



COLLEGE OF  
DENTURISTS  
OF ONTARIO

# Annual Report

2020-2021

GOVERNANCE

agile professionalism  
COMPETENCE

transparent

PUBLIC INTEREST

*consistent*



ENGAGED

*accountable*

PROPORTIONATE

**targeted**

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# About the College

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

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

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

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Ms. Kris Bailey  
President

This time frame has continued similar to the previous year. Although unrivaled and life altering, society and the CDO have learned to accommodate, thrive, and survive.

From early 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. The likelihood of returning to "business as usual" is low. We have all learned to accommodate differently, and the use of hybrid style meetings, working spaces, and use of technology is more likely to be the norm.

This year there have been active advances in the discussions of amalgamation of the College of Denturists of Ontario, the College of Dental Hygienists of Ontario, and the College of Dental Technologists of Ontario to form an Oral Health College. The Presidents, Registrars, and Councils have been provided reading materials from regulatory colleges that have already modernized and/or amalgamated in Canada and worldwide. Together we attended a Tri-Council Workshop and by College, have discussed and debated this issue. At year end (March 2021), the CDO accepted the principles and vision as presented in the "Initial Steps to Amalgamation", agreed to the drafting and signing of a Memorandum of Understanding (MOU), and the formation of a Transition Oversight Committee (TOC, as formed from the three Colleges). Next year, April 2021 to March 2022, the Colleges will begin work on a framework of amalgamation. British Columbia is moving ahead with massive reform of the system for regulating health care workers, as is Nova Scotia. Rebecca Durcan, College Counsel, provided an overview of the BC emerging change (September 2020).

The year ended in a strong fiscal position even though a reduction in Registration Fees occurred, due to COVID-19 and practice shutdowns across the province.

In June 2020, I was elected as President. Three new professional members were elected and one was re-elected by acclamation. A new public member was appointed. A temporary Vice-Chair of the ICRC was appointed in December, as the long-time Chair, was to retire in June 2021.

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.

Acknowledgement of patience and diligence in leading the organization throughout this past and current year must be given to our Registrar and CEO, Dr. Glenn Pettifer, and to the staff who support our members and Council.

The year was busy with the following accomplishments:

### **Meetings**

All meetings were conducted virtually. The CDO Council meetings utilized a Consent Agenda format and introduced the relevant Committee Chair to report on the briefing note, policies and/or consultations. In June 2020, the CDO 100<sup>th</sup> Council Meeting was held. We began the meeting with Keith Collins providing his reflections.

### **Regulations**

The following revised regulations were approved by Council for submission to the Ministry of Health:

- Revised Registration Regulation (June 2020)
- Revised Professional Misconduct Regulation (June 2020)

### **Standards and Policies**

The following were approved (may include standards, policies, guidelines, and processes):

- Guide for Return to Practice for Denturists (June 2020)
- Guidelines for Infection Prevention and Control in the Practice of Denturism (June 2020)
- Code of Ethics (June 2020)
- Standard of Practice – Professional Boundaries (June 2020)
- National Competency Profile (2013) was updated in 2015 and 2020 (September 2020)
- Revised – Administrative Fee for Notices for Repeat CPD Reporting Non-Compliance (September 2020)
- Registration Committee Decision Appeals Process Guidelines (September 2020)
- Revised – Referral of a Registration Application to the Registration Committee (September 2020)
- Revised – Access to Registration Applicant Records (September 2020)
- Registration Policy Revisions (for implementation when the revised Registration Regulation comes into force) (December 2020)
  - Revised Academic Equivalency Review (December 2020)
  - Revised Jurisprudence Program (December 2020)
  - Practicing the Profession (December 2020)
  - Refresher Program (December 2020)
  - Return to the General Class from the Inactive Class (December 2020)
  - Requesting an Extension to Complete the Qualifying Examination (December 2020)
  - Additional Training for the Qualifying Examination (March 2021)
- Retirement of the “Standards” Document (December 2020)

### **Governance**

- The first report on Key Performance Indicators was tabled, as matched to the 2017-2020 Strategy Map (September 2020)
- In December, the Council administered and reviewed the performance of the Registrar

### **Quality Management and Risk**

- Dr. Glenn Pettier, Registrar and CEO, gave a presentation regarding the new College Performance Measurement Framework (CPMF) reporting tool (December 2020)
- The 2020 CPMF Report was approved by Council for submission to the Ministry of Health (March 2021).

## Training

- "Trends in Health Profession Regulation" webinar (April 2020)
- "Discipline Committee Training" (April 2020)
- "Zoom Practice" (September 2020)
- "New Council Member Orientation" (June 2020)
- "Public Appointee Training Module" (MOH) (as issued to all public members in 2021)

## Qualifying Examination

- During this period, a Selection Committee was created in order to recruit and interview candidates for the position of Chief Examiner. The Selection Committee successfully concluded its mandate in December 2020.
- The Objective Structured Clinical Examination (OSCE) venue was changed from a Toronto site to Hamilton Health Sciences (September 2020) due to the COVID-19 pandemic and resulting public health restrictions.
- The College signed a Memorandum of Agreement (MOA) with the Alberta College of Denturists and the College of Denturists of British Columbia in order to embark on unifying the Colleges' respective Qualifying Examinations. The Multiple-Choice Question (MCQ) portion of the examination will be the first to be standardized and unified. The first multi-jurisdictional MCQ examination is scheduled for June 2021.

## Document Management (Strategic Priority)

- Implementation of SharePoint Sites for Council and Committees to securely share meeting materials and other resources. (November 2020)
- Scanning of selected College paper documents is underway.
- Digitization has enabled College staff and Council members to work from home with all relevant materials available.

# Strategy Map

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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.

On September 18, 2020, Council reviewed Key Performance Indicators on Strategy Map 2017-2020 and postponed further strategy development until the impact of the COVID-19 pandemic on College operations had lessened.

# 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

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## Who We Are

### Officers

Kris Bailey, *Public Member – President & Chair* (from May 2020)

Alexia Baker-Lanoue, *Professional Member – Vice President* (from June 2020)

### Public Members

Jack Biernaski (from April 2020)

Eddy Chin (until January 2021)

Lileath Claire

Gaganjot Singh

Gord White

### Professional Members

Jack Abergel (until June 2020)

Abdelatif Azzouz

Keith Collins

Robert C. Gaspar (until June 2020)

Norbert Gieger (from June 2020)

Paul Karolidis (from June 2020)

Garnett A.D. Pryce (from June 2020)

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 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 \(RHPA\)](#).

# Reflections on One-hundred Meetings of Council

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By Mr. Keith Collins, Registered Denturist

I was recently asked to provide some reflections of my time at the CDO. Let me provide a little background to start.

For me the regulatory journey started with the enactment of the *Regulated Health Professions Act, 1991*. The original governing board of Denture Therapists was replaced by the government appointed transitional council. This council had meetings with a variety of stakeholders to help set up the framework for the CDO. My first contact with a regulatory body was while I was on the Executive of the Denturist Association of Ontario (DAO) and attended many of the stakeholder meetings putting forth our vision of how the new CDO would work. I recall some pretty raucous meetings as we worked through this transitional period. At this point I stepped away from the DAO to run as a professional member on the first CDO Council and spent the next nine years on that Council.

Those years were nothing less than heady times as we developed the regulations, following ministry templates, that would shape denturists' governance for the foreseeable future. The CDO also spent considerable resources on; Labour Mobility (a Federal initiative), the development of provincial exams, accreditation of the various Denturist programs as well as taking the first steps to developing base line competencies. Thoughts of a national exam were also being explored. Not easy work when you consider that the national exam project continues to this day.

As I have indicated, they were heady times filled with excitement and promise along with a fair dose of hard work. The end results making it well worth the effort.

I could not reflect on my time at the CDO without bringing up some of the lows. The most serious low for me centered around the Ministry of Health's audit of our College and ultimately the appointment of a supervisor.

This event shook me deeply and marked the beginning of my second involvement on the CDO Council. We had no true sense of what to expect and no idea of the extent of the problems we now faced. I, for one, entered this term on Council worried, angry and full of doubt, but found myself and most of the public and professional members were ready to move forward with an open mind.

The first few meetings were strained and individuals around the table found it difficult to sort out where and how they fit in. Fortunately, the supervisor was knowledgeable and experienced. She quickly organized our way forward by establishing a clear



direction and specific goals while allowing the committees to operate as they normally would. In a relatively short time, my concerns and those of most of my colleagues abated. Now having a clear way forward, a full slate of public and professional members (not always the case) and with a dedicated and skilled CDO staff the Council made one of the most profound and complete recoveries possible. Even more notable is the time frame in which it was accomplished, within six years the CDO had not only completed all of the audit's recommendations, but moved considerably past them. The exam committee has completely revamped the entrance exam moving to an Objective Structured Clinical Examination (OSCE) format and the base line competency profile is complete and forms the basis of the educational programs and the exam. The Quality Assurance program is new from top to bottom with innovative aspects like Peer Circles. In short, every committee, statutory and non-statutory alike, has all but reinvented themselves.



Considering my dread at the outset, this has now become an experience I consider one of my most profound (after my wife and children, of course). I am so proud of the results the College has achieved and of the public and professional members who, along with staff, have contributed to this success. The CDO, in my opinion, stands at the forefront of health regulation in Ontario and is currently well positioned to move forward into the future.



To conclude, we all have a part to play, and I encourage my professional colleagues to get involved and give back to both the public as well as the profession. It's been my experience that you get more out of being involved than you ever put in.

# Committee Reports

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## 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

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## Who We Are

### Officers

Kris Bailey, *Public Member – President & Chair*  
(from May 2020)

Alexia Baker-Lanoue, *Professional Member – Vice President* (from June 2020)

### Public Members

Lileath Claire (from June 2020)

### Professional Members

Keith Collins

Michael Vout, Jr.

## 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, considering any financial matters that arise during the fiscal year, preparing the budget for Council review and approval, and facilitating the audit process.

## 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 14 Clinic Name Registration requests. The work of the Executive Committee provides for consistent, timely College governance on matters that arise in between Council meetings.

This year, the Executive Committee held additional meetings to discuss matters related to the COVID-19 pandemic.

# Inquiries, Complaints and Reports Committee

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## Who We Are

### Officers

Barbara Smith, *Public Member – Chair*  
Lileath Claire, *Public Member* (from June 2020) – *Vice-Chair* (from December 2020)

### Public Members

Kris Bailey  
Jack Biernaski (from May 2020)  
Eddy Chin (from June 2020 until January 2021)

### Professional Members

Alexia Baker-Lanoue  
Christopher Reis  
Michael Vout, Jr.

### Non-Council Members of the Profession

Carmelo Cino  
Noa Grad (until August 2020)  
Emilio Leuzzi  
Marija Popovic (from June 2020)

## What We Do

Concerns about a Registered Denturist coming to the College are brought to the attention of the Inquiries, Complaints and Reports Committee (ICRC) to be investigated. 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 Inquiries, 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 2020, 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 2020, the Committee reviews literature relevant to its mandate on an ongoing basis and develops administrative guidelines and policies.
- The Committee met 9 times to review 27 cases (6 of them carried forward from 2020-2021), that included 21 complaints and 6 reports. Below are the outcomes of the ICRC deliberations where a decision was rendered within the reporting timeframe. The numbers reflect only those cases in which a final decision was made prior to April 1, 2021.

Took no further action	8
Issued reminders or advice to member	11
Required member to appear for an oral caution	2
Required member to complete a specified continuing education or remediation program (SCERP)	1
Referred to Discipline Committee	2
Undertaking	1

- The Committee collects risk assessment data by coding cases to address themes in the complaints process, the top 3 themes coded for this fiscal year are as follows:

Practice Issue	Primary Issue
Communication	6
Relationship with patient	6
Clinical skill/execution	3

# Discipline Committee

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## Who We Are

### Chair

Bruce Selinger, *Professional Member – Acting Chair* (until June 2020)  
Gord White, *Public Member – Chair* (from June 2020)

### Public Members

Kris Bailey  
Jack Biernaski (from April 2020)  
Eddy Chin (until January 2021)  
Lileath Claire  
Gaganjot Singh

### Professional Members

Jack Abergel (until June 2020)  
Abdelatif Azzouz  
Alexia Baker-Lanoue  
Keith Collins  
Robert C. Gaspar (until June 2020)  
Norbert Gieger (from June 2020)  
Paul Karolidis (from June 2020)  
Garnett A.D. Pryce (from June 2020)  
Christopher Reis  
Michael Vout, Jr.

### Non-Council Members of the Profession

Eugene Cohen  
Noa Grad (until August 2020)  
Emilio Leuzzi  
Braden Neron (from June 2020)  
Marija Popovic (from June 2020)

## 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](http://www.denturists-cdo.com)).

## Achievements

This year, the Discipline Committee held four virtual hearings; one in May 2020 and three in February 2021.

# Fitness to Practise Committee

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## Who We Are

### Chair

Michael Vout, Jr., *Professional Member*

### Public Members

Kris Bailey

Eddy Chin (until January 2021)

Lileath Claire

Gaganjot Singh

Gord White

Jack Biernaski (from April 2020)

### Professional Members

Jack Abergel (until June 2020)

Abdelatif Azzouz

Alexia Baker-Lanoué

Keith Collins

Robert C. Gaspar (until June 2020)

Norbert Gieger (from June 2020)

Paul Karolidis (from June 2020)

Garnett A.D. Pryce (from June 2020)

Christopher Reis

### Non-Council Members of the Profession

Noa Grad (until August 2020)

Bruce Selinger (until June 2020)

Braden Neron (from June 2020)

## 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](http://www.denturists-cdo.com)).

## Achievements

There were no Fitness to Practise hearings this fiscal year.

# Patient Relations Committee

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## Who We Are

### Chair

Alexia Baker-Lanoue, *Professional Member*

### Public Members

Lileath Claire

Gord White (from June 2020)

### Professional Members

Keith Collins

Robert C. Gaspar (until June 2020)

Norbert Gieger (from June 2020)

Paul Karolidis (from June 2020)

### Non-Council Members of the Profession

Danielle Arsenault (from June 2020)

Rahul Bapna (from June 2020)

Akram Ghassemiyan (until June 2020)

Norbert Gieger (until June 2020)

Elizabeth Gorham-Matthews

Karla Mendez-Guzman

## 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.

## Achievements

Following a very productive previous year, the Patient Relations Committee did not meet to consider further program development during this reporting period. However, it did meet to consider an application for funding for therapy and counselling provided to an alleged victim of sexual abuse. These requests are considered electronically during the COVID-19 pandemic.

# Quality Assurance Committee

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## 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

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## Who We Are

### Chair

Keith Collins, *Professional Member*

### Public Members

Lileath Claire

Gaganjot Singh (from May 2020)

Gord White (from June 2020)

### Professional Members

Abdelatif Azzouz

Paul Karolidis (from June 2020)

### Non-Council Members of the Profession

Rahul Bapna (from June 2020)

Karla Mendez-Guzman

Marija Popovic

## Achievements

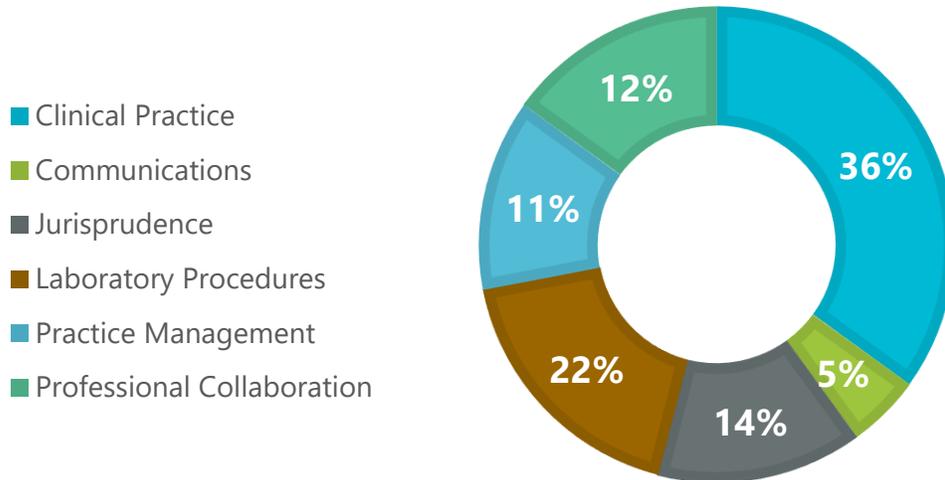
- Met 7 times during the year to develop Quality Assurance Program components, monitor compliance with the Continuing Professional Development requirements, and review Peer & Practice Assessment reports. Of the assessments, 4 were satisfactory, 3 required some remedial action, 3 participated in modified non-clinical assessments, and 70 were carried over to 2021-2022.
- Launched the new Self-Assessment Tool to the profession with 97 registrants completed the self-assessment tool activity by March 31, 2021.
- Implemented virtual Peer Circles using Zoom.
- Developed the Chart-Stimulated Recall component and a standard setting framework for the Peer & Practice Assessments.
- Developed a program evaluation framework for the Quality Assurance Program.

**20.8 hours** The **average number of CPD hours** reported by Registered Denturists in 2020-2021

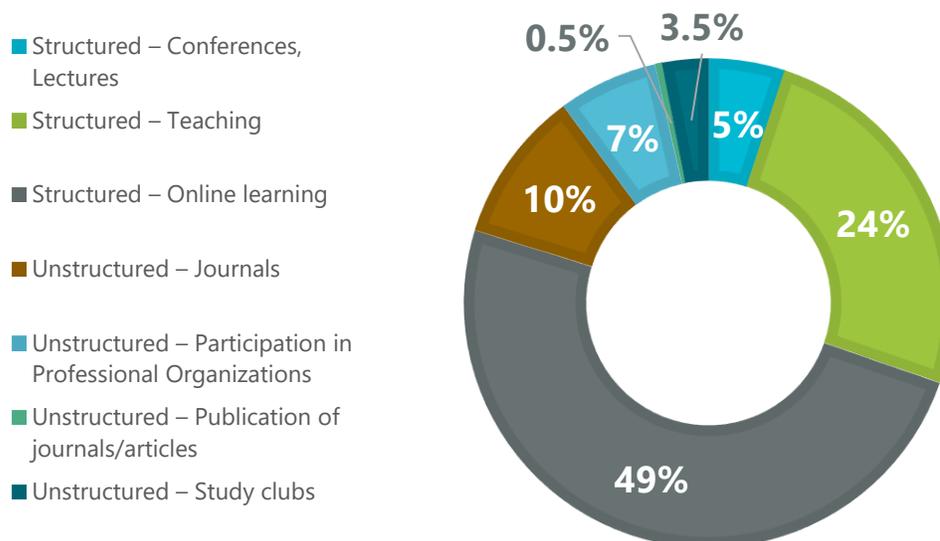
The **total number of CPD hours** reported by all Registered Denturists in 2020-2021

**14,407 hours**

### CPD CREDITS REPORTED BY TOPIC



### CPD CREDITS REPORTED BY ACTIVITY TYPE



## Panel B

### Who We Are

#### Chair

Noa Grad, *Professional Member* (until August 2020)  
Joseph Whang, *Professional Member* (Chair from September 2020)

#### Public Members

Gord White

#### Professional Members

Robert C. Gaspar (until June 2020)  
Christopher Reis  
Garnett A.D. Pryce (from June 2020)

#### Non-Council Members of the Profession

Braden Neron  
Joseph Whang (until September 2020)

### Achievements

Met one time, 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 were implemented:  
Professional Boundaries

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.

**1253** The total number of **attendees at live webinars**

The total number of **on-demand Webinar viewings** **430**

**Advertising**  
**Professional Boundaries**  
**Confidentiality & Privacy**  
**Restricted Title & Professional Designations**  
**INFORMED CONSENT**  
**CONFLICT OF INTEREST**  
**RECORD KEEPING**  
**Professional Collaboration**

## Peer Circles Working Group

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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. Following a year that saw the College host Peer Circles in Windsor, Ottawa and Sudbury, and at the Perfecting Your Practice Conference hosted by the Denturist Association of Ontario in 2019, in-person Peer Circle events were cancelled because of the public health restrictions imposed by the COVID-19 Pandemic.

In response to this restriction, the delivery of the Peer Circle event in a virtual format was developed and piloted during the summer and fall of 2020.

As part of the development and administration of this tool, members of the profession volunteered to either draft cases that were used in the Peer Circle discussions or act as facilitators of these discussions. Some members attended the pilot sessions for the Virtual format of the Peer Circle. The College acknowledges the hard work and dedication from all the members who have supported the development and administration of the Peer Circle discussion initiative.



# Registration Committee

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## Who We Are

### Chair

Elizabeth Gorham-Matthews, *Non-Council Member*

### Public Members

Kris Bailey

Lileath Claire

Gaganjot Singh (from June 2020)

### Professional Members

Jack Abergel (until June 2020)

Robert C. Gaspar (until June 2020)

Norbert Geiger (from June 2020)

Garnett A.D. Pryce (from June 2020)

### Non-Council Members of the Profession

Majid Ahangaran (from June 2020)

Rahul Bapna (from June 2020)

Akram Ghassemiyan (from June 2020)

Joseph Whang

## 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 2020-2021, the College had 23 new registrants, 1 member resigned their Certificate of Registration, and 3 members were suspended for non-payment of registration fees. As of March 31, 2021, the College had 737 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 9 times
- Conducted 21 academic assessments.
- Considered 1 practice hours matter.
- Considered 1 approval of terms, conditions and limitations for registration.
- Considered 1 application for a Certificate of Registration
- Considered 3 retired status applications.
- 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:
  - Registration Appeal Policy
  - Access to Registration Applicant Records and Retention Policy
- Drafted and recommended the following Registration policies for implementation when the revised Registration Regulation is in force:
  - Academic Equivalency Review Policy
  - Jurisprudence Program Policy
  - Practising the Profession Policy
  - Refresher Program Policy
  - Return to the General Class from the Inactive Class Policy
  - Requesting an Extension to Complete the Qualifying Examination Policy
  - Additional Training for the Qualifying Examination Policy

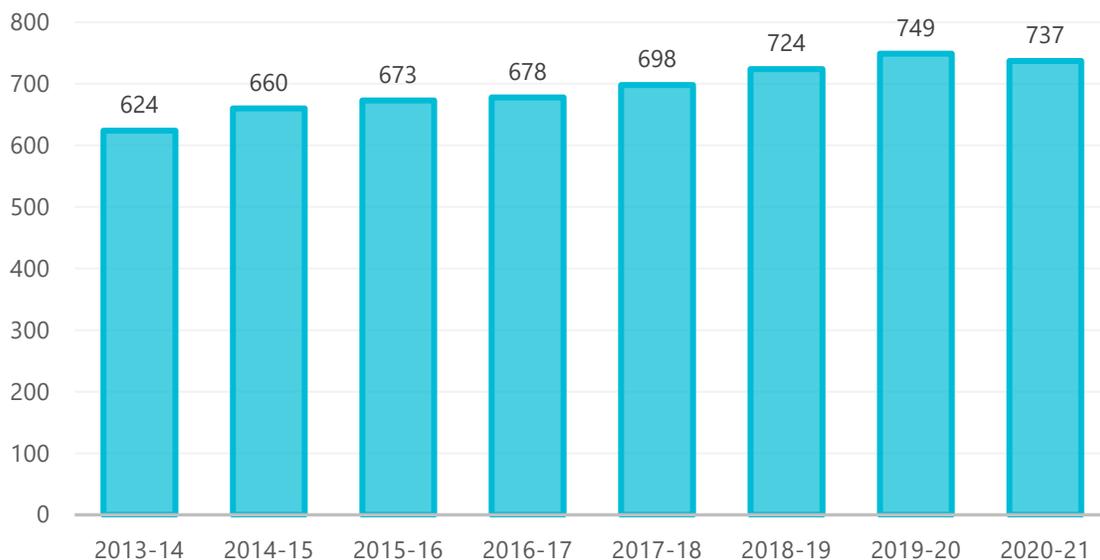
49%

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

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

39%

### CDO MEMBERSHIP



### # of Years in Practice



# Qualifying Examination Committee

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## Who We Are

### Chair

Michael Vout, Jr., *Professional Member*

### Professional Members

Abdelatif Azzouz

### Public Members

Gord White

### Non-Council Members of the Profession

Majid Ahangaran

Danielle Arsenault (from June 2020)

Akram Ghassemiyan (from June 2020)

Karla Mendez-Guzman

Marija Popovic (from June 2020)

Milania Shahata (from June 2020)

## 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 twice to deliberate options for the Qualifying Examination during the COVID-19 pandemic.
- Due to the pandemic, the College had to unfortunately postpone the Qualifying Examination (MCQ and OSCE) for the Summer 2020 administration.
- After careful deliberation at its October 26, 2020, meeting, the Committee decided to change the delivery format of the in-person MCQ to an online delivered remote proctored format for the upcoming Winter 2021 MCQ administration - the first for the College. The OSCE portion of the examination will unfortunately be postponed until a safe resumption of in-person activities can be achieved.
- Opting for an online MCQ exam format supported the precautionary principle and better protected candidates, staff and the public. The online format allowed the College to proceed with a firm date for

the MCQ exam that proceeded regardless of changes in the dynamics of the COVID-19 pandemic.

- A remote-proctored exam is an online exam written in any location/city/province of the candidate's choosing. A remote-proctored examination involves a live proctor that will observe candidates in real time using the candidate's computer webcam and a connected smart phone camera. Other than these modifications, the MCQ exam were not changed in any other way.
- The Committee will continue its ongoing work with the College of Alberta Denturists and the College of Denturists of British Columbia in order to create a common Multi-Jurisdictional MCQ examination in time for Summer 2021. This Multi-jurisdictional MCQ will replace the current provincial MCQ exams administered by each of the three Colleges. The commonality will ensure that every examination candidate is afforded a fair, defensible, and standard assessment.

# Qualifying Examination Appeals Committee

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## Who We Are

### **Chair**

Lileath Claire, *Public Member*

### **Professional Members**

Alexia Baker-Lanoue (until June 2020 and from September 2020)

### **Non-Council Members of the Profession**

Danielle Arsenault (from June 2020)

Noa Grad (until August 2020)

## What We Do

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

## Achievements

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

# Qualifying Examination Working Group and OSCE Assessors

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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.

Due to the COVID-19 pandemic, the College continued with item writing and standard setting workshops remotely. The following individuals are commended for their participation in these important meetings.

## **Professional Members**

Sean Akkawi  
Doug Beswick  
Annie Gallipoli  
Julian Garber  
Norbert Geiger  
Sultana Hashimi  
Eric Kim  
Brandon Lilliman  
Adam Lima  
Braden Neron  
Adita Shirzad  
Luc Tran  
Sam Tran  
Robert Velensky  
Carlo Zanon

## **Chief Examiner**

Robert Velensky

## **Consultant**

Dr. Anthony Marini, Martek Assessment

**COLLEGE OF DENTURISTS OF ONTARIO**

SUMMARY FINANCIAL STATEMENTS

MARCH 31, 2021

**HILBORN**<sub>LLP</sub>

## 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, 2021, 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, 2021.

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 10, 2021.

### 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 10, 2021

Chartered Professional Accountants  
Licensed Public Accountants

# COLLEGE OF DENTURISTS OF ONTARIO

## Summary Statement of Financial Position

March 31	2021 \$	2020 \$
<b>ASSETS</b>		
Current assets		
Cash	2,477,677	2,737,486
Amount receivable	10,122	-
Prepaid expenses	27,489	27,951
	<b>2,515,288</b>	<b>2,765,437</b>
Capital assets	49,265	59,248
Intangible assets	4,551	6,501
	<b>53,816</b>	<b>65,749</b>
	<b>2,569,104</b>	<b>2,831,186</b>
<b>LIABILITIES</b>		
Current liabilities		
Accounts payable and accrued liabilities	197,882	214,050
Deferred registration fees	256,299	156,464
	<b>454,181</b>	<b>370,514</b>
Deferred lease incentives	33,595	41,994
	<b>487,776</b>	<b>412,508</b>
<b>NET ASSETS</b>		
Invested in capital and intangible assets	32,696	39,349
Internally restricted for therapy and counselling	155,870	158,400
Internally restricted for complaints and discipline	360,000	360,000
Unrestricted	1,532,762	1,860,929
	<b>2,081,328</b>	<b>2,418,678</b>
	<b>2,569,104</b>	<b>2,831,186</b>

# COLLEGE OF DENTURISTS OF ONTARIO

## Summary Statement of Operations

Year ended March 31	2021 \$	2020 \$
Revenues		
Registration fees	799,926	1,463,267
Examination fees	52,950	322,775
Administration fees	6,788	12,910
Investment income	10,327	23,735
	<b>869,991</b>	<b>1,822,687</b>
Expenses		
Salaries and benefits	683,683	602,652
Examinations	52,999	312,452
Council and committees	6,253	16,543
Professional fees	133,519	106,762
Quality assurance	17,936	64,958
Rent	107,344	101,254
Complaints and discipline	28,164	67,989
Office and general	161,374	196,588
Amortization of capital assets	14,119	17,373
Amortization of intangible assets	1,950	2,787
	<b>1,207,341</b>	<b>1,489,358</b>
Excess of revenues over expenses (expenses over revenues) for year	<b>(337,350)</b>	<b>333,329</b>

# COLLEGE OF DENTURISTS OF ONTARIO

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## Note to Summary Financial Statements

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March 31, 2021

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, 2021, 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.