These meetings, which were held both in-person and remotely, enabled Council members to remain engaged and responsive to the evolving needs of the College and its stakeholders.

College Mission and Mandate

The College's mission is to regulate and govern the profession of Denturism in the public interest. Through the enactment of legislation, regulations, standards of practice, and policies, all designed with the public's well-being in mind, the College ensures that registered Denturists are equipped to provide safe, competent, and ethical care to all Ontarians. These frameworks guide Denturists in their professional conduct and are critical to maintaining the trust and confidence of the public in the profession.

Members of Council & Key Positions

The College Council celebrated the completion of terms on Council for Christopher Reis (two terms) and Paul Karolidis (one term). In recognition of their contributions, they were presented with Certifications of Recognition by the President and Registrar.

We welcomed three new Council members, Mr. Franklin Parada from District 3, Ms. Annie Chu from District 4 and Mr. Majid Ahangaran from District 7. Council also saw the return of Mr. Abdelatif Azzouz from District 6 and Ms. Elizabeth Gorham-Matthews from District 8. District 1 remains vacant. I was also honoured to be reappointed by the Minister of Health as public appointee for another three-year term.



Council appointed Mr. Robert Velensky as Chief Examiner for a three-year term ending February 2027, following a rigorous selection and interview process.

Recognition of 50th Year of Practice

As President, I had the honour of congratulating eleven Denturists who were commemorated by the College for achieving the remarkable milestone of 50 years in practice. Their dedication and hard work have played a pivotal role in the evolution of the profession, contributing to the high standards of care we see today. Through their unwavering commitment to excellence, these individuals have helped shape the future of Denturism, and the people of Ontario have experienced significant improvements in their oral health as a result. Their service as oral health professionals are truly deserving of recognition.

Operational Excellence

College Performance Measurement Framework (CPMF) Reporting

The College Performance Measurement Framework (CPMF) continues to be a cornerstone for ensuring regulatory transparency and operational excellence. Its primary objective is to enhance accountability and oversight across Ontario's health regulatory Colleges, while driving improvements in performance and service delivery. The CPMF operates on an annual reporting cycle, from January 1 to December 31 each year.

For the 2023 reporting cycle, the focus remained on fostering a culture of continuous improvement. In this period, the College updated its CPMF action items, outlining specific initiatives, completion plans, and timelines for implementation. The action items primarily centered on governance initiatives and have been highlighted as benchmarked evidence in the year's CPMF report. These efforts align with the College's broader operational and strategic priorities, ensuring that all actions contribute to its overarching goals of improving performance, service quality, and public trust.

During this reporting period the CDO introduced a new annual conflict of interest questionnaire and confidentiality declaration, which all Council members are required to complete each year. To further strengthen transparency and accountability, the College implemented a conflict-of-interest register, which is publicly accessible as part of every Council and Committee meeting package.

The elements of the newly developed conflict-of-interest and confidentiality forms have also been integrated into an online digital format, making it easier for all Council and Committee members to complete the declarations annually. These completed forms and declarations are included as an appendix in each Council and Committee meeting package, reinforcing the College's commitment to upholding high standards of governance and oversight.

Looking ahead, initiatives slated for completion in 2024/2025 include the development and implementation of competency criteria for Council and Committee members. The College also plans to engage a third-party



assessor to evaluate the effectiveness of these new competency standards, further strengthening the College's governance framework.

Risk Rating for the College

In November 2023, the Office of the Fairness Commissioner (OFC) rolled out the second iteration of its Risk-informed Compliance Framework (RICF). This framework assesses each regulator's operations based on five risk factors that could affect their ability to apply fair registration practices for both domestically trained and internationally trained applicants. The risk assessment process results in one of three risk ratings: low, moderately low, or moderate to high.

As part of this assessment, the OFC conducted a risk analysis for the College and determined that the College falls into the low-risk category for the period from April 1, 2024, to March 31, 2026.

This is a significant achievement, and I extend my congratulations to the College Registrar Roderick Tom-Ying and the entire staff team for their hard work and dedication in achieving this result. This outcome reflects the College's ongoing commitment to advancing fair registration practices and upholding the integrity of the Denturist profession.

Public & Stakeholders Consultations

As a part of its mandate, the College develops or amends regulations, by-laws, policies, standards and practice guidelines necessary to regulate the profession. The following consultations were undertaken to get valuable feedback from the College's stakeholders and the Public:

- Proposed By-Law Amendment Harmonizing Registration Year End with Fiscal Year End
 - New Registration Year – From April 1st to March 31st of the following year
- Proposed By-law Amendment: Fees for new Emergency Class of Registration
- Removal of Unique Identifiers on Patient Charts/Records & Updated Record Keeping Standard of Practice & Guidelines – Implemented
- Standard of Practice Update: Advertising & Clinic Names – To assist Denturists in understanding their legal and professional responsibilities with respect to advertising and clinic naming, replacing the former Standard of Practice: Advertising

The input received from stakeholders helped the College to understand the effectiveness and impact of proposed changes before final approval, and ensure they are being made in the public interest.

As President of the College Council, it is both an honour and a privilege to work alongside the College Registrar & CEO and all members of Council as we strive to fulfill the College's mission. Throughout the year, we have explored and implemented new ways to be more responsive to the evolving needs of Ontarians, strengthened our collaborations with local, regional, and national partners, and remained steadfast in our commitment to the ongoing training and development of both Council members and staff.



The combined efforts of our team—both accomplished and in-progress—serve to reinforce self-regulation and ensure that all Ontarians continue to have access to the highest standards of Denturism services. I want to extend my deepest gratitude to my fellow Council members, the College Registrar & CEO, his dedicated staff, and the members of the profession who remain unwavering in their commitment to our Mission: To regulate and govern the profession of Denturism in the public interest.



CDO Council, Front Row (left to right): Norbert Gieger DD, Abdelatif (Latif) Azzouz DD, Gaganjot Singh, Kristine Bailey, Vice-President, Lileath Claire, President, Garnett Pryce DD, Paul Karolidis DD, Roderick Tom-Ying, Registrar

Back Row (left to right): Tera Goldblatt, Manager of Quality Assurance, Catherine Mackowski, Manager of Professional Conduct, Elaine Lew, Manager of Registration and Qualifying Examinations



College Council

Who We Are

Officers

Kristine Bailey, Public Member – Vice President (until September 2023)

Garnett A.D. Pryce – Vice President (from September 2023)

Lileath Claire, Public Member – President & Chair

Public Members

Michael Bakshy

Avneet Bhatia

Aisha Hasan

Gaganjot Singh

Professional Members

Majid Ahangaran (from September 2023)

Abdelatif (Latif) Azzouz

Annie Chu (from September 2023)

Norbert Gieger

Elizabeth (Beth) Gorham-Matthews

Paul Karolidis (until June 2023)

Adam-Christian Mazzuca (until May 2023)

Franklin Parada (from September 2023)

Garnett A.D. Pryce (until September 2023)

Christopher Reis (until June 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).

2023-2025 Strategic Plan

Mission

To regulate and govern the profession of Denturism in the public interest.

Vision

Leading our registrants to provide exemplary denturism care to Ontarians.

Guiding Principles

Integrity, Honesty, Transparency, Accountability, Fairness, Inclusivity

Key Priorities



**Regulatory
Effectiveness**



**Effective
Stakeholder
Engagement**



**Ensuring
Sustainability**



Embracing DEI

2023-2025



Regulatory Effectiveness

CDO continually strengthens and improves its operational and governance framework as an effective and nimble regulator.

Focus Areas:

- Unremitting focus on the Public Interest
- Supporting professional standards and multi-jurisdictional examination processes
- Reviewing and mitigating risks
- Continually meet governmental expectations and standards



Effective Stakeholder Engagement

CDO fosters collaboration and engagement with the public, the profession, and system partners to support Ontarians access to safe, quality, oral health care.

Focus Areas:

- Ensuring necessary relationships are formed, maintained, and appropriate
- Demonstrating to the Public how the CDO and the profession can work together to ensure continued access to quality oral health care



Ensuring Sustainability

CDO positions itself strategically for regulatory success by ensuring it has the appropriate capacity and resources to respond to new and emerging issues.

Focus Areas:

- Staying open to opportunities for collaboration, sharing, or integration
- Maintaining or increasing capacity to stay nimble and effectively respond to change
- Embracing new technologies



Embracing DEI

CDO commits to and embraces the principles of diversity, equity, and inclusion.

Focus Areas:

- Increasing commitment to education and training for Council, Committees, and Denturists in Ontario
- Demonstrating CDO's commitment to embracing DEI



Committee Reports



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

Who We Are

Officers

Lileath Claire, Public Member – President & Chair

Kristine Bailey, Public Member – Vice President (until September 2023)

Garnett A.D. Pryce, Professional Member – Vice President (from September 2023)

Public Member-at-Large

Gaganjot Singh (from September 2023)

Professional Members-at-Large

Majid Ahangaran (from September 2023)

Abdelatif (Latif) Azzouz (until September 2023)

Norbert Gieger (until September 2023)

Elizabeth (Beth) Gorham-Mathews

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 four (4) times by teleconference and considered additional matters electronically.
- Due to vacancies, the CDO Council was not constituted as of May 23, 2023, and the 112th Council Meeting originally scheduled for this date was converted to a public meeting of the Executive Committee.
- Considered 14 Clinic Name Registration requests.
- Approved the proposed slate of Committee memberships for 2023-2024 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.
- Discussed the Ministry of Health's proposed amendments to the Registration Regulation, Emergency Class of Registration, and provided direction to the Registrar to accept the proposed amendments and provide the College's perspective on the matter to the Ministry of Health in a formal letter.



- Re-appointed Mr. Quoc Nguyen as a non-Council member of the Inquiries, Complaints, and Reports Committee (ICRC) for the remainder of the 2023-2024 term and directed the Registrar to report the appointment to Council at its next meeting.
- Received updates from the Registrar on the proposed draft Registration Regulation, Emergency Class of Registration, and the status of Council and current vacancies.
- Discussed the Registrar's annual performance appraisal.



HUB 601 Council Chambers



Inquiries, Complaints and Reports Committee

Who We Are

Chair

Kristine Bailey, Public Member – Chair

Public Members

Michael Bakshy
Gaganjot Singh

Professional Members

Annie Chu
Norbert Gieger
Majid Ahangaran (from June 2023)
Garnett A.D. Pryce

Non-Council Members of the Profession

Jae Won (Eric) Kim (from June 2023)
Emilio Leuzzi
Karla Mendez-Guzman
Minh Quoc (Quoc) Nguyen

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 2023, ICRC members participated in a training and orientation session presented by the College’s Legal Counsel. The training session included a presentation outlining the statutory framework for which the ICRC operates in, focusing on the complaints processes, and its current practices.

In addition to the training and orientation session held in August 2023, the Committee reviews literature relevant to its mandate on an ongoing basis and develops administrative guidelines and policies.

The Committee met nine (9) times to review 27 cases that included 26 complaints and one (1) Registrar’s report. 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, 2024.

Took no further action	9
Took no further action but issued reminders or advice to member	8
Ordered a SCERP	3
Ordered SCERP and verbal caution	3
Ordered a verbal caution	0
Referred to Discipline	3

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

Practice Issue	Primary Issue
Communication	7
Clinical skill/execution	5
Relationship with patient	5



Discipline Committee

Who We Are

Chair

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

Public Members

Kristine Bailey
Michael Bakshy
Avneet Bhatia
Lileath Claire
Aisha Hasan
Gaganjot Singh

Professional Members

Majid Ahangaran
Abdelatif (Latif) Azzouz
Annie Chu (from September 2023)
Norbert Gieger
Paul Karolidis (until June 2023)
Jae Won (Eric) Kim (from June 2023)
Adam-Christian Mazzuca (until May 2023)
Franklin Parada (from September 2023)
Garnett A.D. Pryce
Christopher Reis (until June 2023)

Non-Council Members of the Profession

Eugene Cohen
Emilio Leuzzi
Karla Mendez-Guzman
Minh Quoc (Quoc) Nguyen (until June 2023)
Bruce Selinger

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

The Discipline Committee held two hearings in this fiscal year for two member matters.





Fitness to Practise Committee

Who We Are

Chair

Norbert Gieger, *Professional Member*

Public Members

Kristine Bailey
Michael Bakshy
Avneet Bhatia
Lileath Claire
Aisha Hasan
Gaganjot Singh

Professional Members

Majid Ahangaran (from June 2023)
Abdelatif (Latif) Azzouz
Annie Chu (from September 2023)
Elizabeth (Beth) Gorham-Mathews
Paul Karolidis (until June 2023)
Adam-Christian Mazzuca (until May 2023)
Franklin Parada (from September 2023)
Garnett A.D. Pryce
Christopher Reis (until June 2023)

Non-Council Members of the Profession

Cindy Abramovici-Rotman (from June 2023)
Eugene Cohen (from June 2023)
Karla Mendez-Guzman
Minh Quoc (Quoc) Nguyen (until June 2023)
Vy Nguyen (from June 2023)

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

Who We Are

Chair

Kristine Bailey, Public Member (until September 2023)

Avneet Bhatia, Public Member (from September 2023)

Public Members

Michael Bakshy (until September 2023)

Avneet Bhatia (until September 2023)

Aisha Hasan (from September 2023)

Professional Members

Elizabeth (Beth) Gorham-Matthews

Paul Karolidis (until June 2023)

Franklin Parada (from September 2023)

Garnett A.D. Pryce (until September 2023)

Christopher Reis (until June 2023)

Non-Council Members of the Profession

Danielle Arsenault

Cindy Abramovici-Rotman (from June 2023)

Deepak Naik

Vy Nguyen (from June 2023)

Rachael Smith (from June 2023)

Majd Zaitouni (from June 2023)

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

Who We Are

Chair

Abdelatif (Latif) Azzouz, *Professional Member*

Public Members

Michael Bakshy

Avneet Bhatia

Aisha Hasan (from June 2023)

Gaganjot Singh

Professional Members

Paul Karolidis (until June 2023)

Garnett A.D. Pryce

Non-Council Members of the Profession

Cindy Abramovici-Rotman

Deepak Naik

Vy Nguyen

Taifi Umbareen

Majd Zaitouni (from June 2023)

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 six 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 three 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 seven different topics and had 657 live views.



Peer Circles Working Group

The Peer Circles is an innovative continuing professional development tool developed in collaboration between the College of Denturists of Ontario and several members of the profession. Peer Circles typically involves eight to 10 practitioners lead by one group facilitator. The facilitator, who is a practising Denturist themselves, are trained to guide the group as they are presented with realistic and difficult clinical scenarios and how the group would navigate them in their own practices.

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. These cases continued to be used at events throughout 2023-2024.

Peer Circles was held at the annual Denturists Association of Ontario's Perfecting Your Practice Conference on June 15, 2023. The event was well-received and 100% of participants who submitted the survey indicated they would recommend the activity to a colleague.

November 2, 2023, marked the CDO's second 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 also indicated they would recommend the activity to a colleague.

November 4, 2023, saw the Peer Circles taken to Ottawa where we were lucky enough to deliver Peer Circles to 25 local practitioners. Again, the event was well received, and all participants expressed their eagerness to attend again in the future.

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

Trained Facilitators:

Hisham (Sean) Akkawi
Annie Chu
William Collings
Sultana Hashimi
Senaa Kadhim
Jae Won (Eric) Kim

Adam Lima
David Mulzac
Christine Reekie
Peter (P.J.) Saberton
David Soto



Peer Circle Group Participants at the DAO event on June 16, 2023



Peer Circle Group participants at the DGO Conference on November 2, 2023



Registration Committee

Who We Are

Chair

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

Public Members

Kristine Bailey

Gaganjot Singh

Professional Members

Adam-Christian Mazzuca (until May 2023)

Annie Chu (from September 2023)

Norbert Gieger (from June 2023)

Non-Council Members of the Profession

Annie Chu (from June 2023)

Paul Conrad (until June 2023)

Taifi Umbareen (from June 2023)

Carlo Zanon (from June 2023)

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 2023-2024, the College had 31 new registrants, 23 members resigned their Certificates of Registration, and 1 member was suspended for non-payment of registration fees. As of March 31, 2024, the College had 780 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 eight (8) times.
- Conducted 11 academic assessments.
- Considered four (4) approval of terms, conditions, and limitations for registration.
- Considered six (6) retired status applications.

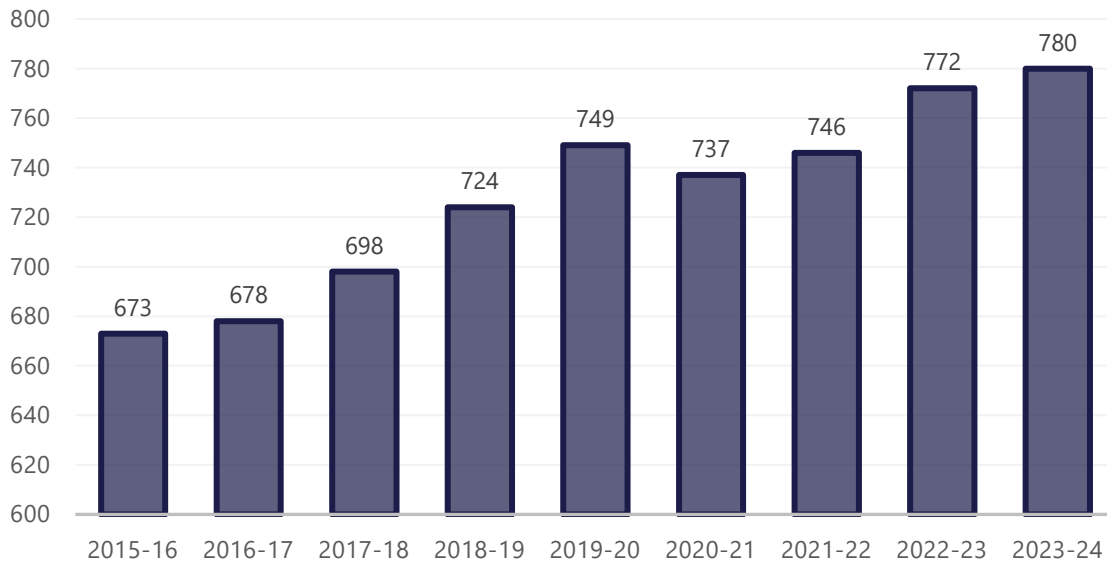
43%

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

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

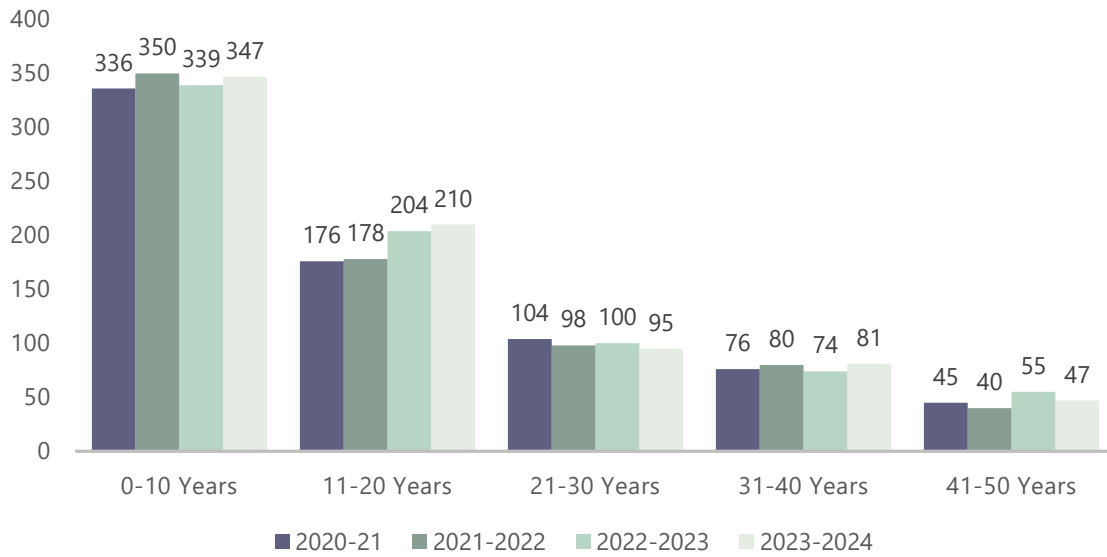
38%

CDO MEMBERSHIP





of Years in Practice





Qualifying Examination Committee

Who We Are

Chair

Abdelatif (Latif) Azzouz, Professional Member

Public Members

Avneet Bhatia

Professional Members

Non-Council Members of the Profession

Annie Chu (until June 2023)

Emilio Leuzzi (from June 2023)

Adam-Christian Mazzuca (until May 2023)

Karla Mendez-Guzman (June 2023 only)

Milania Shahata

Carlo Zanon (from June 2023 until November 2023)

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 continued with the bi-annual schedule of conducting the Qualifying Examinations in June of 2023 and February of 2024.
- The College of Denturists of Ontario, in collaboration with the College of Alberta Denturists and the British Columbia College of Oral Health Professionals, held a common Multi-Jurisdictional MCQ examination component for both the June 2023 and February 2024 administrations.
- The June 2023 Qualifying Examination components were conducted successfully with the Multi-Jurisdictional MCQ examination held on June 12th, 2023, and the OSCE held on June 24th, 2023 and June 25th, 2023.



- The February 2024 Qualifying Examination components were conducted successfully with the Multi-Jurisdictional MCQ examination held on February 15th, 2024, and the OSCE held on February 24th, 2024 and February 25th, 2024.





Qualifying Examination Appeals Committee

Who We Are

Chair

Lileath Claire, Public Member (until June 2023)
Gaganjot Singh, Public Member (from June 2023)

Public Members

Aisha Hasan

Professional Members

Norbert Gieger

Non-Council Members of the Profession

Majid Ahangaran (until June 2023)
Danielle Arsenault
Emilio Leuzzi
Karla Mendez-Guzman (June 2023 only)
Taifi Umbareen (from June 2023)

What We Do

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

Achievements

- Received and adjudicated three appeals from the June 2023 administration of the Multi-Jurisdictional Multiple Choice Qualifying Examination.
- No appeals were received from the February 2024 administration of the Multi-Jurisdictional Multiple Choice Qualifying Examination.



Qualifying Examination Working Group and OSCE Assessors

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
James Durston
Annie Gallipoli
Julian Garber
Sultana Hashimi
Jae Won (Eric) Kim
Adam Lima
Karla Mendez-Guzman
John (Ginadi) Rafailov
Christopher Todd
Luc Tran
Sam Tran
Carlo Zanon

Chief Examiner

Robert Velensky

Consultant

Dr. Anthony Marini, Martek Assessments
Matthew Marini, Martek Assessments

COLLEGE OF DENTURISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

MARCH 31, 2024

HILBORN_{LLP}

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, 2024, 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, 2024.

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 13, 2024.

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 13, 2024

Chartered Professional Accountants
Licensed Public Accountants

COLLEGE OF DENTURISTS OF ONTARIO

Summary Statement of Financial Position

March 31	2024 \$	2023 \$
ASSETS		
Current assets		
Cash	2,996,307	2,282,149
Amount receivable	5,957	-
Prepaid expenses	35,429	37,167
	3,037,693	2,319,316
Capital assets		
Intangible assets	22,345	29,304
	1,561	2,230
	23,906	31,534
	3,061,599	2,350,850
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	592,323	289,535
Deferred registration fees	918,400	342,674
	1,510,723	632,209
Deferred lease incentives	8,399	16,797
	1,519,122	649,006
NET ASSETS		
Invested in capital and intangible assets	18,626	20,974
Internally restricted for therapy and counselling	142,980	148,560
Internally restricted for complaints and discipline	360,000	360,000
Internally restricted for strategic initiatives	80,930	128,519
Unrestricted	939,941	1,043,791
	1,542,477	1,701,844
	3,061,599	2,350,850

COLLEGE OF DENTURISTS OF ONTARIO

Summary Statement of Operations

Year ended March 31	2024 \$	2023 \$
Revenues		
Registration fees	1,441,490	1,037,971
Examination fees	158,475	271,550
Administration fees	12,985	20,374
Investment income	77,799	33,162
	1,690,749	1,363,057
Expenses		
Salaries and benefits	627,849	564,845
Complaints and discipline	389,453	172,387
Examinations	229,410	223,703
Professional fees	116,679	140,037
Rent	105,725	104,576
Computer support	88,210	87,545
Office and general	77,043	61,285
Strategic initiatives	72,589	21,481
Merchant fees	58,685	38,715
Quality assurance	50,691	63,977
Council and committees	21,874	4,751
Amortization of capital assets	11,239	11,767
Amortization of intangible assets	669	956
	1,850,116	1,496,025
Excess of expenses over revenues for year	(159,367)	(132,968)

COLLEGE OF DENTURISTS OF ONTARIO

Note to Summary Financial Statements

March 31, 2024

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, 2024, 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.