

A magnifying glass is held over a green plant stem. A ladybug with a red body and black spots is visible through the lens. A large, clear water droplet is suspended from the stem above the lens. The background is a soft-focus green.

DEVELOPING
TRANSPARENCY

ANNUAL REPORT 2014-2015
COLLEGE OF DENTURISTS OF ONTARIO



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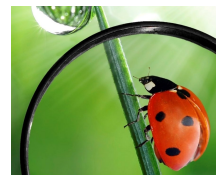
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ABOUT THE COLLEGE

The College of Denturists of Ontario is the regulatory body for the profession of denturism in Ontario. Our mandate is to regulate and govern denturists in the public interest. The College is committed to ensuring that denturists deliver safe, competent and ethical services within their scope of practice to the public. The College does so in a number of ways by:

- Setting the qualifications for entering practice, and ensuring that denturists maintain and enhance their knowledge, skills and judgement through a quality assurance program;
- Establishing standards of practice and guidelines for the profession;
- Investigating complaints against denturists on behalf of the public; and
- Disciplining denturists who have been found to have committed acts of professional misconduct.

MISSION STATEMENT

The mission of the College of Denturists of Ontario is to regulate and govern the profession of denturism in the public interest.

ABOUT DENTURISTS

The scope of practice for denturists is set out in the *Denturism Act, 1991* which specifically deals with issues pertaining to the regulation of Denturists.

The practice of denturism is the assessment of arches missing some or all teeth and the design, construction, repair, alteration, ordering, and fitting of removable dentures.

MESSAGE FROM THE PRESIDENT



Ms. Anita Kiriakou,
Public Member
President

It has been a year of milestones for the College, College Council and the denturist profession. We focused on governance, accountability, action planning, communication and transparency.

Leveraging the National Competency Profile developed in September 2013, the Council worked diligently at developing Essential Competencies for Denturism Practice in Ontario, 2015. This document will pave the way for the review and/or revision of the College's Documentation Project. To ensure public safety, this project will look at the many facets in establishing standards and best practices in a self-regulated health practitioner framework. Many of the existing standards, guidelines, policies, processes, etc. have not undergone a review in a number of years, and there are gaps in common areas that are usually prevalent in the health professions regulatory environment.

Council approved a number of policies with respect to the entry-to-practice process for new candidates, applicants and members. The Council takes the principles of fair registration very seriously and will continue in the future to develop and implement best practice into our registration process.

Council received an introduction at the June 2014 meeting to the Transparency Principles developed and adopted by the Advisory Group of Regulatory Excellence. The same Transparency Principles are referred to in Minister Dr. Eric Hoskins' letter to the health regulatory colleges as a foundation upon which to build its decision-making processes when executing our public interest mandate. The key message from the Minister is for colleges to consider how enhanced transparency will guide patients and the public to be able to make informed choices and decisions about their health care and health care provider. Council adopted the Transparency Principles and they are posted on the CDO's website.

This past year the College moved into a new office space which was an enormous undertaking for the College during a busy renewal season. The Registrar and staff are happy with the new space and hope in the near future to open it up to our stakeholders.

I am pleased to report on behalf of Council that the College is financially sound and that resources are being managed prudently. The auditor recommended that Council consider internally restricting some of the surplus to be able to deal with unforeseen events. Council passed a policy to this effect and have implemented the process.

Needless to say it's been a very productive year with many new projects on the horizon. As I step down as Council President I am saddened but also pleased with the College and Council's work in strengthening self-regulation. Bound by the work we accomplished during this past fiscal year, the College continues to move forward to build public trust in this profession. I am committed to continuing my work as a public member of Council.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Anita Kiriakou". The signature is fluid and cursive, with a long horizontal stroke at the end.

COUNCIL MEMBERS

The College Council consists of eight (8) professional members and a maximum of seven (7) public members appointed by the Ontario Lieutenant Governor in Council. Professional members are elected by their peers for a term of three (3) years to a maximum of three (3) consecutive terms. The College Council meets a minimum of four (4) times a year.

DENTURISTS ELECTED TO COUNCIL

District 1: Mr. Gregory Baker	District 3: Mr. Patrick McCabe	District 5: Mr. Mordey Shuhendler	District 7: Mr. Michael Vout Jr.
District 2: Mr. Kenneth Battell	District 4: Mr. Peter Cassano	District 6: Mr. Luc Tran	District 8: Mr. Keith Collins

MEMBERS OF THE PUBLIC APPOINTED TO COUNCIL

Mr. Thomas Baulke	Ms. Anita Kiriakou	Ms. Barbara Smith
Arnella Csondgradi	Mr. Ivan McFarlane	Mr. Hanno Weinberger

NON-COUNCIL MEMBERS

Other than executive, each committee also has non-Council members who are appointed by the College Council when the committees are reconstituted at the June Council meeting each year. Non-Council members are members of the College who have applied to be appointed for the role.

Mr. Abdelatif Azzouz	Mr. Pino DiNardo	Mr. James Harrison	Mr. Garnett A. D. Pryce
Mr. Carmelo Cino	Mr. Norbert Gieger	Mr. Damien Hiorth	Ms. Dawn Stamp
Mr. Theodore Dalios	Ms. Elizabeth Gorham-	Mr. John Kallitsis	Mr. Robert Verlensky
Mr. Michael Deegan	Matthews	Mr. Robert MacLeay	

EXECUTIVE COMMITTEE

The role of the Executive Committee is to assist the Council in its decision-making processes, ensuring that resources are allocated appropriately, and that staff and committees are moving forward on the priorities set by Council. The Executive also acts as the Finance Committee, and oversees the budget and the financial status of the College. The Executive approves clinic name applications and reviews the progress of legislative or stakeholder initiatives. Between Council meetings, the Executive has all of the powers of Council with respect to any matters requiring immediate attention, but does not have the authority to make, amend, or revoke a regulation or by-law.

Mr. Gregory Baker	Ms. Anita Kiriakou	Mr. Michael Vout Jr.
Mr. Thomas Baulke	Mr. Mordey Shuhendler	

DEVELOPING TRANSPARENCY

In October 2014 Minister Dr. Eric Hoskins's put out a call to all the health regulatory colleges asking them to not only improve transparency but to also work together with each other and the Ministry to make it a priority. The key message from the Minister is for colleges to consider how enhanced transparency will guide patients and the public to be able to make informed choices and decisions about their health care and health care provider.

The College of Denturists of Ontario took the necessary steps in 2014-15 to make transparency a priority objective.

The Transparency Principles

In December 2014 the College of Denturists of Ontario Council approved the Transparency Principles developed and adopted by the Advisory Group of Regulatory Excellence (this group consists of five health regulatory colleges who have a long history of self-regulation and share expertise in the regulation of professions with scopes of practice that pose significant risk of harm to the public-nurses, physicians and surgeons, dental surgeons, pharmacists and optometrists). The same Transparency Principles were also referred to by Minister Dr. Eric Hoskins' letter to the health regulatory colleges as a foundation upon which to build with respect to the colleges decision-making processes when executing our public interest mandate.

Transparency Initiative

In March 2015, the Registrar and the College's legal counsel delivered a presentation to Council on what additional information may appear on the public register in accordance with the enhancing transparency work being undertaken across the health regulatory college spectrum. Over the course of the next eighteen months, the College's Executive Committee and the Inquiries, Complaints and Reports Committee will make recommendations to Council on what member specific information should be added to the register that is not already contemplated in the College's By-laws. There will be an opportunity for member and stakeholder feedback throughout the process.

TRANSPARENCY PRINCIPLES

PRINCIPLE 1: The mandate of regulators is public protection and safety. The public needs access to appropriate information in order to trust that this system of self-regulation works effectively.

PRINCIPLE 2: Providing more information to the public has benefits, including improved patient choice and increased accountability for regulators.

PRINCIPLE 3: Any Information provided should enhance the public's ability to make decisions or hold the regulator accountable. This information needs to be relevant, credible and accurate.

PRINCIPLE 4: In order for information to be helpful to the public it must:

- be timely, easy to find and understand.
- include context and explanation.

PRINCIPLE 5: Certain regulatory processes intended to improve competence may lead to better outcomes for the public if they happen confidentially.

PRINCIPLE 6: Transparency discussions should balance the principles of public protection and accountability, with fairness and privacy.

ESSENTIAL COMPETENCIES

Essential Competencies for Denturism Practice in Ontario

In 2014-2015 the College worked collaboratively with practising denturists to develop the essential competencies specific to denturism practice in Ontario. Over the past year a working group of six denturists and two public members supported the writing of the competencies. Throughout the development, an additional 32 denturists and educators provided feedback on the required modifications. The input of 128 denturists who participated in the feedback survey provided confirmation that the competencies accurately defined the minimum expectation of practice.

Over the next year (2016), the College will be introducing several new Standards of Practice. Members are held to the standards written in these documents. Therefore, it is critical that members participate in the surveys to ensure the College's working group accurately defines the denturists practice, professional accountability and expectations. Involvement supports the member's privilege to be self-regulated.

WHAT ARE ESSENTIAL COMPETENCIES

Essential Competencies for Denturism Practice in Ontario, 2015 defines the minimum knowledge, skill, judgement and attitude requirements for the denturist's practice in Ontario. This document defines the critical thinking and decision-making expertise of the profession. The competencies are not a task list nor do they define what denturists do, but how they do it to ensure safe, ethical and competent practice.

Denturists use the essential competencies to:

- define and guide practice expectations throughout their career
- guide continuing professional development and ongoing competence
- confirm they are meeting the minimum expectation
- communicate their role and responsibilities to the public and other professionals

Every denturist is expected to know and practice the essential competencies. The College uses the essential competencies to:

- communicate minimum expectations to members, employers and the public
- measure denturist's knowledge, skill and judgment in practice
- measure competence and expectations when responding to quality assurance activities, a complaint and/or report made against a member and for discipline issues.

COUNCIL HIGHLIGHTS for this fiscal year also included:

- Council approved the 2014-15 Audited Financial Statement
- Reviewed and approved the 2015-16 budget,
- Reviewed quarterly operating financial statements.
- Council approved the proposed Spousal Exception Regulation, and the College submitted it to the Ministry of Health and Long-Term Care.
- Council passed the following policies relating to the College's registration and qualifying examination process: credential authentication, access to applicant's application record and retention of those records, revised criminal background check report, language proficiency requirements, and appealing the qualifying examination results.
- Council was informed that the College is in the process of reviewing and/or making revisions to College Documentation Relating to Legislation and Standards of Practice.
- The College moved to a new location in February 2015. The new address is 365 Bloor Street East, Suite 1606, Toronto, ON M4W 3L4

Looking Forward

In 2015-2016 the College will focus on the following projects:

- Website development and upgrade
- Document review and revision project
- Review and development of new forms, guides, handbooks and policies
- By-law review and revision
- Stakeholder consultation

Document Revision Project

The College concluded that all of its documents should undergo a complete review to determine whether a document needs to be revised and/or confirm that the information in the document continues to be accurate, relevant and up-to-date.

Work on this project has already begun and it entails a comprehensive review of our current documents against applicable legislation that governs the profession, our bylaws, the national competency profile, and policies. As the project moves forward and revisions and/or new documents are created, stakeholder feedback will be sought where applicable, through a consultation process.

STATUTORY COMMITTEES

INQUIRIES, COMPLAINTS & REPORTS COMMITTEE

The Inquiries, Complaints and Reports Committee’s (ICRC) mandate is to investigate complaints, inquiries, concerns or mandatory reports regarding the conduct and actions of registrants in a fair and equitable manner and to dispose of these according to the legislation.

FORMAL COMPLAINTS

In the 2014-2015 fiscal year (April 1, 2014 to March 31, 2015), panels of the ICRC met 11 times to review a total of 39 cases, 12 of which were carried forward from 2013-2014. The chart below outlines the total number of decisions rendered by the ICRC and the types of outcomes/actions taken by the ICRC.

Decisions	
Number of Decisions Issued *	23
No further action	14
Withdrawn	1
Recommendation	1
Written Caution	0
Verbal Caution	0
Specified Continuing Education or Remediation Program (SCERP)	2
Referral to discipline	5
Referral for incapacity proceedings	0

* A number of decisions may have more than one outcome, for example, the member received a caution and was directed to undergo a specified continuing education or remediation program in the same decision.

DISCIPLINE COMMITTEE

The Discipline Committee's mandate is to hold hearings of allegations of professional misconduct or incompetence referred to it by the Inquiries, Complaints and Reports Committee.

A panel of the Discipline Committee, composed of at least three (3) persons and includes at least one (1) public member, considers each case and decides whether the allegations have been proven and if so, what penalty is appropriate.

During this period, there were no disciplinary hearings of the Discipline Committee.

FITNESS TO PRACTISE COMMITTEE

The Fitness to Practise Committee determines if a denturist is incapacitated and, if so, how to deal with the member.

"Incapacitated" means that the member is suffering from a physical or mental condition or disorder that makes it desirable in the interest of the public that the member's certificate of registration be subject to terms, conditions or limitations, or that the member no longer be permitted to practise.

There were no Fitness to Practise Committee hearings in this fiscal year.

PATIENT RELATIONS COMMITTEE

The Committee's responsibilities are to promote and enhance relations between the College and its members, other health profession colleges, key stakeholders and the public.

The Committee oversees the patient relations program including implementing measures for preventing or dealing with sexual abuse of patients and administers the funding program for therapy and counselling for patients who have been sexually abused.

In addition, the Committee's mandate is to deal with all issues related to informing the public and the profession of various programs and activities of the College and their rights under the *Regulated Health Professions Act 1991*.

The Committee did not meet during this fiscal year.

REGISTRATION COMMITTEE

The College is tasked with ensuring that individuals who apply for a certificate of registration are qualified to practice the profession of denturism in the province of Ontario.

All applications for registration are assessed by the Registrar. If in the opinion of the Registrar, an applicant has not met the registration requirements or the Registrar proposes to refuse an application, the applicant is referred to the Registration Committee.

The Registration Committee met 3 times during this fiscal year. This fiscal year, 46 new members received their certificate of registration, 21 members resigned, and 11 members were suspended for non-payment of fees. The total number of members at the end of the fiscal year was 660.

There were 8 applications for a certificate of authorization for professional corporations bringing the total certificates of authorization to 101.

New Certificates Issued by Fiscal Year	
2009/2010	36
2010/2011	32
2011/2012	26
2012/2013	42
2013/2014	44
2014/2015	46

QUALITY ASSURANCE COMMITTEE

The Quality Assurance Committee is tasked with developing, administering, and evaluating the College's Quality Assurance Program.

The Quality Assurance Program consists of the following components:

Self-Evaluation: Creating and maintaining a professional portfolio, as a means to emphasize continuing competency and professional growth, allowing for the monitoring of individual goals, accomplishments and potential weaknesses.

Practice Assessment and Enhancement: Ensures that the environment in which treatment is provided to the public demonstrates, both ethically and physically, the highest regard for the patient's well-being.

Continuing Education (CE) Program: Ensures that on a yearly basis, members maintain their knowledge, skill, and judgement through continuous learning and professional development.

Members are expected to meet the yearly minimum of ten (10) continuing education credits as part of the Quality Assurance Program.

Outcomes of Quality Assurance Assessments

Year	2009	2010	2011	2012	2013	2014
Successful	17	5	19	26	23	26
Remedial Action issued	9	20	18*	4	3	3
Deferrals	-	-	-	-	4	4
Total Assessments	26	25	35	30	30	33
*2 assessments requiring remedial action were carried over from 2010						

NON-STATUTORY COMMITTEES

The College has three (3) active non-statutory committees. These committees are not mandated by legislation but are established to handle the varying operations of the College. The chairs of these committees are appointed by the members of that committee.

QUALIFYING EXAMINATION COMMITTEE

The Qualifying Examination Committee (QEC) is a non-statutory committee who reports to Council and is responsible for making recommendations for improvements to the Qualifying Examination (QE) and developing examination processes and policies for Council approval.

Using the National Competency Profile as the test blueprint for the QE, the College held two administrations of the QE in its new format, the first in July 2014 and again in January 2015. The new format of the QE consists of a one (1) day multiple choice question (MCQ) examination and two (2) days of an objective structured clinical examination (OSCE).

QUALIFYING EXAMINATION APPEALS COMMITTEE

The Qualifying Examination Appeals Committee is a non-statutory committee responsible for reviewing appeal requests of the Qualifying Examination.

There were three (3) appeals of the Qualifying Examination for this fiscal year. All three (3) appeals were denied.

PROFESSIONAL PRACTICE COMMITTEE

The Professional Practice Committee (PPC) is a non-statutory committee created to recommend to Council new or revisions of Standards of Practice, College policies, and guidelines associated with providing patient care.

Standards describe the expectations for professional practice and are established by consensus. They can originate from many sources and are based on the values, priorities and practice of the profession. Once they are approved by the College Council, standards define generally accepted practices or behaviours adopted by Ontario denturists who work in similar contexts.

The Professional Practice Committee is spearheading the Documentation Review Project including Standard revisions for the College. The Committee met 14 times during the fiscal year.

THE COLLEGE OF DENTURISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

MARCH 31, 2015

HILBORN LLP



Report of the Independent Auditor on the Summary Financial Statements

To the Members of
The College of Denturists of Ontario

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2015 and the summary statements of operations and changes in net assets for the year then ended, and related note, are derived from the audited financial statements of The College of Denturists of Ontario for the year ended March 31, 2015. We expressed an unmodified audit opinion on those financial statements in our report dated June 19, 2015.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of The College of Denturists of Ontario.

Management's Responsibility for the Summary Financial Statements

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

Auditor's Responsibility

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

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of The College of Denturists of Ontario for the year ended March 31, 2015 are a fair summary of those financial statements, on the basis described in the note to the summary financial statements.

Toronto, Ontario
June 19, 2015

A handwritten signature in blue ink that reads "Hilborn LLP".

Chartered Professional Accountants
Licensed Public Accountants

THE COLLEGE OF DENTURISTS OF ONTARIO

Summary Statement of Financial Position

March 31	2015	2014
	\$	\$
ASSETS		
Current assets		
Cash	1,151,110	971,032
Prepaid expenses	51,182	39,481
	1,202,292	1,010,513
Investments	327,638	319,543
Capital assets	10,352	12,960
Intangible assets	2,553	8,847
	340,543	341,350
	1,542,835	1,351,863
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	237,611	194,185
Deferred registration fees	255,573	304,124
	493,184	498,309
NET ASSETS		
Invested in capital and intangible assets	12,905	21,807
Internally restricted for therapy and counselling	10,000	10,000
Internally restricted for financial stability	360,000	-
Unrestricted	666,746	821,747
	1,049,651	853,554
	1,542,835	1,351,863

THE COLLEGE OF DENTURISTS OF ONTARIO

Summary Statement of Operations

Year ended March 31	2015 \$	2014 \$
Revenues		
Registration fees	1,227,976	1,218,711
Examination fees	247,200	237,562
Administration fees	11,279	13,582
Interest income	21,246	18,699
	<u>1,507,701</u>	<u>1,488,554</u>
Expenses		
Salaries and benefits	432,075	377,804
Examinations	372,011	229,679
Council and committees	27,075	28,799
Professional fees	86,785	95,365
Quality assurance	12,863	19,865
Complaints and discipline	185,124	63,322
Rent	58,539	60,215
Office and general	124,924	108,076
Amortization of capital assets	5,914	9,013
Amortization of intangible assets	6,294	12,197
	<u>1,311,604</u>	<u>1,004,335</u>
Excess of revenues over expenses for year	<u>196,097</u>	<u>484,219</u>

THE COLLEGE OF DENTURISTS OF ONTARIO

Summary Statement of Changes in Net Assets

Year ended March 31

	Invested in capital and intangible assets \$	Internally restricted for therapy and counselling \$	Internally restricted for financial stability \$	Unrestricted \$	2015 Total \$
Balance, beginning of year	21,807	10,000	-	821,747	853,554
Excess of revenues over expenses (expenses over revenues) for year	(12,208)	-	-	208,305	196,097
Purchase of capital assets	3,306	-	-	(3,306)	-
Internally imposed restriction	-	-	360,000	(360,000)	-
Balance, end of year	12,905	10,000	360,000	666,746	1,049,651

	Invested in capital and intangible assets \$	Internally restricted for therapy and counselling \$	Internally restricted for financial stability \$	Unrestricted \$	2014 Total \$
Balance, beginning of year	43,017	10,000	-	316,318	369,335
Excess of revenues over expenses (expenses over revenues) for year	(21,210)	-	-	505,429	484,219
Balance, end of year	21,807	10,000	-	821,747	853,554

THE COLLEGE OF DENTURISTS OF ONTARIO

Note to Summary Financial Statements

March 31, 2015

1. **Basis of presentation**

These summary financial statements have been prepared from the audited financial statements of The College of Denturists of Ontario (the "College") for the year ended March 31, 2015, on a basis that is consistent, in all material respects, with the audited financial statements of the College except that the information presented in respect of cash flows has not been presented and information disclosed in the notes to the financial statements has been reduced.

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



COMMITTEE MEMBERS

STATUTORY COMMITTEES

EXECUTIVE

Anita Kiriakou-Chair

Gregory Baker
Thomas Baulke
Mordey Shuhendler
Michael Vout Jr.

Inquiries, Complaints & Reports

Barbara Smith-Chair

Gregory Baker
Kenneth Battell
Thomas Baulke
Pino Dinardo
Norbert Gieger
Michael Vout Jr.

Registration

Elizabeth Gorham-Matthews-Chair

Gregory Baker
Keith Collins
Damien Hiorth
Barbara Smith
Hanno Weinberger

Quality Assurance

Keith Collins-Chair

Abdelatif Azzouz
Ivan McFarlane
Luc Tran
Robert Velensky
Hanno Weinberger

Patient Relations

Anita Kiriakou-Chair

Thomas Baulke
Peter Cassano
Elizabeth Gorham-Matthews
Damien Hiorth
Patrick McCabe
Michael Vout Jr.

Discipline

Hanno Weinberger-Chair

Gregory Baker
Kenneth Battell
Thomas Baulke
Peter Cassano
Keith Collins
Arnella Csongradi
John Kallitsis
Anita Kiriakou
Patrick McCabe
Ivan McFarlane
Garnett Pryce
Mordey Shuhendler
Barbara Smith
Luc Tran
Michael Vout Jr.

Fitness to Practice

Mordey Shuhendler-Chair

Thomas Baulke
Gregory Baker
Kenneth Battell
Peter Cassano
Keith Collins
Arnella Csongradi
Patrick McCabe
Anita Kiriakou
Barbara Smith
Luc Tran
Michael Vout Jr.
Hanno Weinberger

NON-STATUTORY COMMITTEES

Qualifying Examination

Dawn Stamp-Chair

Abdelatif Azzouz
Thomas Baulke
Peter Cassano
Michael Deegan
Ivan McFarlane
Christine Reekie

Qualifying Examination Appeals

Anita Kiriakou-Chair

Carmelo Cino
Luc Tran
Michael Vout Jr.

Professional Practice

Patrick McCabe-Chair

Kenneth Battell
Theodore Dalios
James Harrison
Robert Macleay
Mordey Shuhendler
Barbara Smith
Hanno Weinberger

* Please note, elections take place in June of each year and therefore committee composition may differ from April 1, 2014 and the June election date. This list represents the committee composition date as of June 20, 2014 to June 18, 2015.

CONTACT INFORMATION

Office Hours

M-F 9:00 am to 4:30 pm

Mailing Address

College of Denturists of Ontario
365 Bloor Street East , Suite 1606
Toronto, ON M4W 3L4

General Inquiries & Public Register

Email : info@denturists-cdo.com

Tel : 416-925-6331 ext 227

Fax : 416-925-6332

Tel : 1-888-236-4326 (Ontario)

Complaint Inquiries

Email : complaints@denturists-cdo.com

Tel : 416-925-6331 ext 225

Qualifying Examination Inquiries

Email : exams@denturists-cdo.com

Tel : 416-925-6331 ext 221

Registration , Quality Assurance & Continuing Education Inquiries

Email : registration@denturists-cdo.com

Tel: 416-925-6331 ext 224

