#13

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Page 1: Fair Registration Practices Report 2022

Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Denturists of Ontario

Mr. Roderick Tom-Ying
Registrar and CEO
Rtom-ying@denturists-cdo.com

Q2

Section 1 - During the reporting period (January 1st–December 31st, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below.Registration requirements either through regulation, by-law or policy.

No

Q3

Assessment of qualifications

No

Q4

Timelines for registration, decisions and/or responses

No

Q5

Registration and assessment fees

Yes,
Description of change/improvement that would impact fair registration outcomes:
In 2022, the CDO Council implemented a one-time 35% reduction in the Certificate of Registration Renewal Fee for 2022-2023. As such, this reduction was also passed on to new applicants who pay a pro-rated fee (based on date of registration) to onboard onto the renewal cycle during initial registration. The 35% reduction applied to the pro-rated fees. The pro-rated fees are calculated quarterly.

Q6   **No**

Resources for applicants

Q7   **No**

Changes to internal review or appeal process

Q8   **No**

Access by applicants to their records

Q9   **No**

Mutual recognition agreements

Q10   **Yes,**

Training and resources for staff regarding registration   Description of change/improvement that would impact fair
registration outcomes:
The CDO continues to invest significant professional
development and training for its Council, Registration
Committee members, and College Staff during the reporting
period as it relates to anti-racism, anti-bias, and inclusion-
based practices. In 2022, the CDO hosted or attended
professional development activities related to the following
subjects: Indigenous Inclusion, DEI and Staff Culture
Engagement, The Intersectionality of Reconciliation with
Diversity and Inclusion, Communicating Change: Tips for
Health Regulators, IDEA Fundamentals, Virtual Blanket
Exercise (National Day for Truth and Reconciliation),
Unconscious Biase, and Respect in the Workplace.

Q11   **No**

Relationship with third party service provider(s)

Q12

Accreditation of educational programs

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

The CDO continues its multi-year accreditation initiative that first began in 2020. At its current stage, Denturism educational institutions across Canada have either been reviewed for accreditation or awaiting their scheduled review. At the end of 2022, George Brown College in Ontario has undergone the accreditation process and received accreditation status. In 2023, Georgian College will be reviewed and in 2024, Oxford College will undergo the accreditation process. By 2024, all Denturism programs in Ontario and across Canada would have received their initial review and accreditation decision. The CDO continues to work in partnership with the Ontario Ministry of Colleges and Universities to assist with the development of a policy directive related to accreditation.

Q13

Technological or digital improvements

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

The CDO has started an initiative to modernize and improve its registration process through the creation of an online applicant portal. The funding, budget, and operational requirements have been sourced and met. The creation of the applicant portal began in late 2022 with work underway in 2023. Once up and running, all new applicants will be able to create and register online using the applicant portal. Applicants will be able to upload documents electronically and receive timely updates through the portal and by email. The portal will also include a tool that displays what stage their application is currently in and what the next stages are. The CDO hopes to launch the applicant portal in 2024.

Q14

Anti-racism and inclusion-based policies and practices

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
The CDO continues to invest significant professional development and training for its Council, Registration Committee members, and College Staff during the reporting period as it relates to anti-racism, anti-bias, and inclusion-based practices. In 2022, the CDO hosted or attended professional development activities related to the following subjects: Indigenous Inclusion, DEI and Staff Culture Engagement, The Intersectionality of Reconciliation with Diversity and Inclusion, Communicating Change: Tips for Health Regulators, IDEA Fundamentals, Virtual Blanket Exercise (National Day for Truth and Reconciliation), Unconscious Biase, and Respect in the Workplace. The CDO continues to participate in the Health Professions Regulators of Ontario's (HPRO) joint regulatory initiative for the creation and implementation of an Equity Impact Assessment process. As well, the creation of a decision-making framework with the lens of DEI principles.

Q15

Organizational structure

No

Q16

Contingency or continuity of operations plans

No

Q17

Documentation requirements for registration

No

Q18

English / French language proficiency testing

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
The Council of the CDO approved on December 9, 2022, the addition of TCF Canada and TEF Canada to the list of accepted standardized tests for French Language Proficiency. The amendment was made to the CDO's Language Proficiency Requirements Policy.

Q19

Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

1	**Timely Registration Decisions**
2	**Language Proficiency Requirements**
3	**Staff Training and Professional Development**

Q20

Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

1	**Electronic paper-based registration process. The CDO is working on the development of an online applicant portal for online registration and electronic document submission.**

Q21

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

No

Q22

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

English ,

Other (please specify below),

Other (please specify):

The CDO provides information on registration processes, timelines, and application materials in French on an as needed basis. The CDO's registration webpages are translated into French on its public website.

Q23

Membership Data Demographics Data As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	**495**
Total Female	**276**
Total Non-binary	**1**
Gender not provided	**0**
Overall Total	**772**

Q24

In relation to your members: Do you collect race-based data?

No

Q25

Do you collect other identity-based or demographics data?

Yes,

Other (please specify):
The CDO collects data on gender and age.

Q26

Do you plan to collect race-based data in the future?

No

Q27

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	**763**
Provisional/Limited License/Certificate	**9**
Emergency License/Certificate	**0**
All other classes	**0**
Overall Total	**772**

Q28

Jurisdiction where members were initially trainedAs of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	**738**
Other Canadian Provinces and Territories	**18**
USA	**0**
Other Countries	**16**
Multiple and/or Unspecified Jurisdiction	**0**
Total	**772**

Q29

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	**Philippines - 6**
2	**India - 5**
3	**China - 1**
4	**Egypt - 1**
5	**Iran - 1**
6	**Jordan - 1**
7	**Ukraine - 1**

Q30

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	**45**
Total Female	**36**
Total Non-binary	**1**
Gender not provided	**0**
Overall Total	**82**

Q31

In relation to the applications, you received:Do you collect race-based data?

No

Q32

Do you collect other identity-based or demographics data?

Yes,
If yes, please indicate the type: :
The CDO collects data on gender and age.

Q33

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022:

0

Q34

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.

Number of Applicants	**67**
Number of Applicants Licensed/Certified	**66**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q35

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

Number of applicants	**9**
Number of applicants fully licensed/certified	**9**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q36

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q37

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	6
Number of applicants fully licensed/certified	6
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q38

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q39

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	**0**
Number of applicants fully licensed/certified	**0**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**0**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**0**

Q40

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	**0**
Number of applicants fully licensed/certified	**0**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**0**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**0**

Q41

Please provide any additional comments you may have for questions 33-41.

Respondent skipped this question

Q42

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	**India - 4**
2	**Philippines - 1**
3	**Iraq - 1**

Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

81

Q44

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

0 – less than 3 months	**81**
3 months – less than 6 months	**0**
6 months – less than 12 months	**0**
12 months – less than 18 months	**0**
18 months – less than 24 months	**0**
24 months and greater	**0**

Q45

Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

1

Q46

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	**81**
3 months – less than 6 months	**1**

Q47

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2022).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	**0**
Other Canadian Provinces and Territories	**0**
Certificate to Certificate (Labour Mobility)	**0**
USA	**0**
Other International	**0**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**0**

Q48

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	**0**
Other Canadian Provinces and Territories	**0**
Certificate to Certificate (Labour Mobility)	**0**
USA	**0**
Other International	**0**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**0**

Q49

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

Q50

Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	1
Other Canadian Provinces	0
USA	0
OtherCountries	2
Multiple and/or Unspecified Countries	0
TOTAL	3

Q51

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q52

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	1
Other Canadian Provinces	0
USA	0
OtherCountries	2
Multiple and/or Unspecified Countries	0
TOTAL	3

Q53

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q54

List the top three reason for appeals (by percentage) of a registration decision

1	**N/A**
2	**N/A**
3	**N/A**

Q55

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1	**N/A**
2	**N/A**
3	**N/A**
4	**N/A**
5	**N/A**

Q56

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1	**N/A**
2	**N/A**
3	**N/A**
4	**N/A**
5	**N/A**

Q57

Respondent skipped this question

Please provide any additional comments you may have: