



COLLEGE OF DENTURISTS OF ONTARIO

January 27, 2012

Dear Denturists and Friends,

I am pleased to provide an update on the ongoing activities and direction of your Executive and Council.

As you know, we have been through some challenging times since I last wrote to you on December 15th, 2011. The Council and staff have not only worked on the normal day to day business of the College, but have diligently worked on the requirements of the Ministry Audit. In reviewing, analyzing and responding to this Audit, the College Council, committee chairs, and staff have held a number of meetings, engaged consultants, and also engaged the services of an experienced retired registrar to further assist with policy development.

The College received the Audit on December 9th, 2011. The auditors, PricewaterhouseCoopers (PwC) speak to the variety of challenges the College faces. It is important for registrants to understand that the College regards this review as a very healthy exercise, providing many effective recommendations, as well as an opportunity to further develop the progress we have made over the past two years. Many of these challenges are what the College Council and staff were addressing, and the College accepts and acknowledges this assistance in identifying and clearly formatting the tasks ahead. The auditors reviewed most of the areas of major operations of the College, ranging from the operations of the Council, the Executive Committee, and the work done by Qualifying Examination, Complaints, Registration, Quality Assurance and Finance committees. The report is a detailed analysis of each task.

The Council held a special meeting during the holiday period (Dec 30th) to consider the recommendations of the Audit report. The Council welcomed the work completed by the auditors. The position that your Council took was that the report is an asset in that it details and formalizes some of the tasks. The auditors have identified many tasks that the College had not identified, and equally the College has carried out a more comprehensive task review than the auditors documented. The Council also wants to clearly communicate that some of the work has already been identified and undertaken by the Council committees and staff.

In responding to the Minister, the College has drawn up a plan that indicates tasks completed or undertaken, tasks that need to be addressed and timelines for these. The Council also retained the services of Hon. Paul Bonwick P.C. to assist the College in providing input towards developing a strategic plan to address the recommendations identified in the Audit, as well as to assist in strategizing the College's overall progress for the near future. In addition, the College has engaged Alpine Testing Solutions to assist with the Qualifying Examination and job analysis.

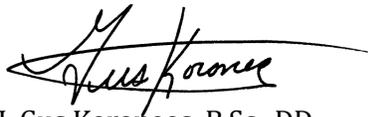
As the registrants are aware, the College has recently embarked on the establishment of new policies and procedures, as well as revising and updating the current ones in place. As this is a challenging task, the College has engaged the consulting services of an experienced and retired

Registrar, Ms. Deborah Worrada, to assist the College in developing and revising new procedures and to act as a general counsel.

As a result of increased activity, the College has accelerated its program to increase the current staff complement to two more fulltime staff, and is currently advertising for one of these positions. Overall, the Audit report has identified several areas where improvement is required, as well as offering recommendations that may lead to those improvements. The words and definitions used by the PwC Audit Team - transparent, objective, impartial and fair - represent, in the truest sense, the bedrock values of our College. We, as a Council, intend to continue the open relationship with the membership, to the best extent possible. Attached are the introductory letter of the Audit response to the Minister and a list of the three strategic categories that our plan highlights.

Once again, I pledge my support as your President, and respectfully call upon you to work together to embrace this opportunity to not only modernize, but to deliver an honourable profession together so that we can all be proud of the continuing heritage of excellent denturist service in the public's interest.

Yours very truly,

A handwritten signature in black ink, appearing to read "J. Gus Koroneos". The signature is written in a cursive style with a long horizontal flourish extending to the right.

J. Gus Koroneos, B.Sc., DD
President
College of Denturists of Ontario