



Annual Report

2019-2020



COLLEGE OF
DENTURISTS
OF ONTARIO

GOVERNANCE

agile

professionalism
COMPETENCE

transparent

PUBLIC INTEREST

consistent



ENGAGED

accountable

PROPORTIONATE

targeted



Remembering Dr. Ivan McFarlane

The College remembers Dr. Ivan McFarlane, who passed away on February 16, 2020 after a short illness. At the time of his death, Ivan was serving as Vice President and had assumed the role of Acting President when Mr. Weinberger was not re-appointed to Council in December 2019. Ivan served on the College Council beginning in 2014 and eventually served as President from 2017-2019. During his time on the CDO Council, Ivan was an active, contributing member of a number College Committees. As President, Ivan chaired Council meetings with a strong, guiding hand while ensuring that all voices at the table were heard.

Our knowledge of Ivan was through his work with the College, but we came to know him as more than that. Ivan was a committed husband, stepfather, and grandfather. He was heavily involved in his community. Ivan served on the Senate and Board of Trustees of Trinity College and was a founding member of the Quadrangle Society and became a Senior Fellow in 2011. His engagements in, and contributions to, his communities were broad and deep.

More information regarding his legacy can be found at:

<https://www.legacy.com/obituaries/theglobeandmail/obituary.aspx?n=ivan-owen-mcfarlane&pid=195483967>



Dr. Ivan McFarlane
1936 - 2020



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About the College

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

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

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

The College mission is to regulate the profession of Denturism in the public interest. April 1, 2019 to March 31, 2020 has been like no-other. The end of year has been described as bizarre, unrivaled and life altering. We are living through a global pandemic, world-wide protesting, on-line learning, Zoom meetings for all, lock-downs, business shut-downs and yet, we as a College have weathered the storm that only just began in February 2020 and continues to rage.

The College has had some changes and challenges throughout the year.

Three major challenges occurred:

1. Changes to our Council membership and Executive;
2. From February onwards, the government focused on the SARS-CoV-2 (COVID-19) pandemic and, in March 2020, the CDO shifted most of its office functions to a virtual space to reduce the likelihood of community transmission of COVID-19 and to protect the College's staff members; and
3. Professionals were forced to significantly reduce their practice to the provision of urgent or emergent care only.



Ms. Kristine Bailey
President (from May 1, 2020)

Changes to Council

During this period, Dr. Ivan McFarlane was President until Mr. Hanno Weinberger was elected by acclamation on June 14, 2019. Mr. Hanno Weinberger was President until his term of appointment ended on December 4, 2019. Dr. Ivan McFarlane held the role of Acting President until he passed away on February 16, 2020. The term of four, long-standing public members ended leaving the College not constituted. Fortunately, four new appointments were made. Only three meetings were held in person, the last meeting was held remotely.

The year was busy with the following accomplishments:

Policies and Regulations

- The following policies, standards, guidelines, and resources were approved:
 - Draft Standard of Practice and Guide: Professional Collaboration (implemented January 1, 2020)
 - Draft Guidelines: Conduct for the Prevention of Sexual Abuse

- Draft Policy: Funding for Therapy and Counselling – Sexual Abuse
 - The draft Standard of Practice: Procedures was retired
 - The CAEL CE and CELPIP language proficiency tests were approved as part of the College’s language proficiency requirements (Draft Policy: Revised Language Proficiency Requirements).
 - Draft Policy: Academic Credential Authentication
 - Draft Policy: Insufficient or Incomplete Documentation
 - Draft Standard of Practice and Guide: Denturism Educators (implemented January 1, 2020)
 - Revised Sexual Abuse Prevention Plan
 - Draft Patient Sexual Abuse Frequently Asked Questions (FAQs)
 - Draft Patient Rights Document
- The following By-Law and Regulation activities occurred:
 - The proposed amendments to the revised Registration Regulation were adopted.
 - The revised Professional Misconduct Regulation was adopted and approved for stakeholder consultation.
 - The suggested fees and associated amendments to Schedule 7 of the College By-laws were approved and implemented.
 - The draft Code of Ethics was approved for stakeholder consultation.

Stakeholder Consultation

- The Registrar introduced the concept and gave a presentation, The Citizen Advisory Group: Exploring the Public Opinion in Regulation.
- The following documents were approved for stakeholder consultation:
 - Draft Infection Prevention and Control Guidelines
 - Revised Standard of Practice: Record Keeping
 - Revised Standard of Practice: Professional Boundaries
 - Revised Professional Misconduct Regulation was adopted
 - Amendments to the revised Registration Regulation were adopted

Training

- Rebecca Durcan gave a presentation on the College’s ICRC, Discipline, and Fitness to Practise Committees to Council.
- A demonstration of the CPD Self-Assessment Tool was provided.

Governance

- Rebecca Durcan, , College Counsel:
 - Presented, "Considerations in Being an Effective Council Member, Committee Member and Chair".
 - Provided comments, *The Wetlaufer Inquiry Report: Implications for Regulator*
 - Provided an overview of her article, *The Cayton Report: The Wolf Finally Arrives* (Grey Areas, May 2019).
 - Presented, a recent consultation paper, *Modernizing the Provincial Health Profession Regulatory Framework in British Columbia*.
- Performance Assessment of Registrar was conducted.

Despite the challenges, significant progress was made in completing the strategies as articulated in the College's Strategic Map, first adopted in 2017. Council is focused on the continuity and expansion of transparency and regulatory excellence focusing on the mission. Enhanced communication, quality outcomes and patient advice improved from Peer Circles, the Citizen Advisory Group and stakeholders to assist Council and Committees in their deliberations and decisions.

Like everyone, we will weather the storm of COVID-19 bringing with it many new learnings and ideas on how to best regulate the profession in a compassionate way. Acknowledgement of patience and diligence in leading the organization throughout this past and current year must be given to our Registrar & CEO, Dr. Glenn Pettifer and to the late Dr. Ivan McFarlane, President.

I am writing this message as the President, following the death of Mr. McFarlane. May he rest in peace.

Strategy Map

On June 23, 2017, Council adopted the College's Strategy Map 2017-2020. The 2017-2020 Strategy Map is the product of the Council's Strategic Planning day on December 10, 2016. This Strategy Map identifies the College's priorities and charts the course of its work over the period leading up to 2020.

In this Strategy Map, Council identified three priority areas:

Priority 1: Enhanced Communication and Stakeholder Engagement

Success in the work of the College can only occur when the College engages in effective, open communication with its stakeholders. Under this Priority, Council seeks to engage in promoting public awareness of the College's role in the safe delivery of Denturism care, modernize its member communications strategy, promote transparency of the College operations, and foster interprofessional collaboration.

Priority 2: Excellence in Governance

The profession and the College have the opportunity to engage in the governance of the profession of Denturism in a manner that reflects the commitment to excellence demonstrated by the profession. The profession is committed to this excellence and because of its relatively small size, the College can be nimble as it engages in the activities that support excellence in governance. Activities associated with this priority area will be aimed at promoting a culture of public confidence and transparency, improving Council and Committee member training, clarifying Council and Committee roles, and improvement in internal policy coordination and priority setting.

Priority 3: Enhanced Relations with Educational Institutions

The College recognizes the strong contribution by educators to the profession of Denturism. For the 2017-2020 Strategy Map, Council recognized opportunities to strengthen the relationship between the College and educational program administrators, encourage quality and consistency in academic program content, and explore the relationship between the existing Denturism competency profile and new registrant needs.

CDO STRATEGY MAP 2017–2020

MISSION

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

VISION

Leading our members to provide exemplary denturism care to Ontarians.

PROMOTING REGULATORY EXCELLENCE - ACTION PLAN FOR 2017–2020

Priority 1

Enhanced Communication and Stakeholder Engagement:

- a. Promote public awareness of CDO role in safe delivery of denturism
 - i. Public awareness campaign
- b. Modernize member communications strategy
 - i. Undertake communications needs survey
 - ii. Attend Association conferences
 - iii. Introduce peer circles
 - iv. Enhance CDO webinars
- c. Promote transparency of CDO operations
 - i. Improve accessibility of website
 - ii. Ensure public register reflects highest goals of transparency
 - iii. Bring public interest and transparency lenses to Council and Committee work
- d. Foster interprofessional collaboration
 - i. Attend regular meetings of Ontario dental health regulators
 - ii. Provide collaboration guidance to members through communications strategy

Priority 2

Excellence in Governance:

- a. Promote culture of public interest and transparency
 - i. Embed public interest in all College, Council and Committee decisions
- b. Review and clarify Council and Committee roles
 - i. Review through public interest & transparency lenses
 - ii. Articulate Council and Committee competencies
- c. Improve Council and Committee member training
 - i. Leverage technology to enhance training and work of Council and Committees
 - ii. Implement mentoring process for new Council members
 - iii. Ensure agility of training that allows for response to changes in legislation and the broader regulatory landscape
 - iv. Provide regular orientation for all Council members
- d. Improve internal policy coordination and priority-setting
 - i. Establish policy coordination and oversight process

Priority 3

Enhanced Relations with Educational Institutions:

- a. Strengthen relationship between CDO and educational program administrators
 - i. Coordinate regular meetings between CDO and Ontario educational program leadership
- b. Explore whether denturism competency profile is synchronized to new registrant needs
 - i. Supplement identified deficiencies through CDO continuing education/QA program requirements
- c. Encourage quality and consistency in program content among educational programs
 - i. Explore accreditation model options
 - ii. Engage provincial counterparts in conversation exploring role of national denturism competency profile

GUIDING PRINCIPLES

Integrity, Honesty, Transparency, Accountability, Fairness, Inclusivity

College Council

Who We Are

Officers

Dr. Ivan McFarlane, *Public Member – President & Chair* (until June 2019), *Vice President* (from June 2019 to February 2020), *Acting President & Chair* (from December 2019 to February 2020)

Joey Della Marina, *Professional Member – Vice President* (until June 2019)

Hanno Weinberger, *Public Member – President & Chair* (from June to December 2019)

Public Members

Kristine Bailey

Eddy Chin (from January 2020)

Lileath Claire (from September 2019)

Anita Kiriakou (until January 2020)

Wangari Muriuki (until September 2019)

Gaganjot Singh (from January 2020)

Gord White (from November 2019)

Professional Members

Jack Abergel

Abdelatif Azzouz

Alexia Baker-Lanoué

Keith Collins

Robert C. Gaspar

Christopher Reis

Michael Vout, Jr.

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 3-4 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

Statutory Committees

Executive Committee

Inquiries, Complaints and Reports Committee

Discipline Committee

Fitness to Practise Committee

Patient Relations Committee

Quality Assurance Committee – Panel A and Panel B

Registration Committee

Non-Statutory Committees

Qualifying Examination Committee

Qualifying Examination Appeals Committee

Executive Committee

Who We Are

Chair

Dr. Ivan McFarlane, *Public Member – President* (until June 2019), *Vice President* (from June 2019 to February 2020), *Acting President* (from December 2019 to February 2020)
Hanno Weinberger, *Public Member – President* (from June to December 2019)
Keith Collins, *Professional Member* (from June 2019) – *Acting Chair* (from February 2020)

Professional Members

Joey Della Marina, *Vice President* (until June 2019)
Alexia Baker-Lanoué
Michael Vout, Jr.

Public Members

Wangari Muriuki (until June 2019)

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 and considering any financial matters that arise during the fiscal year.

Achievements

As part of its mandate, the Executive Committee provides routine, continuous oversight to the financial management of the College. The Committee considered and approved 26 Clinic Name requests. The work of the Executive Committee provides for consistent, timely College governance on matters that arise in between Council meetings.

During March 2020, the Executive Committee held additional meetings to discuss matters related to the COVID-19 pandemic.

Inquiries, Complaints and Reports Committee

Who We Are

Chair

Barbara Smith, *Public Member*

Public Members

Kris Bailey

Dr. Ivan McFarlane (until February 2020)

Wangari Muriuki (from June 2019 to September 2019)

Professional Members

Alexia Baker-Lanoue

Joey Della Marina (until June 2019)

Christopher Reis

Michael Vout, Jr.

Non-Council Members of the Profession

Carrie Ballantyne (until May 2019)

Carmelo Cino

Noa Grad (from June 2019)

Emilio Leuzzi

What We Do

When a concern about a Registered Denturist comes to the attention of the College, the Inquiries, Complaints and Reports Committee (ICRC) investigates the matter. 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 Inquires, 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 keeping with Priority 2 “Excellence in Governance” of the College’s 2017-2020 Strategy Map which identifies a commitment to improving Council and Committee member training, in August 2019, ICRC members participated in a training and orientation session presented by Rebecca Durcan, the College’s Legal Counsel. The training session included a presentation outlining the statutory framework for the ICRC focusing on ICRC process and current practices.
- In addition to the training and orientation session held in August 2019, the Committee reviews literature relevant to its mandate on an ongoing basis and develops administrative guidelines and policies.
- The Committee met 11 times to review 36 cases (13 of them carried forward from 2018-2019). That included 23 complaints, 4 reports, and 2 incapacity inquires. Below are the outcomes of the ICRC deliberations where a decision was rendered within the reporting timeframe. The numbers reflect those cases in which a final decision was made prior to April 1, 2020.

Took no further action	11
Issued reminders or advice to member	7
Required member to appear for an oral caution	1
Required member to complete a specified continuing education or remediation program (SCERP)	2
Members referred to a separate panel of the ICRC for a Health Inquiry	1
Referred to Discipline Committee	1
Undertaking	2

- The Committee has been coding cases to address themes in the complaints process, the top 4 themes coded for this fiscal year are as follows:

Practice Issue	Primary Issue
Clinical Skill/Execution	10
Communication	8
Legislation, standards & ethics	4
Practice Management	4

Discipline Committee

Who We Are

Chair

Hanno Weinberger, *Public Member* (until December 2019)

Bruce Selinger, *Professional Member - Acting Chair* (from December 2019)

Public Members

Kristine Bailey

Eddy Chin (from January 2020)

Lileath Claire (from September 2019)

Anita Kiriakou (until January 2020)

Dr. Ivan McFarlane (until February 2020)

Wangari Muriuki (until September 2019)

Gaganjot Singh (from January 2020)

Gord White (from November 2019)

Professional Members

Jack Abergel

Abdelatif Azzouz

Alexia Baker-Lanoue

Keith Collins

Joey Della Marina (until June 2019)

Robert C. Gaspar

Christopher Reis

Michael Vout, Jr.

Non-Council Members of the Profession

Carrie Ballantyne (until May 2019)

Eugene Cohen (from June 2019)

Noa Grad

Emilio Leuzzi

Karla Mendez-Guzman (until June 2019)

Garnett Pryce (until June 2019)

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** (www.denturists-cdo.com).

Achievements

This year, the Discipline Committee held one hearing, April 23, 2019 at the head office of the College.

Fitness to Practise Committee

Who We Are

Chair

Michael Vout, Jr., *Professional Member*

Public Members

Kristine Bailey

Eddy Chin (from January 2020)

Lileath Claire (from September 2019)

Anita Kiriakou (until January 2020)

Dr. Ivan McFarlane (until February 2020)

Wangari Muriuki (until September 2019)

Gaganjot Singh (from January 2020)

Hanno Weinberger (until December 2019)

Gord White (from November 2019)

Professional Members

Jack Abergel

Abdelatif Azzouz

Alexia Baker-Lanoué

Keith Collins

Joey Della Marina (until June 2019)

Robert C. Gaspar

Christopher Reis

Non-Council Members of the Profession

Carrie Ballantyne (until May 2019)

Noa Grad

Karla Mendez-Guzman (until June 2019)

Bruce Selinger

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, that's called "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** (www.denturists-cdo.com).

Achievements

There were no Fitness to Practise hearings this fiscal year.

Patient Relations Committee

Who We Are

Chair

Alexia Baker-Lanoué, *Professional Member*

Public Members

Lileath Claire (from December 2019)

Anita Kiriakou (until January 2020)

Hanno Weinberger (until December 2019)

Professional Members

Keith Collins

Robert C. Gaspar

Christopher Reis (until June 2019)

Non-Council Members of the Profession

Akram Ghassemiyan (from June 2019)

Norbert Gieger

Elizabeth Gorham-Matthews

Karla Mendez-Guzman (from June 2019)

What We Do

The Committee oversees the patient relations program, including implementing measures for preventing or dealing with sexual abuse of patients. It administers the funding program for therapy and counselling for patients who have been sexually abused. The Patient Relations Committee also advises the Council on a program to enhance relations between Registered Denturists and their patients. The program includes education of the profession, Council and staff and the provision of information to the public.

Achievements

- Met 4 times during the year to consider the legislative framework surrounding the Patient Relations Committee and its mandated responsibilities related to program items, including funding for support for therapy and counselling for victims of sexual abuse by members of the College.
- Proposed the following policies, guidelines, and resources which were approved by Council:
 - Broader criteria for eligibility for funding counselling and therapy;
 - Providing additional funding for expenses associated with accessing counselling and therapy;
 - Amendments to the existing Guidelines for the Prevention of Sexual Abuse;

- FAQs directed at Denturists and FAQs directed at patients that will assist registrants in understanding their responsibilities and obligations with respect to protecting patients from sexual abuse;
 - A revised Sexual Abuse Prevention Plan to reflect changes approved by Council; and
 - A Patients' Rights Document that registrants may download, modify and provide to their patients.
-
- Considered a recent Independent Review of the Sexual Abuse Processes of the College of Physicians and Surgeons of Nova Scotia, and whether any of the recommendations should be implemented by the CDO

Quality Assurance Committee

What We Do

As part of belonging to a College, Registered Denturists must maintain and enhance their knowledge, skill and judgment – all to keep providing appropriate high-quality care that the public expects. The Quality Assurance (QA) program is one way that the College gives Registered Denturists the tools and feedback to continually improve their competence. That adds to public protection.

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

- All Registered Denturists to 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.

Panel A

Who We Are

Chair

Keith Collins, *Professional Member*

Professional Members

Abdelatif Azzouz

Public Members

Lileath Claire (from December 2019)

Anita Kiriakou (until January 2020)

Hanno Weinberger (until December 2019)

Non-Council Members of the Profession

Karla Mendez-Guzman

Marija Popovic

Achievements

- 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. Of the 78 assessments, 52 were satisfactory, 15 required some remedial action, 4 participated in modified non-clinical assessments, and 7 were carried over to 2020-21.
- Piloted the new Self-Assessment Tool with Peer Assessors and some members of the profession.
- Continued development of the Peer Circles project, which included attending the 2019 Perfecting Your Practice conference hosted by the Denturist Association of Ontario, and a case writing session held in March 2020.
- Recommended revisions to the Continuing Professional Development Compliance Policy; reviewed the Quality Assurance Program Requirements Policy.

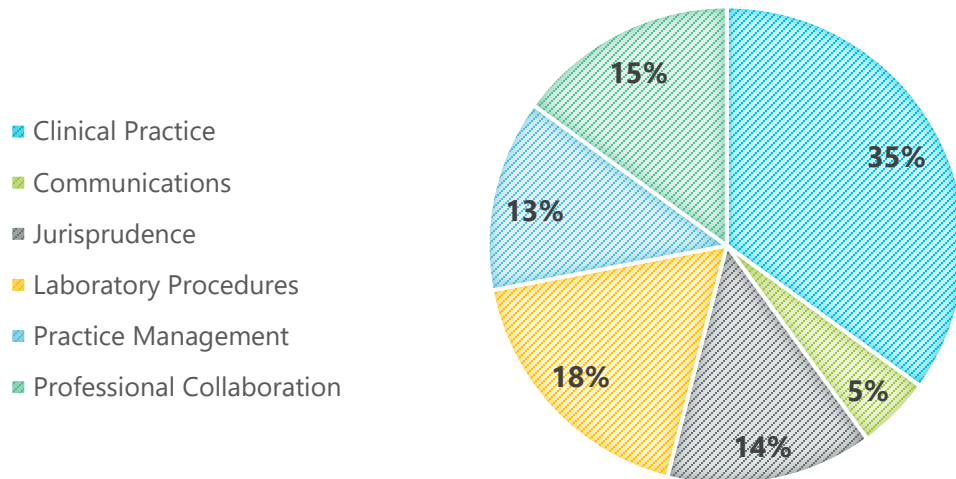
24.4 hours

The **average number of CPD hours** reported by Registered Denturists in 2019-2020

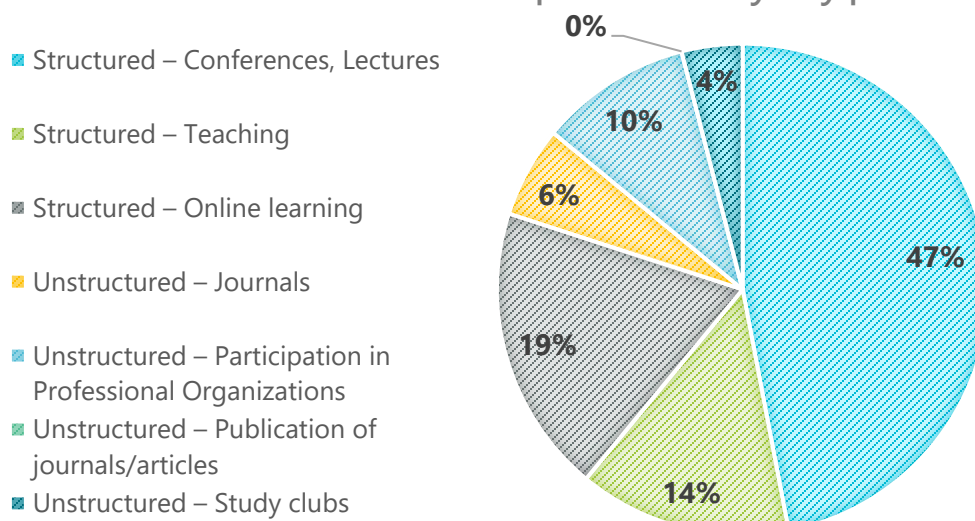
The **total number of CPD hours** reported by all Registered Denturists in 2019-2020

17,417 hours

CPD Credits Reported by Topic



CPD Credits Reported By Type



Panel B

Who We Are

Chair

Hanno Weinberger, *Public Member* (until June 2019)

Noa Grad, *Professional Member* (from June 2019)

Public Members

Hanno Weinberger (until December 2019)

Gord White (from December 2019)

Professional Members

Robert C. Gaspar

Christopher Reis

Non-Council Members of the Profession

Carrie Ballantyne (until May 2019)

Braden Neron

Joseph Whang (from June 2019)

Achievements

- Met three times, with a mandate to recommend to Council new or revised Standards of Practice and guidelines associated with providing patient care. Standards describe the College's expectations for professional practice.
- The following Standards of Practice and Guides were developed:
 - Information Sheet: Mandatory Reporting
 - Guide to Discontinuing Services and Refusing Treatment
 - Guide to Electronic Communications and Social Media
 - Infection Prevention and Control
 - Guide to Closing, Selling or Leaving a Practice
 - Guide to Dual Registration
 - Revised Standard of Practice: Record Keeping
- The following Standards of Practice were implemented:
 - Restricted Title & Professional Designation, and
 - Professional Collaboration.
- The College offers webinars related to Standards of Practice. 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. The following table summarizes the number of sessions,

attendees and on-demand views of the webinars:

Standard	# of Sessions	# of Attendees	On Demand Views
Record Keeping	5	73	52
Informed Consent	5	73	34
Confidentiality & Privacy	5	105	77
Advertising	5	143	60
Conflict of Interest	4	67	106
Restricted Title & Professional Designations	4	139	41
Professional Collaboration	2	98	64

Peer Circles Working Group

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 was launched in November 2018 and has received widespread support and positive feedback from all participants. This year, the College held Peer Circles in Windsor, Ottawa and Sudbury, and at the 2019 Perfecting Your Practice Conference hosted by the Denturist Association of Ontario.

As part of the development, members of the profession volunteered to either draft cases that were used in the Peer Circle discussions or act as facilitators of these discussions. The College acknowledges the hard work and dedication from the following members:

Case Writers

Sultana Hashimi
David Mulzac
Akram Ghassemiyan
Brittney Ellis-Callow
Daryl Bonnell
Douglas Beswick
Al McOrmond
Eugene Fridman
Rahul Bapna
Adam Lima

Facilitators

Sanjiv Biala
Xin (Cindy) Chen
Paul Conrad
Naresh Garg
Adam Lima
David Mulzac
Braden Neron
Christine Reekie
Marina Glick

Registration Committee

Who We Are

Chair

Elizabeth Gorham-Matthews, *Non-Council Member*

Public Members

Kris Bailey (from June 2019)

Lileath Claire (from December 2019)

Anita Kiriakou (until January 2020)

Wangari Muriuki (until September 2019)

Professional Members

Jack Abergel

Robert C. Gaspar

Non-Council Members of the Profession

Karla Mendez-Guzman (until June 2019)

Joseph Whang (from June 2019)

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 2019-2020, the College had 49 new registrants, 22 members resigned their Certificate of Registration and 5 members were suspended for non-payment of registration fees. As of March 31, 2020, the College had 749 registrants.

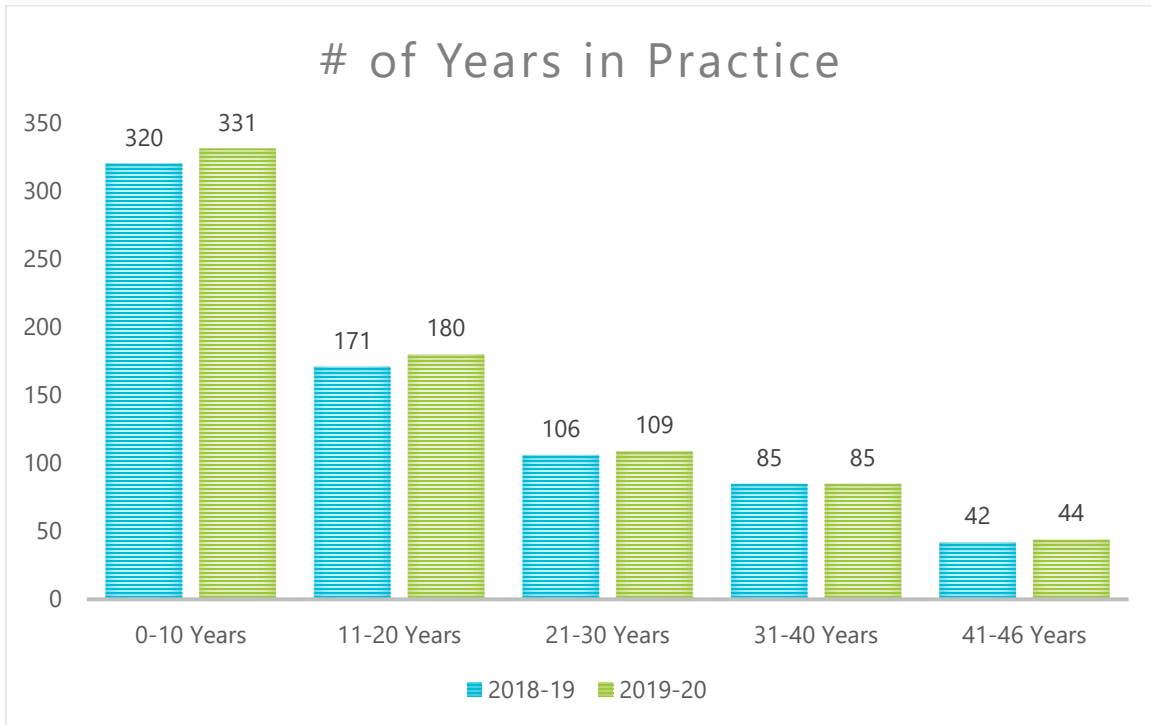
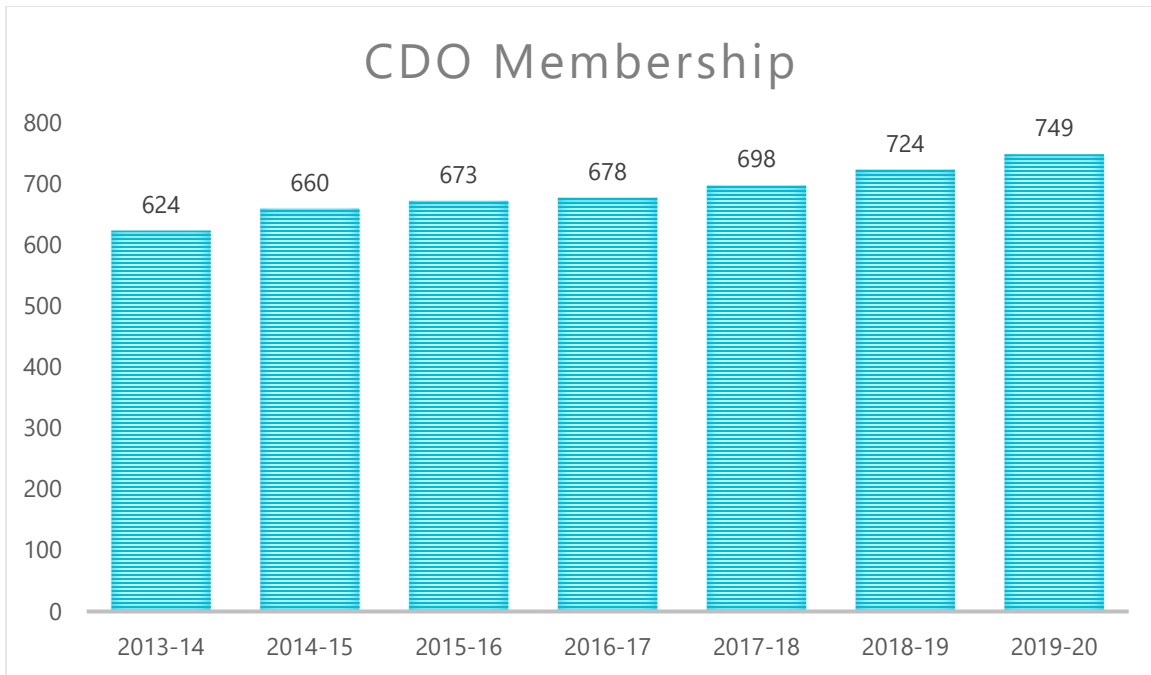
The public can be confident that everyone registered to practise Denturism in Ontario is responsible for meeting the strict entry-to-practice requirements, Standards of Practice, quality assurance requirements and other criteria of the College.

Achievements

- Met 8 times
- Conducted 31 academic assessments.
- Considered 1 practice hours matter.
- Considered 1 approval of terms, conditions and limitations for registration.
- Considered 1 request to remove terms, conditions and limitations for registration.
- Reviewed the curricula of two denturism programs from outside of Ontario.
- Discussed and selected components for the Refresher Program that will be articulated in the revised Registration Regulation.
- Continued to work collaboratively with the Ministry of Health and Long-Term Care on revising the College's Registration Regulation.
- Participated in ongoing training and development regarding the application of fair access law and registration practices recommended by the Ontario Fairness Commissioner.
- Implemented revisions to the following Registration policies:
 - Language Proficiency Requirements Policy,
 - Credential Authentication Policy,
 - Insufficient and/or Incomplete Documentation Policy
 - Referral of a Registration Application to the Registration Committee Policy

60% The percentage of Registered Denturists who are **practice owners**

The percentage of Registered Denturists who practice in a **solo practice setting** **38.7%**



Qualifying Examination Committee

Who We Are

Chair

Christine Reekie, *Non-Council Member* (until June 2019)

Michael Vout, Jr., *Professional Member* (from June 2019)

Public Members

Anita Kiriakou (until January 2020)

Gord White (from December 2019)

Professional Members

Abdelatif Azzouz

Joey Della Marina (until June 2019)

Non-Council Members of the Profession

Majid Ahangaran (from June 2019)

Karla Mendez-Guzman

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

- The Committee met 7 times and completed the item selection process ensuring that examination content is fair and relevant to the day to day practice of denturism.
- Following each administration of the Qualifying Examination, the Committee met to review the item analysis for each component. Items identified as problematic due to low question performance along with incident reports that may have affected a candidate's performance were presented and reviewed by the Committee prior to the release of final candidate scores.
- The QE working groups consisting of several practicing denturists continue to develop and refine examination materials and content for the Multiple-Choice Question (MCQ) portion of the examinations. MCQ item writing workshops were held in-person as well as remotely to write new questions for various competency areas identified in the examination blueprint.

- In March 2020, the College cancelled the Summer 2020 administration of the Qualifying Examination due to the COVID-19 pandemic. Since that time, the College has received daily briefings from the Ministry of Health’s Emergency Operations Centre regarding governmental updates and case counts from the Chief Medical Officer of Health. The College will only proceed with an exam administration if the safety and well-being of all candidates, standardized patients, administrators, staff and assessors can be assured.

Qualifying Examination Appeals Committee

Who We Are

Chair

Michael Vout, Jr., *Professional Member* (until June 2019)

Dr. Ivan McFarlane, *Public Member* (from June 2019 to February 2020)

Lileath Claire, *Public Member* (from April 2020)

Public Members

Hanno Weinberger (to June 2019)

Professional Members

Alexia Baker-Lanoué

Non-Council Members of the Profession

Noa Grad

What We Do

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

Achievements

- Received and adjudicated 2 appeals from the Summer 2019 administration of the Qualifying Examination.
- Received and adjudicated 2 appeals from the Winter 2020 administration of the 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

Douglas Beswick
James Durston
Marianne Dyczka
Annie Gallipoli
Julian Garber
Akram Ghassemiyan
Norbert Gieger
Sultana Hashimi
Esther Kang
Eric Kim
Brandon Lilliman
Adam Lima
Braden Neron
Tudor Markovski
David Mulzac
Adita Shirzad
Luc Tran
Sam Tran
Ben Vorano
Carlo Zanon

Chief Examiner

Robert Velensky (Summer 2019, Winter 2020)

Consultant

Dr. Anthony Marini, Martek Assessment

COLLEGE OF DENTURISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

MARCH 31, 2020

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, 2020, 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, 2020.

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 11, 2020.

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 11, 2020

Chartered Professional Accountants
Licensed Public Accountants

COLLEGE OF DENTURISTS OF ONTARIO

Summary Statement of Financial Position

March 31	2020 \$	2019 \$
ASSETS		
Current assets		
Cash	2,737,486	2,487,731
Prepaid expenses	27,951	28,204
	2,765,437	2,515,935
Capital assets	59,248	76,621
Intangible assets	6,501	9,288
	65,749	85,909
	2,831,186	2,601,844
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	214,050	146,256
Deferred registration fees	156,464	319,847
	370,514	466,103
Deferred lease incentives	41,994	50,392
	412,508	516,495
NET ASSETS		
Invested in capital and intangible assets	39,349	54,229
Internally restricted for therapy and counselling	158,400	160,000
Internally restricted for complaints and discipline	360,000	360,000
Unrestricted	1,860,929	1,511,120
	2,418,678	2,085,349
	2,831,186	2,601,844

COLLEGE OF DENTURISTS OF ONTARIO

Summary Statement of Operations

Year ended March 31	2020 \$	2019 \$
Revenues		
Registration fees	1,463,267	1,412,010
Examination fees	322,775	253,600
Administration fees	12,910	18,708
Investment income	23,735	19,145
	<u>1,822,687</u>	<u>1,703,463</u>
Expenses		
Salaries and benefits	602,652	474,407
Examinations	312,452	315,362
Council and committees	16,543	17,466
Professional fees	106,762	150,462
Quality assurance	64,958	45,003
Rent	101,254	100,719
Complaints and discipline	67,989	134,869
Office and general	196,588	166,793
Amortization of capital assets	17,373	22,531
Amortization of intangible assets	2,787	1,962
	<u>1,489,358</u>	<u>1,429,574</u>
Excess of revenues over expenses for year	<u>333,329</u>	<u>273,889</u>

COLLEGE OF DENTURISTS OF ONTARIO

Note to Summary Financial Statements

March 31, 2020

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, 2020, 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.