Fair Registration Practices Report

Denturists (2018)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

Index

1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

The Registration Committee considered information provided by legal counsel regarding the Police Record Check Reform Act (PRCRA) which came into force in Ontario on November 1, 2018.

The PRCRA clarifies the previous inconsistencies between police forces regarding the scope and content of a criminal record check. Under the new law, there are three distinct types of background checks (now called "police record checks"): The Criminal Record Check, the Criminal Record and Judicial Matters Check, and the Vulnerable Sector Check. The College's previous Policy required applicants to provide a background check based on name and date of birth. Under the new Act, the College may now request one of three defined types of police record check.

Based on the information provided by legal counsel and recommendations provided by the Registration Committee, Council moved to amend the current Criminal Background Check Report Policy to require applicants who apply for a Certificate of Registration on or after November 1, 2018 to provide a Criminal Record and Judicial Matters Check.

ii. Describe the impact of the improvements / changes on applicants.

Applicants are required to apply for a Criminal Record and Judicial Matters check with their local law enforcement agency and provide the original report to the College with their Application for a Certificate of Registration. This is not dissimilar to the previous process of requesting a police record check based on their name and date of birth.

iii. Describe the impact of the improvements / changes on your organization.

Program staff review application documentation to ensure that the correct report is provided. If the report identifies any concerns, they are flagged with the Registrar during his consideration.

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

d) Fees

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

e) Timelines

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

f) Policies, procedures and/or processes, including by-laws

i. Describe any improvements / changes implemented in the last year.

The previous Criminal Background Check policy was revised in accordance with the Police Record Check Reform Act (PRCRA). The revised policy, the *Criminal Record and Judicial Matters Check Policy* (https://denturists-cdo.com/Resources/Policies/Registration-Policies/Criminal-Record-and-Judicial-Matters-Check-Policy.aspx) and the accompanying *process guidelines* (https://denturists-cdo.com/Resources/Policies/Registration-Policies/Criminal-Record-and-Judicial-Matters-Check-Process.aspx) were adopted by Council on September 14, 2018 and went into force on November 1, 2018.

Additionally, on December 14, 2018, Council approved changes to the Supervision of Students and Examination Candidates Policy (now called the *Clinical Supervision of Students, Examination Candidates, and Potential Examination Candidates Policy* - https://denturists-cdo.com/Resources/Policies/Registration-Policies/Clinical-Supervision-of-Students,-Examination-Cand.aspx). The following changes were made:

- Added definition of student, candidate and potential candidate;
- Added potential candidate's eligibility to work under the supervision of a denturist;
- Better aligned with RHPA in terms of who can receive delegation; and
- Identified a requirement for professional liability insurance of supervising denturists to cover students working under their supervision.

ii. Describe the impact of the improvements / changes on applicants.

Applicants are required to apply fo ra Criminal Record and Judicial Matters check with their local law enforcement agency and provide the original report to the College with their Application for a Certificate of Registration. This is not dissimilar to the previous process of requesting a police record check based on their name and date of birth.

The amendments to the *Clinical Supervision of Students, Examination Candidates, and Potential Examination Candidates Policy* are intended to define who is eligible to work under the supervision of a Registered Denturist and confirm that the registrant's professional liability insurance policy covers anyone working under their supervision.

iii. Describe the impact of the improvements / changes on your organization.

Program staff review application documentation to ensure that the correct criminal background report is provided. If the report identifies any concerns, they are flagged with the Registrar during his consideration.

The amendments to the *Clinical Supervision of Students, Examination Candidates, and Potential Examination Candidates Policy* have not impacted the organization.

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members

i. Describe any improvements / changes implemented in the last year.

Members of the Registration Committee have attended (and will continue to attend) ORAC's Managing Cultural Differences workshops as well as completed an Unconscious Bias online training module.

Members of the Registration Committee participate in an annual orientation session and receive updated reference materials on an ongoing basis (legislation, policies, guides etc.).

College staff attend ORAC and SNAP (Special Needs Accommodation Professionals) member meetings to discuss registration and examination issues, best practices and trends with other regulators.

ii. Describe the impact of the improvements / changes on applicants.

Committee member attendance at the ORAC Managing Cultural Differences workshops improves awareness of cultural differences that inform interactions with potential candidates and applicants. Committee member completion of the Unconcsious Bias module encourages unbiased decision-making.

Committee member orientation promotes excellence in governance and ensures that registration matters are considered carefully within the context of all relevant legislation, policies and by-laws.

College staff attendance at ORAC and SNAP improves understanding of regulatory issues, best practices and trends. This ensures that the policies and procedures pertaining to potential candidates and applicants are current, in addition to being objective, impartial, transparent and fair.

iii. Describe the impact of the improvements / changes on your organization.

Cultural differences and unconscious bias training for Committee members has improved the College's understanding the challenges that potential candidates, applicants, and members face within the context of registration processes.

Annual Committee member orientation and training has improved the proficiency of meetings and developed a stronger regulatory foundation for decision-making.

College staff attendance at ORAC and SNAP improves understanding of regulatory issues, best practices and trends

k) Mutual recognition agreements

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

l) Other (include as many items as applicable)

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

The College has been working closely with the Ministry of Health and Long-Term Care on revisions to the Registration Regulation. The revised regulation is not yet in force but will include substantial changes to the approval of academic programs, jurisprudence requirements, eligiblity to attempt the Qualifying Examination, and suspensions and revocations. Once the revised regulation is approved for implementation by the Ministry and the College, a robust communication strategy will be developed to advise stakeholders of the changes and their impact on the

registration process.

2. Quantitative Information

a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	No

Other (please specify)

Additional comments:

French materials are not posted on our website, but there is a "french language" button that advises individuals that french materials are available upon request.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	15
Female	28
None of the above	0

Additional comments:

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	480
Female	233
None of the above	0

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total

Ontario	Other Canadian Provinces	USA	Other International		Unknown	Total
40	2	0	Jordan 1	Total 1	0	**43**

[1] Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International		Unknown	Total
40	2	0	Jordan 1	Total 1	0	**43**

[1] Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International		Unknown	Total
645	14	0	China 1 Egypt 1 Philippines 4 Ukraine 1 Total 7		47	**713**

[1] Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	40	2	0	1	0	**43**
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	40	2	0	1	0	**43**
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	**0**
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	**0**
Applicants who became FULLY registered members	40	2	0	1	0	**43**
Applicants who were authorized to receive an alternative class of licence[3] but were not issued a licence	0	0	0	0	0	**0**

from January 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants who were issued an alternative class of licence[3]	0	0	0	0	0	**0**

[1] An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

h) Classes of certificate/license

Inidcate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
		Description (a)
a)	General Class	This class is not specifically named in the Registration Regulation. It has been labelled as the General Class for reporting purposes. It is the only class available to applicants.

Additional comments:

i) Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	0	1	0	1	0	**2**
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	**0**
Appeals heard	0	0	0	0	0	**0**
Registration decisions changed following an appeal	0	0	0	0	0	**0**

from January 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total

Additional comments:

The College's registration appeal policy is published on the College website. This appeal policy establishes a defined process for applicants who have not been successful in their application for registration. Applicants referred to the Registration Committee are informed of the appeal process when the Panel's decision and reasons are provided.

The College has an established process for candidates who wish to appeal the results of their Qualifying Examination attempt. This request is reviewed by the College's Qualifying Examination Appeals Committee. The College's policy that supports this process is located on the College website. All candidates are informed of the appeal process prior to attempting the examination.

j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	5
Staff involved in appeals process	3
Staff involved in registration process	3

Additional comments:

One full time staff member is responsible for overseeing the registration process and programs. This individual is also responsible for the Quality Assurance Program, policy and practice advisory. Additionally, one full time staff member, who also undertakes other duties, is responsible for overseeing the qualifying examination process. The Registrar is responsible for reviewing registration applications and making referrals to the Registration Committee when necessary.

3. Submission

I hereby certify that:

Name of individual with authority to sign on behalf of the organization:
Dr. Glenn Pettifer

Title:
Registrar & CEO

Date:
2019/02/20