

College of DENTURISTS of Ontario

2024 Fair Registration Practices Report

Prepared for the Office of the Fairness Commissioner (OFC)



FAIRNESS COMMISSIONER
COMMISSAIRE À L'ÉQUITÉ

Content

1. Background
2. Organization information
3. Registration requirements
4. Third party assessments
5. Accomplishments, risks and mitigations
6. Changes to registration practices
7. Membership and application data

Glossary of terms

1. Background

Under section 22.7(1) of Schedule 2 of the Regulated Health Professions Act, 1991 (RHPA), which is substantially similar to section 20 of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA).

“A regulated profession shall prepare a fair registration practices report annually or at such other times as the Fairness Commissioner may specify or at such times as may be specified in the regulations”.

Section 22.9 of Schedule 2 of the RHPA and Section 23 of FARPACTA then go on to indicate that the Fairness Commissioner shall specify the form in which these reports shall be prepared, along with the required filing dates. This section also stipulates that a regulator must make these reports public.

It is pursuant to these authorities that the Office of the Fairness Commissioner (OFC) has required that each regulator complete its annual Fair Registration Practices Report (FRP).

Please note that this report covers the time-period from January 1 to December 31, 2024.

The FRP:

- Collects information about the organization, applicants to the profession and current membership.
- Provides information to the public about how the organization has implemented fair registration practices during the reporting period.
- Helps the OFC to successfully undertake the education and compliance activities which include monitoring, applying a risk-informed compliance framework, assessing performance, and sharing best practices.
- Determines whether the regulator is complying with recently enacted legislative and regulatory provisions designed to reduce barriers for domestic labour mobility and internationally trained applicants.
- Identifies trends across regulated professions and regulated health colleges.

2. Organization information

Organization name	College of DENTURISTS of Ontario
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3. Registration requirements

Applicants to the regulated professions and compulsory trades must fulfil registration requirements to practice their profession or use a professional title. This section summarizes registration requirements for each profession or trade regulated by College of DENTURISTS of Ontario

Licensing requirements (brief description for each requirement listed):

Profession/ Trade Name	Denturist
Academic requirement	The applicant must have a diploma in denture therapy or denturism from, i. George Brown College of Applied Arts and Technology, ii. any other institution that, in the opinion of the Registration Committee, issues an equivalent diploma or degree. (2) For the purposes of subparagraph ii of paragraph 1 of

	subsection (1), a diploma or degree is equivalent if it offers courses in the areas listed in the Schedule. O. Reg. 833/93, s. 1 (2).
Experience requirement	None, the College does not require prior experience.
Language requirement	The applicant must have reasonable fluency in either English or French. O. Reg. 833/93, s. 2; O. Reg. 281/23, s. 3.
Additional information on licensing requirements (may include links to appropriate page on regulator website):	The applicant must have successfully completed the qualifying examination in denturism set by the Council within 12 months of the application. The applicant must provide a Criminal Records and Judicial Matters Check. The applicant must be a Canadian citizen or a permanent resident of Canada or have an authorization under the Immigration and Refugee Protection Act (Canada) consistent with his or her proposed certificate of registration. O. Reg. 833/93, s. 1 (1); O. Reg. 404/94, s. 1 (1); O. Reg. 225/03, s. 1 (1); O. Reg. 23/12, s. 1 (1); O. Reg. 281/23, s. 2. This can be satisfied upon receipt of a notarized copy of a Canadian Passport, Birth Certificate, Permanent Residence Card, or Valid Work Permit. The applicant's past and present conduct affords reasonable grounds for belief that the applicant, i. is mentally competent to practise denturism, and ii. will practise denturism with decency, integrity and honesty and in accordance with the law. The applicant has not made, by commission or omission, any false or misleading

	representation or declaration on or in connection with an application. The applicant must deliver his or her original diploma in denture therapy or denturism and documentation identifying the applicant personally to the Registrar if the applicant did not receive a diploma in denture therapy or denturism from George Brown College of Applied Arts and Technology.

4. Third party assessments

Third party organizations that assess qualifications on behalf of the regulator.

Organization name	Function
International Qualifications Assessment Service	Academic credential evaluation
World Education Services	Academic credential evaluation
International Credential Assessment Service of Canada	Academic credential evaluation
International Credential Evaluation Service	Academic credential evaluation

Fair access legislation requires regulators to take reasonable measures to ensure that any third parties undertake assessment of qualifications in a way that is transparent, objective, impartial and fair.

College of DENTURISTS of Ontario takes the following measure(s) to ensure fair and timely assessments:

World Education Services or equivalent organization (as recognized by the Alliance of Credential Evaluation Services of Canada as an approved assessment agency), are used by applicants of the College to authenticate their original academic credentials. The College does not use these third-party service providers to conduct the evaluation of academic credentials (it is conducted by the Registration Committee for equivalency purposes), but rather authenticate that the academic credentials submitted are genuine, its potential equivalency to a Canadian educational program, a potential copy of their diploma/degree that was awarded, and the original language of teaching used during the program to determine language proficiency.

5. Accomplishments, risks and mitigations

Key accomplishments and risks pertaining to fair registration practices during the reporting period are summarized below.

A. Accomplishments

1	Continuing the transition to a fully digital registration process, the CDO has refined and fully implemented the online applicant portal. As of 2024, all new applicants are required to use the portal for their application and registration. With the successful adoption of the online portal, the College has phased out previous methods of submission. This shift ensures a more efficient, organized, and user-friendly experience for all new applicants.
2	The CDO has completed and submitted the revised Registration Regulation to the Ministry of Health, marking a significant milestone in regulatory updates. The submission includes the introduction of an Inactive Class, which provides registrants with the option to maintain their registration while stepping away from active practice. This addition aligns with the College's commitment to flexibility and responsiveness to registrants' evolving professional needs. The regulation was carefully developed to support workforce mobility while maintaining the integrity and accountability of the profession. The College will continue to work closely with the Ministry to ensure a smooth implementation of the new registration framework.

3	In July, 2024, the CDO implemented the new Professional Misconduct Regulation, reinforcing its commitment to upholding high professional standards. With this update, the College has reviewed and revised the affected Standards and Guidelines to ensure consistency with the new regulation. These changes clarify expectations for professional conduct, enhance accountability, and support the College’s mandate of protecting the public. The CDO presented multiple live webinars on the new Regulation during which registrants could ask questions directly. Registrants have been encouraged to familiarize themselves with those updated Standards and Guidelines, as well as the Regulation itself, and the webinar is available on-demand. The implementation of this regulation reflects the College’s dedication to continuous improvement and regulatory excellence.
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B. Risks and Mitigations

Risk	Mitigation Measure
The CDO did not encounter any risks during the reporting year that affected its ability to achieve registration outcomes for applicants. The registration process continued smoothly, with all applications being processed in accordance with established timelines and regulatory requirements. The successful implementation of digital tools and ongoing process improvements ensured that applicants experienced no disruptions or delays in their registration journey.	Not applicable.

6. Changes to registration practices

During the January 1 to December 31, 2024 reporting period, College of DENTURISTS of Ontario has introduced the following changes impacting its

registration processes. Changes, anticipated impacts, and risk mitigation are summarized below.

A. Registration requirements and practices

Registration process	Changes Made (Yes / No)	Description
Registration requirements either through regulation, by-law or policy	Yes	CDO Council approved an updated Language Proficiency Policy at its June 14, 2024 meeting to include Pearson Test of English (PTE Core).
New or consolidated class of certificates or licenses	No	
Assessment of qualifications, including competency-based assessments and examinations	No	
Documentation requirements for registration	No	
Timelines for registration, decisions and/or responses	No	
Registration and/or assessment fees	No	
Changes to internal review or appeal process	No	
Access by applicants to their records	No	

Other	No	
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B. Training, policy and applicant supports

Registration process	Changes Made (Yes / No)	Description
Training and resources for staff who deal with registration issues	No	
Resources or training to support applicants to move through the licensing process	No	
Anti-racism and inclusion-based policies and practices	No	

C. System partners

Registration process	Changes Made (Yes / No)	Description
Steps to increase accountability of third-party service provider(s)	No	
Accreditation of educational programs	Yes	The CDO along with its provincial regulatory partners have successfully concluded the initial accreditation of Denturism Programs across Canada (with the exception of Quebec's sole program). All programs received a full accreditation status. The CDO in 2025 will review a draft approved programs policy that

		recognizes the accreditation of denturism programs.
Mutual recognition agreements	No	

D. Responsiveness to changes in the regulatory environment

Registration process	Changes Made (Yes / No)	Description
Emergency registration plans	No	
Technological or digital improvements	No	
Steps to address labour shortages in the profession or trade	No	

7. Membership and application data

The Office of the Fairness Commissioner collects membership and application data from regulators through annual Fair Registration Practices Reports, which are also made available to the public. 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.

A. Race-based data collected

	Race-based data collected? (Yes or No)
Members	No

Applicants	No
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Additional description:

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B. Other identity-based or demographic data collected

	Other identity-based or demographic data collected? (Yes or No)
Members	Yes
Applicants	Yes

Additional description:

The CDO collects data on gender and age.

C. Languages of service provision

College of DENTURISTS of Ontario makes application materials and information available to applicants in the following languages.

Language	Yes / No
English	Yes
French	Yes
Other (please specify)	

D. Membership Profile

Profession Name	Total Number of Members
Denturist	791

Class of License	Total Number of Members	Number of Internationally Educated Members
Full / General/ Independent Practice	791	34

Gender	Number of Members
Female	297
Male	493
X (includes trans, non-binary, and two-spirit people)	1

Jurisdiction of Initial Training	Number of Members
Ontario	737
Other provinces and territories	20
Other International	34

Country of Initial Training	Number of Members
Afghanistan	1
Algeria	1
Bolivia	1
China	1
Colombia	1
Egypt	2
France	1
Croatia	1
India	8
Iran	2
Israel	1
Jordan	1
Mexico	1

Russia	1
Philippines	7
Ukraine	1
Venezuela	1
South Africa	2
Canada	757

Official language of preference	Number of Members
English	791

Racial identity (optional)	Number of Members
Not collected	791

E. Data Notes

For language of preference, the College does not specifically collect this data. The College, however, collects whether they have the ability to professionally provide service in either official languages. French: 49 members, English 791 members.

F. Applicant Profile

Profession Name	Total Number of Applicants
Denturist	31

Gender	Number of Applicants
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Male	14
Female	17

Jurisdiction of Initial Training	Applications received in 2024	Applications with decisions pending (in progress at end of reporting year)
Ontario	25	0
Other provinces and territories	1	0
Other International	5	0

Country of Initial Training	Number of Applicants
Canada	26
Mexico	1
Algeria	1
South Africa	1
India	2

Official language of preference	Number of Applicants
English	31

Racial identity (optional)	Number of Applicants
Not collected	31

G. Data Notes

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H. Application Decisions

The table below summarizes the outcome of registration decisions finalized in 2024. Some applications may have been received in the previous year.

Jurisdiction of initial training	Successful	Unsuccessful	Withdrawn
Ontario	25	0	0
Other provinces and territories	1	0	0
Other International	5	0	0

I. New Registrants

For the 2024 reporting year, the breakdown of new registrants by class of registration is provided below:

Class of registration	Total new registrants	Number of internationally educated registrants
Full / General/ Independent Practice	31	5

J. Data Notes

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K. Reviews and Appeals

Applicants for registration may appeal a registration decision. An **internal review or appeal** involves formal reconsideration of a registration decision further to an application and submissions by the applicant.

Jurisdiction of initial training	Number of internal reviews and appeals processed	Number of decisions changed following internal review or appeal
Other provinces and territories	1	0
Other International	5	0

An **external review or appeal** involves review of a registration decision by an external appeal tribunal or court, such as the Health Professions Review and Appeal Board or Divisional Court.

Jurisdiction of initial training	Number of applicants who sought external review or appeal	Number of decisions changed following external review or appeal
Other provinces and territories	0	0
Other International	0	0

Issues raised in reviews and appeals can point to challenges in the registration process. The table below summarizes top issues or reasons that applicants raised during these appeal proceedings.

Issue or reason raised	Number of appeals

Internationally trained applicants face additional challenges in the registration process. The table below summarizes top reasons for not registering internationally trained individuals.

Reason for not registering	Number of internationally trained applicants

L. Data Notes

There were no registration committee decision appeals. All internationally educated applicants and out of province applicants undergo an internal Academic Assessment review by the Registration Committee to determine equivalency to an Ontario program. All academic assessments were successful in reporting year 2024.

Glossary of terms

Applicant: An individual who has applied for membership in a regulated profession or compulsory trade, with the associated rights to practice their profession / trade or use a professional title.

Domestic labour mobility: Applications subject to the Canadian Free Trade Agreement, which stipulates that a certificate issued by one province or territory should be recognized by all others unless there is an exception due to public health, safety and security reasons.

Internationally educated / trained: An individual whose initial professional education was not from a Canadian educational institution, or who is applying for trade certification based on experience gained outside Canada. This category includes individuals with education / training in the US and other countries. It also includes individuals who completed their initial professional education outside Canada and later addressed gaps with courses or a bridging program based in Canada.

Jurisdiction of initial training: For professions, the jurisdiction in which an applicant obtained their initial professional education used in full or partial fulfilment of registration requirements. For trades, the jurisdiction of initial trade experience listed on a Trades Equivalency Assessment (TEA) application.

Member: An individual who has satisfied the conditions for registration in their profession / trade and has been granted the right to practice and/or the right to use a professional designation or title. Members may hold a full license to engage in independent practice, or they may hold an alternate class of registration.

Racial identity: Voluntary self-report data of racial identity as a social description. Follows categories identified in the Ontario Anti-Racism Directorate Data <<https://www.ontario.ca/document/data-standards-identification-and-monitoring-systemic-racism>> .

Registration requirements: the entry-to-practice requirements that that an applicant must meet to be granted full membership in a regulated profession or trade, with the associated right to practice or right to use a professional title.

- **Academic requirement:** The formal education, or equivalent, that is required for licensing or certification in a particular regulated profession or trade.
- **Experience requirement:** The experiential training or work experience that is required for licensing or certification in a particular regulated profession or trade.
- **Language requirement:** The level of language proficiency that is required for licensing or certification in a particular regulated profession or trade, and the language proficiency tests accepted in fulfillment of this requirement.

Third party service provider: An external organization that assesses applicant qualifications on behalf of the regulator.