



MILESTONES

Resource for Dental Hygienists in Ontario

MARCH 2008

www.cdho.org

College of Dental
Hygienists of Ontario

•
L'Ordre des hygiénistes
dentaires de l'Ontario



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THE NEW REGISTRANT MENTORSHIP PROGRAM

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Return undeliverable Canadian addresses to THE COLLEGE OF DENTAL HYGIENISTS OF ONTARIO, 69 Bloor St. East, Suite 300, Toronto, ON M4W 1A9, e-mail; admin@cdho.org



MISSION STATEMENT

The mission of the College of Dental Hygienists of Ontario is to regulate the practice of dental hygiene in the interest of the overall health and safety of the public of Ontario.

ÉNONCÉ DE MISSION

La mission de l'Ordre des hygiénistes dentaires de l'Ontario consiste à réglementer l'exercice de la profession d'hygiène dentaire de sorte à favoriser l'état de santé global et la sécurité du public ontarien.

CONTACT US

In the Toronto area call:
416-961-6234
Toll-free long distance:
1-800-268-2346
www.cdho.org

Registrar/Chief Administrative Officer

Fran Richardson
Ext. 229, frichardson@cdho.org

Executive Assistant to the Registrar

Jane Cain
Ext. 226, jcain@cdho.org

Deputy Registrar

Evelyn Waters
Ext. 228, ewaters@cdho.org

Director, Administrative Services

Margaret Stevenson
Ext. 235, mstevenson@cdho.org

Practice Advisor/Quality Assurance Administrator

Lisa Taylor
Ext. 239, ltaylor@cdho.org

Quality Assurance Assistant

Denise Lalande
Ext. 230, dlalande@cdho.org

Registration Coordinator

Joyce Quan
Ext. 238, jquan@cdho.org

Registration Assistant

Heather Boucher
Ext. 240, hboucher@cdho.org

Director of Finance

Mimi Pichelli
Ext. 227, mpichelli@cdho.org

Receptionist

Vivian Ford
Ext. 0 or 221, vford@cdho.org

THE 2008 CDHO EXECUTIVE COMMITTEE



Cathie Mazal-Kuula,
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PRESIDENT'S MESSAGE

Cathie Mazal-Kuula

the Minister of Health and Long-Term Care, CDHO will post the names and locations of independent dental hygiene practices, provided to us, on the public portion of the CDHO website.

The numbers of those dental hygienists authorized to self-initiate has exceeded 1,200 and continues to grow. For some, it was the long awaited validation of what we already knew; that we have the knowledge, skill and judgement to practise our profession without being tied to an 'order'. For others, it was the opportunity they have long been waiting for, a time where they can now start to practise on their own and thereby serve the public as a self-regulated, self-initiating, independent practitioner.

The children of this Province are among our most vulnerable to health problems. During their first year, most will regularly see their paediatricians or family doctor, but not a dental professional. Most will not have a need for any type of dental intervention but will still be at risk for oral diseases. At age one, this is the ideal time for advice to be given to parents on prevention of oral disease; information on ECC (early childhood caries) oral hygiene, nutrition and fluoride usage. Dental hygienists could be seeing these children.

The other segment of our population most at risk to complications from dental disease are our seniors. Seniors, who are still able to remain in their own homes, often have transportation issues, health issues and

often financial issues as well. The ability of a dental hygienist to see these clients in their own environment will be a great boost to keeping their oral health on track. Seniors in long-term care are quite often in poor health, not very mobile and are often not able to access basic oral care. We could be seeing these people.

The Minister of Health and Long-Term Care, George Smitherman, was kind enough to attend a small celebration that the CDHO Council held to honour the passing of the amendment to the *Dental Hygiene Act*. In his address to those gathered, he made reference to the initiatives that the Government of Ontario wishes to see in providing increased oral health care to those in this Province who find it difficult to afford that care. Mr. Smitherman made it very clear that when this initiative becomes a reality that he fully expects the dental hygienists of this Province to be there to be part of the solution and to participate in the government's program.

With the extra day that the leap year gives us, hopefully most of us will have a few minutes to reflect on what we can do to address some of these issues, and if not, maybe we can at least focus on the children and seniors that we see in our everyday lives. If we can make those around us smile a little more brightly, then we have made good use of our extra day.

As we begin this New Year, we are aware that 2008 is a leap year. This means that we will all have an extra day to do whatever we felt we just didn't have time for last year. Most of us, I am sure, feel like we need more than one day to recharge our batteries, but truth be told, this one extra day is all you get every four years.

This will be the first full year that the dental hygienists of this Province will be able to self-initiate their authorized act of *"scaling teeth and root planing, including curetting surrounding tissue."* Some will be opening their own businesses and providing a much needed service to the public. Some will be, I hope, contemplating the idea and researching how best their services could be utilized.

The need in long-term care is acute, as well as is the need in under-served and remote areas of this Province. Clients who are home bound for various reasons are looking to see if dental hygienists have services available where they reside. As per our agreement with



REFLECTING OVER THE PAST 13 YEARS!

► By Fran Richardson, Registrar

The College of Dental Hygienists of Ontario has been regulating the practice of dental hygiene in Ontario for the past 14 years. I have had the privilege of being Registrar for the past thirteen. During that time, the College has grown considerably with a current registrant base of almost 10,000.

The increase in the number of schools offering dental hygiene programs in Ontario has provided some challenges for the College but then challenges can always be turned into opportunities. I am often asked if the increased number of registrants will mean that there are too many dental hygienists in Ontario. While it is not within the College's mandate to regulate numbers (we register all qualified applicants) my answer is always the same: *"If dental hygienists expect the clients to come to them, then there may be. But, if dental hygienists are willing to go out to the clients, where they live, then there won't be nearly enough!"* It is just a matter of perspective.

Regulation is not as exciting or as creative as association work or academia, but it does have many rewards. Not long after the first dental hygienists were authorized to self-initiate, the College began receiving calls from the public asking where they

could locate a dental hygienist who could treat their 92-, 95-, or 99-year-old mother at home. While their parents were healthy, these callers found that their parents were having difficulty negotiating the streets and steps required to attend a traditional dental office. Fortunately, the College could now provide the name of a dental hygienist who would be able to visit these people in their homes. It was a good feeling to know that the College was in a position to assist members of the public in this way.

Also during this period, the College felt it necessary, in the public interest and for public protection, to go to court to ask for injunctions against two people who were holding themselves out as dental hygienists and performing scaling. While this isn't a pleasant task, it is necessary to protect the public against unqualified individuals. In addition, the College held two discipline hearings. As the College grows, there will be more discipline hearings. The law of averages indicates this inevitability.

Over the years, the College has developed, produced and publicized written standards of practice, code of ethics and numerous guidelines. The CDHO is currently a major participant in the national competencies project that will eventually lead to the enhanced standards for dental hygiene practice across this country. The CDHO has, since its inception, realized that what occurs in one part of the country can affect issues elsewhere. A case in point is the recent achievement of self-regulation in Nova Scotia. Nova Scotia dental hygienists obtained self-initiation at the same time, largely

based on the model developed in Ontario. As dental hygienists across our vast country venture into new territory in their quest to better serve the public, it is of paramount importance that they pay close attention to their regulatory requirements and obligations. Self-regulation is still a privilege and one that must not be taken for granted or taken lightly. During the past number of years, CDHO has developed and implemented a sustainable, defensible and well researched Quality Assurance Program; participation is not an option. In addition, the College has indicated on many occasions that the business side of oral health care delivery must not compromise safe, effective dental hygiene care. As dental hygienists venture into different business relationships, they will be expected and held to the standards set by this College. The public expects no less.

The changes in the system of oral health care delivery have changed substantially over the past 13 years and will continue to evolve at a rapid pace. The public is becoming more demanding and governments are acknowledging the connections between oral disease and overall health. As I look past 2008, I see a bright and healthy future not only for the profession that the CDHO regulates but for the public who now have more choices and hopefully better access to preventive oral health services. Evolution is inevitable! Remembering back, when I graduated from dental hygiene school there was no such thing as dental hygiene self-regulation or a dental hygiene Registrar! Now seven out of ten provinces are self-regulating and Nova Scotia is looking for a Registrar.

PROFESSION SECTION



PRACTICE ADVISOR/PATIENT RELATIONS LIAISON

The College of Dental Hygienists of Ontario (CDHO) has created a new position, Practice Advisor/Patient Relations Liaison. This position reports to the Registrar. However, there is significant interaction and collaboration with other members of Administration. The successful applicant will be a member of a dedicated administrative staff that administers the *RHPA, 1991* and the *DHA, 1991* and must be prepared to participate in activities that may not be directly connected to the role of Practice Advisor/Patient Relations Liaison.

This position is located in downtown Toronto. Some travel and evening/weekend work is required.

Responsibilities:

- Assist both registrants and the public in understanding quality dental hygiene practice that is consistent with current legislation, CDHO Regulations and Bylaws, *CDHO Dental Hygiene Standards of Practice, CDHO Code of Ethics and Guidelines*.
- Monitor and review current dental hygiene practice policies, and assist with the development of new practice policies and guidelines in conjunction with the Registrar and Council.
- Provide practice advice by telephone and/or electronically and through a regular Practice Advisory column in the CDHO publication, *Milestones*.
- Conduct presentations to dental hygiene students and local dental hygiene societies.
- Maintain a liaison with the professional associations with regard to practice trends.
- Monitor alternative practice settings and oral health access.
- Liaise with the Patient Relations Committee.
- Monitor and provide leadership for the College's Pandemic Plan.
- Carry out other responsibilities as assigned.

Qualifications:

- General/specialty certificate of registration with the CDHO and authorized to self-initiate
- Recent clinical experience as a dental hygienist (five years minimum)
- Knowledgeable and competent with computer technology
- Ability to work well in a collaborative environment
- Excellent communication skills in both written and spoken English
- Ability to work with Council and Committees
- Ability to work independently with minimal supervision or direction
- Previous experience with planning and developing policy an asset
- Educationally qualified beyond the diploma level would be an asset
- Experience as a dental hygiene educator would be an asset
- Bilingualism an asset

Please submit a covering letter and detailed resume to: Registrar, 69 Bloor Street East, Suite 300, Toronto, Ontario M4W 1A9 or e-mail at registrar@cdho.org or via fax at 416-961-6028.

Only those candidates selected for an interview will be contacted. This position will remain open until a suitable candidate is chosen.



IN A YEAR OF MILESTONES, DENTAL HYGIENE ACHIEVES ANOTHER

Beginning January 1, 2007, dental hygienists in Ontario, BC and Alberta will be able to direct bill for services rendered to veterans and members of the Canadian Forces

Since the spring of 2007, the CDHO and the CDHA have been working quietly, but persistently, with the Government of Canada in order to allow dental hygienists to direct bill for services that they render to veterans and to members of the Canadian Forces (CF). Agreement was reached several months ago and, since then, the payment administrator (Blue Cross) has been adjusting its systems and procedures to allow for direct billing. Those adjustments are now complete and as of January 1, 2008, direct bills from dental hygienists will be accepted. The benefit codes and descriptions of benefits are set out in the side panel.

Only those dental hygienists in British Columbia, Alberta and Ontario who are practising independently, or are otherwise

legally authorized to provide the services for which they are billing independent from dentists or other health care providers are eligible to bill for the services that they render to veterans and members of the CF. Dental hygienists in other provinces, such as Nova Scotia, will be allowed to direct bill whenever the necessary legislation and all of the regulatory mechanisms are in place to allow independent practice.

It is the CDHO and CDHA's hope that direct billing will substantially increase veterans' and CF members' access to important oral health services. Enhanced access is why the CDHO worked so hard and so long to remove the "order" requirement for the dental hygiene authorized act of "scaling teeth, root planing, including curretting

surrounding tissue" in Ontario and why the CDHA has advocated and will continue to advocate for the removal of similar restrictions in each of the provinces. The CDHO and CDHA urge eligible dental hygienists to take the opportunity of direct billing in the interests of their patients who are veterans or members of the CF.

2007 has been a year of long overdue, but still remarkable, milestones in the evolution of the dental hygiene profession in Canada. Legislation was passed in both Ontario and Nova Scotia that allows dental hygienists to practise more independently. Direct billing for veterans and members of the CF is yet another milestone, to which others will be added in 2008 and onwards.

VETERANS AFFAIRS CANADA • CANADIAN FORCES • PROVIDER BENEFIT GRID UPDATE PROGRAM OF CHOICE (POC) 04 - DENTAL SERVICES

Benefit Code	Description of Benefit	Benefit Code	Description of Benefit
00113	Assessment - New client permanent dentition	00521	Root planing 1 unit Frequency with all root planing codes for dentists
00115	Assessment - Periodontal	00522	2 units root planing
00121	Reassessment - Recall 9 months	00523	3 units root planing
00124	Periodontal Limited	00524	4 units root planing
00511	Debridement (Scaling) 1 unit Frequency for patient with all scaling codes for dentists (8 year total, both scaling and root planing)	00525	5 units root planing
00512	2 units scaling	00526	6 units root planing
00513	3 units scaling	00527	1/2 unit
00514	4 units scaling	00531	Polish – 1 unit every 9 months Frequency with dentists
00515	5 units scaling	00841	OHI once
00516	6 units scaling	00842	OHI
00517	1/2 unit time	00843	OHI
00611	In office fluoride Topical - 1 every 9 months	00844	OHI
00612	At home fluoride custom - Pre-d	00847	OHI
00613	At home fluoride custom - Pre-d	00849	OHI
00614	At home fluoride custom - Pre-d	00951	Home Visit Pre-d
00615	At home fluoride custom - Pre-d	00952	Institutional visit
		00691	Denture cleaning
		00697	Denture cleaning
		00699	Denture cleaning

Ontario dental hygienists who have questions about direct billing should contact the Canadian Dental Hygienists Association. All inquiries relating to claims submission or payment reconciliation should be made to the regional Blue Cross office at 1-888-261-4033.

FITNESS TO PRACTICE: A PERSONAL EXPERIENCE

Editor's note: The following is a story submitted by a member of a regulated College, whose identity is being withheld on request. The article was printed in her professional newsletter and is being reprinted in Milestones with both the permission of the author and the originating College. Identifiers have been removed.

I have an eating disorder (ED).

This is my deep, dark secret. I have hidden it from everyone for the majority of my life. I've tried not to be obvious. I'm not skinny. I don't talk about dieting. I don't appear obsessed with food or how I look. I do a pretty good job of hiding my issues.

The severity of my bulimia varies with the stress in my life. The more stressful life gets, the more bingeing and purging results. It goes in waves. I was planning on keeping this secret forever. I rationalized that everyone has something to hide. Life never works out the way you think.

Unbeknownst to me, one of my colleagues suspected that I have food issues. She isn't my biggest fan. She researched my personal prescriptions at the local pharmacy. She managed to discover that I was writing my own prescriptions. They were for fat-blockers.

Shortly after, I received a letter from my College marked personal and confidential. I felt sick holding the envelope. My colleague had reported me to the College. I was horrified! Not only was I being complained about, but my secret was in jeopardy.

I confided in a good friend who also happens to be a great lawyer. He advised me to come clean. We met with staff at the College and painfully explained my situation. To my surprise, their biggest concern was to get me help. The College referred me to the Professionals Health Program (PHP).

The PHP expedites finding assistance for health professionals with health issues. Within a month, I met with a PHP psychiatrist who then referred me to an out-patient facility for a complete assessment. I had an appointment at the facility within two weeks. Besides being diagnosed with bulimia, I was also told that I was dysthymic. Dysthymia is a state of being mildly, chronically depressed. Subsequently, I was referred to an ED psychiatrist, a therapist and an ED dietician. The PHP also assigned a case worker to meet with me monthly.

To this date I have been in the program for a year and a half. I am presently on antidepressants and have not purged in over a year. The therapy that I have received has positively affected all aspects of my life. My health has markedly improved, my self-esteem has never been better and I believe that I have more empathy and compassion as a health professional.

It has been a long and difficult journey. However, I must thank my meddling colleague for provoking me into getting the help I so desperately needed. The College and PHP have saved my life. Without them, I honestly don't know where I would be today, or if I would even be around.

If you need help or know someone who does, please don't hesitate to contact the Professionals Health Program. Their confidential toll-free line is: 1-800-851-6606. I'm proof that the PHP works.



NEW REGISTRANT MENTORSHIP PROGRAM

► By Lisa Taylor



Mentoring is a supportive learning relationship between a caring individual who shares his/her knowledge, experience and wisdom with another individual who is willing and ready to benefit from this exchange to enrich his/her professional journey.
– *Suzanne Faure*

Many of us can think of at least one person in our adult lives whose friendship and support has had a positive and enduring impact on our personal or professional life. Most often these relationships were informal relationships that developed over time and trust. They occurred because a caring individual willingly shared his or her knowledge, experience and wisdom. You benefited because you valued and welcomed the impact they made in helping you reach your potential. This trusted friend was your mentor.

While mentorship is not new, mentorship is increasingly becoming recognized as a viable strategy for professional growth and leadership in health professions. Formal mentorship programs are becoming popular in institutions educating health care professionals and in workplaces inside and outside the health care field. The CDHO recognizes that mentoring relationships can be mutually beneficial to the mentor and the mentee, resulting in the professional growth of both participants.

The New Registrant Mentorship Program (NRMP) was created primarily to enable newly registered dental hygienists to apply for the approval to self-initiate after a period of working under an order that is shorter than is required under Stream One. Qualifying under the Stream Three application option allows competent dental hygienists to self-initiate their authorized acts sooner. It is hoped that under-served areas of dental hygiene practice such as long-term care facilities, mobile practices and remote communities will benefit the most.

The success of the mentorship program will depend for the most part on the dedication and support of dental hygienists who are accomplished and experienced professionals who take a special personal interest in guiding and developing another less experienced professional.

Benefits of the Program

New registrants who are mentored will have the support and guidance of a peer during their integration into clinical practice. They will have access to an informed second opinion and exposure to additional resources and professional networks. They will benefit from observing the professional actions and the shared experiences of a trusted colleague.

The benefits of the mentoring process are not one sided. Mentors will enjoy the exposure to new ideas, other perspectives, and intellectual stimulation. They will have recognition for positively influencing the professional growth of another dental hygienist and will be able to report on this learning activity as a contribution to their professional portfolios.

Ontarians will also benefit from the outcomes of the New Registrant Mentorship Program as access to dental hygiene services is increased because of the fast-tracking of those dental hygienists who will service areas identified as in need. They will also benefit from care provided by dental hygienists who participate in, and promote intra- and inter-professional collaboration.

Learning More About the Mentorship Program

If you are certified to self-initiate you are eligible to mentor for purposes of the New Registrant Mentorship Program. The College encourages experienced dental hygienists to become mentors to colleagues who are willing to learn from your shared knowledge and insights.

The New Registrant Mentorship Program guide is available on the CDHO website under the Practice Guidelines and Resources tab and will help you decide if you have what it takes to assist in the growth and ability of another colleague. The mentoring relationship is deliberate, conscious and voluntary.

Mentoring relationships can be especially meaningful to new registrants, whether they are newly graduated, internationally trained or experience dental hygienists working in Ontario for the first time. An experienced dental hygienist can give personal support to a new practitioner who is adjusting to the fast-paced, high-stress work of caring for clients. Dental hygienists who complete the mentorship program gain experience in seeking and participating in collective decision making, develop a habit for a collaborative approach to client care, and are better prepared to serve the public. For more information on the NRMP, visit the CDHO website at www.cdho.org



INFORMED CONSENT

► By Richard Steinecke, Legal Counsel

“Better a friendly refusal than an unwilling consent.” Spanish Proverb

Informed consent might be one of those principles that is honoured more in its breach than in its practice. A fundamental concept for all professions, client consent is essential to the professional relationship. Without it the trust necessary for the professional relationship to work is missing.

Applies to All Professions

While perhaps originating in health care, the principle of informed consent applies to all professional relationships. Often other terms are used to describe the concept such as: informed choice, acting on client instructions, the “know-your-client” rule and receiving a project mandate. Regulators can foster consent by practitioners through educational initiatives.

Spheres of Consent

In fact, the need for consent generally arises in three distinct areas:

1. consent to provide professional services,
2. consent to collect, use and disclose personal information, and
3. consent for the billing arrangements with the client.

Often practitioners need to be reminded to obtain consent in all three spheres.

Need for Consent

Failure to obtain consent can result in professional, civil and even criminal liability (e.g., assault, theft, fraud). Some professionals ignore the need to obtain consent in the hope that they will not be held civilly liable for damages because the client would have agreed to the professional service if the client had been informed of all of the facts. However, in a recent Ontario Court of Appeal case a physician was sued successfully for failing to obtain informed consent even though there was no negligence: *Huisman v. MacDonald*, 2007 ONCA 391. The court concluded that this particular patient might

not have voluntarily assumed the risks that the physician assumed she would take.

The values of our society reject, with increasing frequency, the arrogance of the proposition that the professional knows what is best for the client. Such an approach to clients is now viewed almost universally as unacceptable paternalism. Certainly such conduct is becoming an increasingly significant source of complaints for regulators. It is no longer sufficient to say “leave it with me”. As in personal relationships, professional relationships should not operate on the principle that “it is better to ask for forgiveness afterwards than to ask for permission first”.

Obtaining Consent

To be genuine, consent must be based on a discussion of the relevant considerations in making the decision. Clients have to understand the nature of what is proposed to be done on their behalf. They need to know why it should be done. They have to be acquainted with what could go awry and the chances or odds of that happening. It is equally as important that clients must appreciate their options, including the alternative of doing nothing. Clients must have the ability to raise any individualized issues that may separate them from the “usual” client. Only then is the practitioner safe in accepting that they have authority to act.

It is not adequate to say that the matter is too complicated to explain. Even though clients come to you for your expertise in an area that they do not understand, it is still possible to give clients the “big picture” of what is involved and a sense of what the risks and benefits are.

Many practitioners assume that obtaining written instructions is sufficient to protect them. This assumption is incorrect. A written document that has not been explained and understood by the client is of no value. In many hearings clients assert that they were rushed to sign a paper they did not read and did not appreciate that they had a choice. This type of assertion is often credible because it resonates with the experiences we all have every day at the bank, the dry cleaner, renting a car or surfing the internet.

“Nobody can hurt me without my permission.” Mahatma Gandhi

Real consent is obtained by the meeting of the minds between the client and the practitioner. A broad spectrum of strategies is necessary to achieve these goals including:

1. using handouts,
2. verbal explanations,
3. employing visual aids where feasible,
4. seeking client feedback as to what they understand,
5. asking clients if they have any questions,
6. proper use of a consent form,
7. documentation in the file of the consent obtained, and
8. frequent updates and reports while providing the service.

Of course, the ability to communicate clearly in non-technical language is a huge asset.

Obtaining consent should be viewed as a process, not an event.

Application to Regulators

In some respects, regulators are frequently ahead of practitioners in the consent realm. While practitioners rarely have the right to proceed without consent (basically only where there is an emergency or an express legal duty to disregard the client's wishes), professional regulators have the legal ability to act unilaterally in much of what they do. However, many regulators go out of their way to circulate proposals, consult with stakeholders, poll leaders of the profession, place website postings and give formal notice before establishing policies or taking regulatory action. Even after making a decision on a matter, regulators frequently develop a communications plan as part of implementation.

Both to benefit their members and to proactively reduce complaints, regulators should strive to communicate with members about how to obtain informed consent for all professional services.



New Registrants – October 20, 2007 to February 20, 2008

Name	Reg ID	Name	Reg ID	Name	Reg ID	Name	Reg ID
Abraham, Joanne	011737	Fairbairn, Melissa Susanne	011613	Legault, Elspeth	011625	Reuben, Lindsey	011772
Accoumeah, Tagreed	011789	Feenstra, Adena Ruth	011770	Levey, Miriam	011616	Rivers, Caitlin Elizabeth	011605
Aceveda, Jenyvie	011752	Fernandez Forero, Jose Luis	011753	Liao, Hong	011621	Robertson, Amanda	011615
Ahmadifard, Afsaneh	011721	Findlayter, Simone	011744	Liebmann, Alice	011777	Rodrigues, Sheila	011662
Ahmed, Sabah Afreen	011650	Fleming, Lori	011780	Linck, Erica Brittany	011652	Rogers, Heather Jane	011741
Albert Balthazar, Cristina	011763	Fountain, Amy	011724	Lind, Mariechen Barbara	011769	Rogers, Tiffany Ann	011701
Alli, Natishaw B	011628	Fraser, Kyle Willard	011742	Lindo, Minerva (Pabalate)	011598	Romanowski, Jessica	011830
Amershi, Shenifa	011746	Gahunia, Jessica	011766	Lipkina, Nataliya	011796	Ross, Candace Nicole	011760
Amoako-Adu, Andrea	011782	Gault, Shannon Jennifer	011679	Lock, Elyse Rose Marie	011768	Roy, Nasim	011660
Andaya, Pamela	011835	Gawel, Dominika	011736	Lorenzo, Allyson M B	011847	Ruiz Forero, Neda Patricia Del Socorro	011749
Antler, Amanda Johanna	011635	Gembliuk, Rodika	011839	Lorincova, Janette	011657	Russell, Lindsay	011684
Aquilina-Nietsch, Ashleigh	011639	Ghulami, Fahima	011734	Ly, Veronica	011810	Ryan, Roxanne	011694
Asbury, Jill Patricia	011589	Gidzinski, Aleks	011814	Macdonald, Jessica Lynn	011618	Ryczko, Jessica Carin	011778
Asrani, Shireen	011850	Gilmour, Alicia Faye	011698	Maghsoudi Ganjeh, Negar	011774	Salehabadi, Tanaz	011813
Asselin, Patricia	011688	Giordanella, Marjorie Anne	011845	Malfitano, Maria-Maddalena F	011727	Sanderson, Mary	011730
Atanasov, Andrea	011709	Glos, Sol	011704	Mansoor, Enas	011697	Sandhu, Amanbir Kaur	011743
Austin, Jeffrey	011689	Gojcay, Diana	011674	Mansoor, Iram	011756	Sansom, Lori-Ann	011596
Bainwohl, Sabrina Roberta	011626	Gordon, Francine	011705	Marcuzzi, Alicia	011745	Sasu, Cornelia	011703
Bajwa, Pawanpreet Kaur	011600	Goulich, Natalia	011692	Marten, Katherine Suzanne	011787	Schliessus, Sonya	011837
Bangay, Jennifer	011826	Green, Rashida Folanay	011773	Martin, Meredith Leslie	011648	Scime, Frances	011723
Banner, Meghan	011818	Gunasinghe, Sagarika Nilmini	011758	Masalkina, Liudmila	011592	Shamsul, Malghalara	011647
Barandica, Lucia	011776	Guo, Kun	011693	Matoni, Katarzyna A	011726	Shoopman, Virginia	011683
Barazova, Janna	011765	Hanowski-Martin, Rachel Dawn	011661	Matuszewski, Anna	011658	Shtil, Lyudmila	011653
Barsoum, Monica	011627	Hanson, Heidi	011836	Matuszewski, Tracy Lynn	011603	Shumihina, Tanya	011644
Basterfield, Celia	011666	Haslam, Jennifer	011804	Mazza, Laura	011664	Simond, Caila Marie	011767
Beharry, Sharon	011671	Haygarth, Stephanie	011634	Melendez, Ivonne	011800	Singh, Navdeep	011841
Benam, Mana F.	011849	He, Ying	011710	Merchant, Shams	011788	Smith, Ashley	011816
Benedetto Bertomeu, Enrique	011706	Hill, Jessica Santina	011604	Meza, Ruth Xiomara	011786	Sopovski, Emilija	011676
Bernstein, Rachel	011682	Hoover, Cindy	011713	Mihaljev, Marlayna Marie	011843	Sowala, Anna	011775
Boyчук, Ashlee	011607	Hosseini, Maryam	011799	Miller, Jenoy	011722	Spencer, Roslyn	011623
Brachkova, Anna S	011712	Houston, Courtney	011834	Misiaszek, Amy Marie	011844	Staszuk, Marta	011659
Brownhill, Alison	011656	Huddleston, Amanda Catherine	011612	Muldoon, Lindsay	011733	Stone, Amanda	011678
Bumbacco, Melissa Ann	011597	Hueson, Monika	011707	Naval, Janah Millette	011748	Sweeney, Laura	011691
Burghardt, Julia	011695	Ianni, Sofia	011820	Naveed, Natasha	011793	Szilagyi, Kornelia	011831
Burke, Ashley Marie	011821	Ioannidis, Sophia Alexandra	011779	Ndlovu, Doreen	011740	Tanaeva, Nechama	011805
Calabia, Janet Sarah	011667	Iprakovski, Diana	011822	Nepomnyachshaya, Yelena	011725	Tavares, Donna	011646
Camilleri, Nicole Marie	011840	Jaffer, Kulsum	011829	Ngo, Kristy	011817	Temertzoglou, Natashaia	011606
Campbell, Leighton	011702	Jafferji, Tahera	011754	Nodalo, Rosenda Digna	011842	Thompson, Brooke Michelle Helen	011624
Carr, Kristi	011807	Jamal, Farahana	011790	Olteanu, Mary Kay	011801	Tirone, Grace	011717
Castillo, Silvia	011719	Jamil, Suha	011827	Padilla, Maria Salvacion Marsha	011757	Todd, Laura Sharon Scullion	011591
Chen, Li Moy	011636	Janevska, Jelena	011595	Pajic, Keren	011846	Tong Mau, Catherine Maria	011739
Cheung, Cindy W B	011792	Jarjees, Lamees	011602	Pallas, Alana	011781	Totaram, Natasha M	011771
Chhoker, Josie	011677	Jiang, Carina	011711	Pangilinan, Leila	011762	Tretjakoff, Tamara	011622
Choi, Ji Yean Irene	011738	Johnson, Kasten Caroline	011669	Parker, Jennifer Elizabeth	011608	Trigiani, Maria	011672
Choo, Lin-Chiet	011645	Jones, Janet	011594	Pastia, Andra Gabriela	011708	Tursik, Veronika	011819
Christopoulos, Angie	011601	Kamboj, Ananta	011832	Patarroyo, Manuel	011715	Uppal, Jasmine	011637
Cicci, Jennifer Margaret	011750	Kandasamy, Fayroon	011651	Patten, Melanie	011630	Vari, Rosemary	011611
Clarke, Joanie	011642	Khan, Aisha Ali	011718	Perrotta, Luisa	011665	Varuna, Tina Alicia	011808
Colborne, Theresa E	011590	Khattab, Jasmine	011617	Phillips, Andrea Margaret	011828	Villanueva, Mae	011655
Creek, Alyshia	011823	Kirolous, Mariane	011700	Phillips, Tanese Latoya	011795	Villegas, Joan	011784
Cruickshank, Elizabeth	011699	Klimova, Irina	011732	Pinto, Elsa	011731	Vo, Nancy	011848
Da Silva, Mary	011755	Koacher, Sumeet	011649	Plozzer, Victoria	011633	von Schober, Melissa	011593
Dang, Phuong	011791	Koloska, Kelly	011729	Ponce, Gerardo	011714	Vukelic, Kathy	011803
Datoo, Fatimah	011809	Korottchenko, Marina	011690	Popal, Fatemah	011747	Wales, Tara Jean-Marie	011670
Davis, Jillian	011811	Kosmadia, Rina	011673	Poray-Swinarski, Debra Katherine	011668	Waldie, Shannon	011802
De Giorgio, Monica	011654	Kotob, Racha	011641	Power, Veronique	011751	Winhall, Jane	011663
D'Ecclesis, Monica	011806	Krynska, Grace	011614	Procopio, Robert	011619	Wong, Goretta	011794
Dhugee, Anuradha	011716	Kulina, Jacqui	011643	Provenzano, Debra Mary	011798	Wood, Sabrina Elizabeth May	011687
Diau, Jennifer	011599	Kumar, Indira Anand	011815	Pryde, Anna McKinlay	011685	Woods, Tiffany Raine	011632
Doman, Jessica	011680	Laciste, Edna	011783	Purdie, Lindsey	011797	Xia, Lei	011620
Donaldson, Erin Jane	011825	Lacroix, Martine	011833	Pustovoytova, Kateryna	011735	Yassa, Shirin	011629
Duenas, Maria Amparo	011764	Lakhssassi, Amal	011728	Pye, Krista-Ann	011631	Zacharias, Lorelei Janice	011675
Dvoncova, Vladimira	011720	Larendowicz, Laura Elizabeth	011824	Rabinovitch, Carli Beth	011761	Zhu, Julie	011785
Eadie, Janice Anne	011759	Le, Anna	011681	Ramsay, Jennifer	011640	Zolnierowicz, Margaret	011696
Eady, Krista	011609	Le Drew, Carolyn	011838	Rand, Emily Rachel	011812		
Eisemann, Angelica	011638	Leaver, Leslie Anne	011610	Redfern, Shannon Serra	011686		

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Name	Reg ID	Name	Reg ID	Name	Reg ID	Name	Reg ID
Abbou, Esther Sylvia	006332	Bovey, Chelsea Marie	009897	Collin, Josee Nathalie	005271	Dougdeen-Jokhu, Andra Rosemarie	004082
Abbruscato, Anna Marie	007183	Bowman, Conni Lyn	008715	Collins, Heidi S	009152	Downhos, Vicki	006388
Ackerman, Nancy Marie	004935	Boyden, Vanna G	005159	Collins, Julie Ann	002600	Down, Karen Dianne	005163
Acton, Christine Mary	000770	Boyle, Marcia Ruth	002367	Colosimo, Martha Elizabeth	006390	Doyle, Constance Anne	001046
Adams, Susan Gloria G	002771	Bozzo, Dolcenea	006181	Colver, Nancy Dale	002682	Drab, Dorota	007766
Agranovitch, Liubov	010880	Bradley-St.Onge, Dawn M	002039	Comerford-Mask, Anita Mary	002466	Duffy, Cheryl Ann	007344
Alary, Joanne Suzanne	004122	Brady, Joan Marie	006700	Connelly, Wendy Paige	003641	Dufresne, Debbie J	001501
Allen, Lorie Ann	002099	Brazeau, Heather Ann	002576	Connor, Ruth Ellen	000708	Dugas, Deborah L	008179
Almeida-Cabrera, Aurora	006179	Breton, Daniel Joseph	006006	Couch, Anna Maria	003248	Dukeshire, Cassandra C J	002811
Amiel, Janet Hazel	007153	Brisley, Diane Cora	000132	Courey, Sandra	006165	Dumkos-Cowie, Diana	004146
Amores-Hudson, Nicolina	008227	Britton, Amanda	009417	Coutu, Debbie-Anne	006191	Dups, Paula E	006741
Amos, Debra	001786	Bronson-Petersen, Kathleen May	004385	Coutu, Ginette Chantal	006584	Duquette, Louise	003857
Amyotte, Gisele Lisette	002965	Brotman, Lori Heather	006364	Cowie, Margaret C	001201	Durst, Jennifer A M	002620
Anastasopoulos, Roula	008147	Brouillette, Ginette Yvette	005423	Cox, Judith Ann	001131	Dzionek, Eva	005151
Anderson, Donna Kate	001388	Brown, Kathryn Ann	001364	Craig, Cheryl Edna	001807	Dziunikowski, Dorothy Anna	007015
Anderson, Marni Susan	002010	Brown, Teena	001619	Crane, Sherry Ann	005681	Eagles, Jennifer L	007431
Andrews, Wendy Lynn	005430	Brownlee, Carolyn E	002385	Crawford, Melissa Jo-Ann	001485	Eckenswiler, Sue Jennifer	004448
Aquilina-Arnold, Janet F	002839	Brule,Carolynn	008417	Crête, Brigitte	005551	Epple, Cindy Lois	001370
Archibald, Terri Lyn	004691	Brunelle, Nicole Therese	002791	Crisp, Jo-anne Lee	005442	Epp-Para, Patricia E	001069
Argue, K Anne	001759	Bruyere, Manon	004104	Crusch, Janice	001836	Ergus-Hasanain, Karen	003790
Arias, Sylvia Julia	003939	Bryant, Maria Julia	003247	Culhane, Elizabeth	001219	Erhardt, Angela Marie	005825
Atkinson, Michelle Lynn	004276	Bucholtz, Sheri-Lea Alice	008894	Culp, Joan Louise	000878	Evers, Sheryl Elizabeth	004368
Badiuk, Constance Rae	002282	Buczynski, Jessica Marie Mae	009225	Cumming, Bonnie D E	001549	Ewart, Linda Ann	000179
Bailey, Lori	004501	Budge, Tracy Lea	005619	Cunnison, Kathryn	002120	Faiella, Mary-Lisa	004039
Baker, Katrina Lorraine	005614	Buie, Jennifer Anne	009482	Currie, Ruth Edith	001442	Falconi, Rosemary	001831
Baldinelli, Michelle	004641	Burke, Carol Susan	003094	Cutruzzola, Carolina	006610	Farinaccia, Roberto E	009251
Ball, Rose Mary	006696	Burkholder, Elsie Marie	001143	Cuttell, Kimberli	007137	Feil-Megill, Nanette Julie	006376
Bandy, Patricia Lynn	006928	Bushby, Ruth Lynn	003134	Cuzzolino, Ann Marie	001289	Feldberg, Nathalie France	004119
Barker, Claire	003780	Butt, Fareha	007288	Czosnek, Donna Lynn	000888	Ferguson, Beverley Ann	003549
Barnes-Zilkay, Cari-Lyn	004502	Callahan, Pauline Sharon C	005987	Czudner, Dafna	007498	Ferguson, Susan Mary	000530
Barnett, Audrey Katherine	000773	Callon, Margaret	004967	D'Addio, Janet	006835	Fewster, Lindsay Celeste	006550
Barr Overholt, Carol M	002350	Campbell, Leanne Jean	005575	Dagg, Leanne Mary D	007222	Ficek, Darci Gayle	002360
Barrett, Cheryl Marie	001761	Canfield, Kerry Joel	010019	Dahl-Kirwin, Sherri Ann	003735	Filson, Caroline Maria	003691
Barrette, Gwen Alison	002049	Cardinale, Giuseppina	003845	Dalla Pasqua, Rose	005921	Finan, Patricia Anne	003737
Barriault, Gisèle Pauline Marie	007324	Carlson, Suzanne E	006745	Dalrymple, Christine Elizabeth	008895	Fingler, Karen Lynn	004186
Baumann, Stefica Rose	007213	Carlton, Debra Ann	001837	Daly, Shelley Anne	003765	Finlayson, Kathleen E	002586
Bayne-Loucks, Leanne Patricia	005120	Carmichael, Wendy	003562	Damm, Ruth Anne Viola	000515	Finnie, Kristy Lyn	009776
Bazinet, Anne Anita	001556	Carnovale, Dora Teresa	003756	Daniels, Kathleen Deborah	000165	Fisher, Jayne Dominique	003807
Beaudry, Janice	008706	Carr, Diane Debra	005228	Daniels, Laura Lee	003781	Fitzgerald, Elizabeth Ann	004265
Becker, Karla Ann	008087	Carr, Karen Wendy	000943	Danylchuk, Betty-June	001432	Foisy, Jeannine J M	004751
Beirnes, Laurell A	002351	Carrick, L B Michele C	001915	Davidson, Angela Jean	005618	Fox, Joan Anne	003282
Belcourt, Heidi	003095	Carroll, Tracey Ann	002678	Davidson, Joanne Marie R	001337	Freeman, Sophie Jeannette	004623
Belsout-Grbich, Christine A	003340	Carter, Brenda June	005555	Davies, Monique Suzanne	005596	Frescura, Nicole Rachelle	001336
Benayon, Orlee	006589	Carubba, Cathleen Kelly	003519	Davis, Susan Marie	007489	Fulton, Donna Suzanne	001597
Bernier, Sabrina	006985	Carullo, Theresa	007915	Dawson, Mary Anne	001931	Fyvie, Rachel	009053
Bernst, Kelly Mary Ann	003480	Cassidy, Carolyn	004968	de Boer, Toby	007373	Gaffney, Julie	007456
Berton, Deborah Anne	004959	Cavanagh, Diane Marie	005254	De Diego, Gianni Marcela	001701	Galajda, Veronica	003069
Berube, Lynne Chantal	004547	Cavanagh, Sharon Barnard	003226	De Marchi, Francine E	001563	Galerieau, Lucie	003978
Besser, Noreen Joyce	000717	Centritto, Nancy Ann	005443	De Medeiros, Nelia	005914	Gamas, Mary	004887
Bessette, Sharon Carole	000191	Chabot, Line Marie H S	001709	De Mendonca, Joanne	005995	Gamble, Stephanie	006472
Bhatti, Shaista	008038	Champs, Jasmin	002918	Debattista, Rachelle L	008136	Gangani, Mehezbib	008947
Bialas, Tania F	009090	Chan, Joyce Pui Ka	008215	Decosse, Debra Leeann	002098	Ganton, Sherri-Anne	010054
Bianchi, Lori-Anne	003268	Channa, Manminder	005674	DeFoe, Michelle Lesley	005161	Garant, Tracy Christina	010044
Bianco, Melanie A	008285	Chaudhery, Abida Rubina	005292	DeGagne, Angela Dawn	008427	Gardiner, Jennifer Aline	005978
Birdsall, William Anthony	007244	Chauvin, Sylvie T	002994	Degan, Joan Mary	000911	Gardiner, Susan	005080
Birkner, Juli Lynn	002974	Cheesmond, Kathleen Erin	008492	dela Cruz, Veronica	007413	Garlough, Dorothy Ann	000966
Black, Tina Elizabeth	009050	Chesser, Maria Alice	004107	Delos Reyes-South, Tomasita	004939	Garvin, Laurie-Ann	007451
Blight, Marianne	001745	Chester, Gina Margaret	004108	Demers Murdoch, Carole Alice	003823	Gauthier, Julie Anne	005395
Blumas, Leslie Jane	000978	Chiang, Joylin Valerie	000834	Derochie, Teresa Mary	002483	Gawrysiak, Anna	010064
Blumenfeld, Lee	000788	Chipman, Carol	003655	DeRose, Mara	002233	Geisberger, Deborah Lynne	002064
Boileau, Patti Lynn	001736	Cho, Julen	007175	Desanti, Elizabeth Joy	000653	Geraci, Anna	007171
Boileau, Veronique	007202	Christodoulou-Derlis, Katharina	007082	Deskes, Tina	003657	Ghadiali, Brenda Ann	004521
Boire, Lise Anne	004328	Chrysler, Susan	005323	Devost, Sylvie J	003531	Giamos, Sophie	005698
Bolton, Donna Louise	003471	Chung, Li Hsien	005386	Devries, Barbara Marie	002676	Gibson, Janice Marjorie	002409
Bonucchi-Smith, Barbara Claudia	004607	Chung, Lynn	009671	Dhalwani, Nimet	003937	Gillani, Shairose	006728
Boodoo-Cutbush, Kushma Tara	008390	Ciccone, Lucia	006988	Dhandhari, Yulawattie	009622	Gillis, Carolyn Faye	003521
Boomhour, Lorraine Harriet	001389	Ciurea, Magdelena O	000783	Diebold, Darlene Katherine M	008500	Gilman, Shirley Kathryn	000914
Bordeleau, Sylvie Renee	003366	Clark, Janice Elizabeth	002048	Diemert, Rebecca Rowena	004637	Girouard, Christine	006921
Bordignon, Sheila Mae	001281	Claypack, Potoula	004496	DiFonzo, Laurie L	004660	Glover, Bernadette Karla	002273
Boseovski, Nalani Vanessa	009292	Coates, Edith Renee	008189	DiMuzio, Brenda Lee	006769	Glover, Gloria Mary Anne	002623
Boudreau, Josee Deborah	008620	Coggin, Monica	007777	Dirken, Peggy Ann	003089	Goddard, Jennifer Lynn	001623
Bouffard, Lyne Marie	004749	Cohen, Melanie Frances	001754	Doidge, Melanie Margaret	005577	Goela, Neena	008346
Bourgeois, Lisa Patricia	006099	Colborne, Theresa E	011590	D'Onofrio, Teresa Maria	004883	Gold, Romy Corrinne	004190
Bourre, Terra Leanne	007058	Coleman, Carole Marie	002324	Donovan, Ronda E	002818	Goldberg, Shari Lynne	001840

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Name	Reg ID	Name	Reg ID	Name	Reg ID	Name	Reg ID
Goldstein, Jodi	001135	Jagdeo, Jaspreet Kaur	008116	Laurin, Jennifer Lynn	008138	Mayes, Alison Mary Kathleen	007523
Goodsell, Holly M.	010034	Jakabhazy, Ildiko	005399	Lawrence, Lori-Jayne	002184	Mayhew, Jennifer Patricia	009903
Gorenc, Diane	005371	Janaszek, Deanna-Lynn	007113	Leavitt, Pamela Jean	001964	Mayo, Kelly Elizabeth	005637
Gorgonio, Mary Elizabeth	001140	Jandron, Julie Ann	005475	Lecours, Sylvie Simone M	001770	Mazal-Kuula, Catherine	003194
Goulding, Marilyn Jeanne	003156	Jean, Nancy Grace	001345	Lecours-Blouin, Gisele F	003827	McAlister, Debra Lee	002070
Graham, Maria Felicia	003260	Jedrzeczek, Beata Joanna	008153	Leduc, Colleen Maxine	008647	McAuley, Caroline A	004625
Graham, Mary Lynne C	000864	Jermey, Karen Leanne	004007	Lee, Linda Cheuk Ying	004059	McCabe, Harriet	000544
Grandmont-Girard, Kathie Yolande	005990	Jodhan, Nita	004038	Lee, Nancy	008736	McCardle, Yvonne Elaine	007971
Grant, Melissa	007828	Johns, Norman	002494	Lee, Sybil Maria	007521	McColl, Leslie Anne	005760
Grech, Leouise Ann	009431	Johnsen, Eric Eugene	004331	Lee, Yoon-Jung	007361	McConaghie-Butt, Karyn Nicole	006916
Greco, Julie	005388	Johnson, Jo-Anne	002624	Leeming, Jennifer Jane	005642	McCoy, Tamara Jean	003971
Greenberg, Jill R	003447	Johnson, Lynette L	009319	Leeming, Kelly Ann	002731	McCurdy, Diane	006067
Greenglass, Barbara R	000135	Johnson, Rebecca Jacqueline	007429	Lemmon, Teresa Lynn	003332	McDonald, Kim Elizabeth	001585
Greenlaw, Janet Nadine	003556	Johnston, Shannon Marie	008461	Lenz, Margaret Elaine	009450	McDonald, Lorraine Margaret	006215
Grossi, Anna Maria	006135	Johnston, Wendy Elizabeth	002190	Leon, Anna	002453	McDonald, Tara Brianna	007741
Grubert, Susan Ann	008800	Jolin, Natalie Lucille	004986	Leonard, Lise Lea	002564	McDougall, Mary Elizabeth	008927
Guadagnini, Frances Lynn	001037	Jones, April Belinda	009732	Leonard, Vivian Kathleen	002497	McDougall, Susan Mary	003463
Gualtieri, Linda	007088	Jones, Jo-Anne D'Ette	001609	Leonhardt, Claudia Eleonore	003710	McFarlane, Valerie	004614
Guerra, Denis	007214	Jones, Sonia	008890	Lerikos, Caroline Marie	005474	McGraw, Beverly Anne	002300
Guisseppi, Karen Ann	003009	Jurevicius, Tracey Lee	004742	Levesque, Lise Rose	004755	McGregor, Sylvie	003867
Gupta, Preeti R	005816	Kalmikov, Lorrie Lynn	003029	Levesque, Louanne Pauline	004756	McIntyre, Christina M	006920
Gupta, Suman	003990	Kalyan, Fahara	006216	Levine, Mindy Michelle	002777	McIsaac, Amy Lynn	008795
Guy, Sally Janet Mary	004752	Karakouka, Maria	005811	Low, Diane Isabel	008158	McKean, Sasha P	007448
Hagerman, Sarita	006561	Karellas, Patty Panagiota	004245	Linardi, Sandra	005411	McKenzie-Barnswell, Sheila Georgia	002110
Hakr, Linda	008790	Katooly, Nooshfar	005802	Linden, Rochelle Frances	000202	McKeown, Mary Joanne	000250
Halabiski, Kassendra	004747	Kaziniac, Barbara Jadwiga	007508	Lindo, Marla Joy	007437	McKinlay, Deborah Anne	006489
Hambly, Robin Christine	005600	Keating, Jessica Nelle	008378	Lindsay, Denise Marie	005011	McKnight, Sheila Eleanor	006546
Hamilton, A Louise	009169	Kell-Kotwa, Brenda J	002068	Lopushinsky, Loretta	003285	McLatchie-Ledger, Joanne	007051
Hamilton, Jo-Anne Leslie	004382	Kelly, Julie	009533	Lord, Lynda	005689	McTaggart, Robin Sue	002434
Hamilton, Shelley Lyn	001377	Kelly, Wendy Ann	001985	Lotz, Caroline Jane	006718	Meier, Laurel Elizabeth	003207
Hammond, Aileen Susan	003701	Kenny, Catherine Ann	002957	Low, Nadine Rose	007062	Melanson, Kelly	002447
Hannam, Kimberly Ann	008966	King, Catherine Anne	001461	Lowe, Rosemarie	006936	Melter, Myriam Ingrid	004092
Hardy, Jocelyne	005641	King, Jocelyne L M	002495	Luciani, Karen Nicole	005374	Menshari, Yolanda P M	007355
Hare, Susan Elizabeth	002436	King, Karen Denise	002710	Luk, Roselyn C K	002926	Mentrycki, Christine	009390
Harney, Susanne Barbara	002134	Kirkos, Dimitra Jeannie	008918	Lyn, Nancy Laura	004449	Michalczyk, Tina	006185
Harrack, Nicole Diane	001172	Koch-Rafter, Gina Louise	002550	Lynes, Andrea Marie	007548	Middleton, Andrea Lynn	008306
Hastings, Marilyn	000521	Konecny, Jocelyn Ann	007733	Lyttle, Marilyn Dianne	000674	Middleton, Frances Elva	003206
Heard, Tiffany Anne	008931	Konstantinou, Sophie Linda	005920	MacDonald, Helen Mary	009511	Millette, Susan D	003003
Heersink, Nancy Margaret	002257	Kostendt, Catherine Louise	008397	MacIntosh, Mary Patricia	000579	Miloszewski, Joanna	008250
Heinbuch, Jill Elizabeth	005201	Krestell-Goodman, Stacey Lynn	006301	Macip, Rosa Aurora	005041	Minshull, Wendy	006334
Helmer, Kelly Margaret	005171	Krieger, Christine Lynn	008496	Mackay, Bernadette Rosanne	006935	Mirrlees, Kari Elizabeth	006451
Hemingway, Karen Michelle	002486	Kritou, Kanella	008691	Mackey, Karen Lynn	003943	Mischianti, Sabrina Joanne	006615
Henderson, Lisa Catherine	007111	Krueger, Christine Audrey	002279	Mackie, Erin Jennifer	007612	Mitri, Susan	007665
Hernandez, Cindy Rose	007128	Kuchler, Frances Victoria	003903	Macknight, Kelly-Ann	005535	Mobarak, Abrar	009465
Heroux, Eva Jessie	004406	Kulik, Jeannette F	005268	MacVane-Moore, Ruth C	003323	Moleiro, Filomena Teresa	006553
Herterich, Kathryn Diane	000867	Kuri, Lorraine Marie	000613	MacVicar, Deborah Anne	004531	Moniz, Sarah A	008229
Hicks, Jill Lianne	006823	Kylie, Colleen Margaret	004596	Magnan, Peter J	005785	Montgomery-Wieler, Dana	006452
Hinton, Kimberley Ann	001039	Lachance, Laura Elaine	000972	Mahon, Cheryl Lynne M	003744	Moore, Kendra Janelle	009636
Hirji, Aminmohamed	006855	Lacroix-Morin, Nicole	002767	Maitland, Marianne Louise	003220	Morano, Michelle R	008178
Hoare, Wendy Lynne	003839	Lad, Hemlata	004854	Majka, Patricia Ann	001511	Moreau, Nathalie	005391
Hodgson, Connie Marie	006217	LaDelfa, Zlata Katarina	004435	Major, Fay	009758	Morrello, Elizabeth	002503
Hogan-James, Colleen Sheila	005836	LaFleur, Jodi Louise	007024	Makela, Christina M W	004156	Morrell, Ainslee E	008040
Holborn, Jacqueline B	004058	Lafontaine, Josée	007807	Malicki, Sharon Arlene	006770	Morris, Terri Diane	008804
Holt, Lynne Marie	004086	Lafontaine, Nathalie	006504	Manieri, Susan	002183	Moura, Paula Almeida	008401
Homem, Sandra Maria	008726	Laing, Nicole	007897	Manthome, Jillian Lesley Paige	010271	Mousseau, Patricia M	000562
Hosegood, Lynora Lee	001125	Lakhani, Rabiya	004200	Marchand, Nancy C	002239	Mundell, Tricia	008409
Houghton, Katrin	001624	Lalani, Reeshma	004613	Marcotte, Kathy Denyse	004379	Munn, Janet Ann	007570
Hsieh, Stephanie	009798	Lalonde, Guylaine M C	002745	Marignani, Maria	005652	Murray, Heather Gail	002084
Hudani, Shahenez	008529	Lalonde-Fata, Tracy	004851	Marinich, Karen Cozette	002044	Muston, Shelley Lynn	006560
Hummel, Shandra Marie	005984	Lam, Godwin Wan-Lok	003505	Marinigh, Kimberley Lynn	002448	Myers, Laura	003892
Humphrey, Deborah	004571	Lam, Michelle	007728	Marion, Gail Patricia	001865	Nael, Marylynn	001357
Hunchuck, Stephanie Elizabeth	008921	Lam, Michelle You Sim	004716	Marion, Heather Margaret	007074	Nahabedian, Leena Maritta	001396
Hunt, Deborah Jane	001353	Lam-Kayser, Alice	005808	Marko, Mary-Ann R	006208	Natale, Lisa	004095
Hunter, Tricia Rhea	007837	Landry, Kerri Lynn	005779	Markovic, Sava	009403	Naveed, Naila	006224
Hutton, Kimberley Lisa	006169	Lange, Paula Renee	003059	Marsh, Deborah Lynn	002856	Nazari, Armineh	007727
Hynes, Charmaine M	007670	Langlois, Mary Joyce	003789	Marshall, Patricia Ann	001299	Nazzicone, Silvana	002058
Iafraite, Massimo M	001195	Laratta-Gerrard, Clara Jo	005601	Martin, Nancy	002024	Neamtus, Florentina	009806
Ieraci, Sylvia	007873	Larmon, Dawn	008566	Martin Castron, Janice Elaine	002752	Neonen, Annette Rose	005985
Ierullo, Stacey Ann	002973	Larocque, Cecile Paulette	001651	Martindale, Patricia Ann	001220	Newton, Shelley Ann	001755
Ing, Susan	006477	Lattimore, Anna Christine	001750	Marziliano, Antonietta	003280	Nguy, Lan N	008200
Ingratta, Jennifer Ann	009660	Laudadio, Anna Gina	005676	Matthews, Elaine Fay	001814	Nguyen, Tram Hong Mong	008984
Irvine, April Yvonne	003984	Laughton, Muriel Audrey	000994	Matthews, Tracey Ellen	003523	Nicholson, Lisa Kelly	006147
Jacka, Andrea Lynne	006621	Lauridsen, Patricia Frances	001457	Matti, Vivian	008977	Nickerson, Sheri Lynn	005184
Jackson, Cindy Ann	003129	Laurie, Tammy Lee	004721	Maxfield, Darlene	002264	Nicol, Ninfa-Anne M L	000359

STATUS UPDATE

Authorized for Self-Initiation – October 25, 2007 to February 20, 2008

Name	Reg ID	Name	Reg ID	Name	Reg ID	Name	Reg ID
Ninan, Vinita Mary	007925	Prosyk, Christine Laura	005691	Silveri, Claudia	001934	Tremblay, Paula Lea	004035
Noble, Karin Elisabeth	005919	Purcell, Christine	001153	Simpson, Deborah Ann	004727	Tremblay, Terri-Lee	008483
Nolan, Mary Alicia	004656	Pytlak, Mary Jane	000542	Smiley, Raymonda	005278	Tryon, Brenda Louise	004838
Noronha, Vinodhini Esther	C008012	Qazi, Asia Noreen	008228	Smit, Janet Faye	002336	Tsigaridis, Vasiliki	005226
Norris, Mariette	001425	Quan, Cindy	003543	Smith, Carmela	006039	Tsui, Susanna	003774
Notarianni, Alba	006068	Quirk, Christina	009717	Smith, Lin	006226	Tucci, Lizelle	006466
Novak, Catherine	002310	Quirk, Gail Denise	009241	Smith, Lori Maureen	003580	Turner, Christine Kelly	006004
Nuelle, Angela Sue	004859	Rabinovitch, Carli Beth	011761	Sodhi, Susan	008163	Underwood, Karen Marjorie	001118
Nurmohamed, Nelin	004442	Rackley, Sandra Kae	004070	Solanki, Michael Behnam	006101	Uppal, Rabaia	003997
Oakie, Paula Rita	001614	Raeburn-Brown, Sundae	004628	Solomon, Dawn Marie	006749	Urbaitis, Ruth	006467
Obradovich, Jocelyn Pauline	002289	Rafiq, Sajidah	008187	Somji, Rubina	004209	Vaccarella, Guy	006566
Odrowski-LeBlond, Sandra Lee L	004578	Rasmussen, Julie	001408	Somodi, Elizabeth	008010	Valente, Vivian V E	005479
Ogglesby, Dana	005147	Ratnayake, Mallika P S	001727	Sotirakos, Debbie	008459	Valentino, Margherita	005720
O'Neil, Mary Jane	001330	Rawlings, Mary-Ann	003757	Sotirakos-Athanasakos, Pope	004348	Vallee, Lorraine Holly	004274
O'Ryan, Angela Dawn S	007875	Rawn, Dana	006437	Smith, Christine Danielle	008798	Van Dyk, Debralee Diane	000794
Osborne, Anita L	002859	Rebner, Leslie	009332	Soulliere, Caroline Marie	001533	Van Haverbeke, Amy Beth	007206
Osborne, Rebecca	009259	Reid, Charlene	006297	Southern, Jane Elizabeth	004633	Van Hofwegen, Charlene Rose	003381
Osipow-Morawska, Agnes Barbara	009001	Revell, Judith Alma	001641	Spacie, Penelope A L	006789	Van Steensel, Karen Patricia	003690
Ottaviano, Suzanne	005000	Rex-Graham, Nancy Jean	009271	Spangler Swaffield, Lone	003996	Vasilev, Margarita	007334
Pagliocca, Theresa Marie	008208	Richmond, Kayla Deborah	005005	Spencer, Constance Diana	000942	Veeneman, Tara Michelle	008190
Pahor-Manchisi, Sandra	002877	Ridout, Katherine E	004324	Spencer, Roslyn	011623	Venema, Laura Marie	005249
Palmer, Pamela Ann	007484	Roberts, Karen Mae	001513	Spirovski, Goran	005115	Vinokurov, Kerri	006906
Palumbo, Kendra June	005845	Robertson, Hailey Jo	007141	Soucy, Ofelia C	000680	Vissor, Lorna Marguerite	001927
Panagiotakos, Angelica	006329	Robertson-Smith, Sarah	008830	St. Jean, Sigrid	005578	Voisin, Kathryn	008398
Pang, Patricia	005329	Robinson, Madonna Marie	006367	St. Onge, Ilga	004183	Waite, Cynthia Ann	002157
Papineau, Jodi Lynn	005527	Rodgers, Sheila Doreen	001852	St. Pierre, Mary Constance	002516	Waite, Doris Marie	001427
Paradis, Linda Florida M	001662	Rodriguez, Gillian Ross	007150	Stanley, Cheryl Lynn	001557	Waites, Jane M	002441
Parker, Kathryn	001410	Roher, Michelle L	000622	Steele, Kellyann Grace	005362	Walker, Carol Elizabeth	007551
Parker, Tammie E	008172	Rojas, Maria Stephanie	004540	Stemp, James Robert	007659	Walker, Michele Elaine	003436
Parkes, Patricia Diane	002755	Ronta, Rodica	002666	Stickland, Tanya Jeanne	007218	Ward, Catharine J A	001238
Partridge, Stacey L	008114	Rose, Carolyn Ruth	000169	Stock, Mary Lorraine	003425	Watkins, Kathryn Anne	000527
Passafiume, Holly Nadine	005751	Rosenblatt, Adele	004591	Stolpmann, Astrid R A	007135	Watson, Darlene S	002431
Patel, Nikki	009892	Rosenthal, Lori Anne	002657	Stout, Robin Frances	004284	Watson, Jodie	005945
Paton, Glenna Kathryn	004906	Ross, Jillyan M	001883	Straatman, Shelley Lynn	007364	Watson, Karen Anne	003219
Patrick, Allison Jane	009434	Roth, Linda Pamela	006196	Strome, Patricia L M	002415	Webb, Katherine Lynn	001989
Paulsen, Grace Christine	009004	Rowell, Catherine Susan	002907	Stubbs, Bonnie Joanne	006050	Weber-Pillon, Boneta Bernice	003581
Pavao, Lucy	007707	Roy, Lydia Anne	002419	Stumpo, Sara	009227	Wei Suson, Irene	005025
Pecnik, Julie Ann	000371	Ruccolo, Antonella A	007030	Su, Kim Xiao Qin	009600	Wellman, Lisa Jan	004173
Pellegrino, Mara Daniella	006095	Rusic, Irene Helen	006975	Sudds, Melissa L	008837	Wells, Brenda Lynn	004772
Pelly, M Michelle	004069	Rustad, Connie Jean	004163	Sullivan, Susan Anne	001288	Wheeler, Shelly	003561
Peragine, Maria	008764	Ryan, Susan Amanda	008080	Surtel, Susan Lynn	002797	White, Jennifer Ann	004357
Pereira, Ana Paula	007326	Ryerse, Elizabeth Jane	002085	Szeto, Karine Kam	008641	Wickett, Janet Jessie	003303
Periard, Sarah Jane	008408	Rymer, Patricia Colleen	008791	Szotyori, Matilda Eniko	010026	Wilks, Allison Christine	008940
Pernice, Laura	008606	Saba, Rihab	004011	Szura, Daniela A M	002785	Williams, Judith Ann	002950
Perreault, Lisa	006003	Sacchetti, Lisa Anne	006205	Tabrizizadeh, Farnaz	008700	Willms, Darlene Patricia	002521
Perreault, Michele G	008325	Sacilotto, Paula Josephine	003308	Taccogna, Catherine	008444	Wilson, Jaclyn C B	009067
Perri, Laura	009336	Saczkowski, Kathryn Ann	000311	Tahriri, Bit	007918	Wilson, Karen Barbara	001400
Perry, Susan Cecile	001380	Sahni, Farida	005463	Tallis, Christina Anne	003503	Wilson, Kelley Ruth	006806
Persia, Christine Marie	008159	Sandelli, Veronica Ann	001420	Tardiff, Rosemary C	002119	Wilson, Susan Patricia	000707
Petrie, Laura Jane	002838	Sanders, Whitney Alison	005927	Tartaglia-Di Matteo, Cristina	006433	Wilton, Nancy Lynne	004811
Pfaff-Soklich, Cornelia A L	001848	Santerre, Alicia Marie Liane	008976	Tasevski, Catherine S	003795	Wise, Janice Penelope	003879
Pflance, Anna	004477	Santos, Odilia Goncalves	008760	Tax, John Peter	004634	Wiseman-Raymond, Ann Louise	001560
Phaneuf-Ottoni, Sylvie	003689	Sarda, Pooja	008517	Taylor, Denise	006507	Wolda, Helena	001884
Piane, Deborah	002315	Sarkis, Marilyn Mae	003114	Taylor-Potter, Lori Gail	005638	Wolfe, Janice	001565
Pickett, Jocelyne L	004876	Sarkisian, Melienez M	007693	Tejpar, Saira	004957	Wolkin, Shirley	002461
Pidduck, Tracy Carolin	006697	Sarvis-Schlosser, Wendy Jean	008076	Telmosse, Janet Susan	000898	Wong, Clement	009737
Pignatone, Styliani (Stella)	004444	Saunders, Helen	004469	Tennant, Elizabeth E	001811	Wong, Faye L	007907
Pizzitola, Agata Maria	006476	Scharfenberg, Sarah	008821	Theal, Kelli Lynn	005740	Woo, Ming	005349
Plexman, Charlene	005308	Scharkov, Theodora	005685	Therrien, Kimberley Diane	004840	Woodrow, Karen Jane	003093
Poirier, Michelle Marie	001548	Schoop, M Lorraine	001084	Thomas, Ruth A	003873	Woodworth, Jennifer Lynn	002756
Polini, Cheryl Anne	002642	Scott-Barkley, Nancy Lynn	004129	Tiernan, Francine G	005265	Wuensch, Marnie Marina	003241
Polloway, Deborah Jane	005495	Seale, Sarah Louise	003994	Tigheelaar, Cheryl Ann	005745	Yeomans, Lorna	002864
Popalis, Helen	004891	Sebastianelli, Irene	003528	Tigner, Maria Elena	004910	Young, Jamie D	003265
Popek, Gail Blanche	001710	Seed, Aileen	001169	Tomaselli, Filomena Rosa	005929	Young, Jennifer Mary	000528
Porcelli, Carmela	004286	Selkirk, Pamela Joy	001779	Tomaszewski, Editha A	007779	Young, Joyce	000335
Porter, Colleen C	005850	Seltzer-Soberano, Laura Michelle	004251	Tonellato, Michelle Marie	006810	Zaidi, Amina A	008402
Poste, Jeanette Louisa	001193	Sexsmith, Kimberley Ann	005074	Topham, Marilyn Gilberte	001319	Zimmerman, Linda Marlaine A	001090
Potter, Helen Viola	001615	Sgro, Elena A	007158	Tossios, Diane	005770	Zincone, Lana Marie	003925
Potts, Sally Lynn	008856	Shannon, Danielle Anne	008512	Totino, Suzanne	006475	Zonca, Christiane	007911
Premo, Julie Marie Lynn	007403	Sharp, Rachel Sarah	009266	Traballo, Rosinda Jean	005758	Zorzit, Lee-Ann	001763
Prendergast, Tara Marie	002901	Sheehan, Linda Carol	000602	Trace, Joey Anne	002092	Zurbrigg, Jennifer Lynn	007097
Princ-Reid, Nivea Lynn	003359	Shields, Sheryl Corinne	002322	Tracey, Anne Marie	001714		
Prinsthal, Linda Kathleen	000630	Shtil, Lyudmila	011653	Travis, Amberly Sara-Beth	009653		
Procter, Kara Marie-Denise	009526	Shugg, Patricia Judy	001608				

REGISTRANTS STATUS UPDATE

Suspended/Revoked/Resigned Registrants

In accordance with section 24 of the *Regulated Health Professions Act* (Code), the following registrants have been suspended/revoked for non-payment of the annual renewal fee. These registrants were forwarded notice of the intention to suspend and provided with two months in which to pay the fee. If a registrant who has been suspended for non-payment does not reinstate her/his certificate of registration, that certificate is deemed to be revoked two years after the failure to pay the annual fee. Some registrants choose to resign from the College at renewal time.

Resignations – October 20, 2007 to February 20, 2008

Name	Reg ID	Name	Reg ID	Name	Reg ID	Name	Reg ID
Alfie, Ana	010885	Cross, Kimberly Dawn	002736	Marjerrison, Donna Marie	001771	Sideris, Carol Anne	000590
Allison, Susan Louise	004569	Deschenes-Armstrong, Elise M C	005481	Mason, Leslie Margaret	000353	Simpson, Carol Eileen	003470
Barber, Karen	004738	DiRienzo, Elisabeth	007510	McCartney, Nancy	000178	Spadafora, Monica	009210
Barbour, Jennifer Louise	006152	Drue, Nancy Elaine	000855	McDaniel, Charlotte Anne	001256	Spanjers, Jennifer Lynne	009965
Barnabi, Lynn Margaret	007049	Gow, Janice Elaine	008359	McDowell, Karleen Mary	010441	Stacey, Joanne Loreen	011275
Barr, Michelle Jean	006588	Hanson, Jane Louise	000909	Meyer, Rebecca Jane	006672	Stewart-Bar, Sonja Elizabeth	002254
Beaudry, Kim	006624	Hughes, Nancy Joanne	000116	Miles, Nancy Elizabeth	004440	Studd, Judith Ann	000090
Belanger, Vivian L	007695	Jansen, Christine Elizabeth	007966	Milton, Rikki Chantan	008587	Swain, Melanie Jean	009435
Bonneville, Debi Lynn	003649	Kassirer-Shniffer, Beverley	000130	Minamata, Mayumi	003969	Templeman, Jennifer Alethea	009998
Braverman, Marilyn	000118	Kaukinen, Catherine Anne	003493	Neeb, Anita	004257	Topolinsky, Lori Ann	001094
Chambers, Karen Evelyn	001222	Kehoe, Kimberly H	006799	Nixon, Karen Louise	002095	Tornquist, Raija	004285
Chiru, Stefana	011003	Kerr, Laurin Diane	003957	Patel, Shetal	007952	Townson, Natalie	010255
Collantes, Sandra Anne N	006056	Koifman, Marci	002460	Pekarchuk, Deborah Jayne	001946	Tzavaras, Dora	007231
Corman, Lindsay	011324	Labelle, Donna Marilyn	009464	Pernfuss, Heidi Maria	002079	Vanderstelt, Debbie Lynn	000863
Courchesne, Maryse	009523	Lacey, Karrie Lee	003730	Phillips, Clara Laurette	005332	Watkins, Cilla Rebecca	006116
Covell, Karen Yvonne	001041	Lawson, Michelle Terri	004518	Reid, Rozina Violet	004168	Weinberger, Hilary Renee	004208
Cox, Sharon E A	000172	Lefebvre, Marielle Denise	004123	Ross, Dale	000550	Wisniewski, Ursula Grazyna	002549
Crack, Susan A	000447	Lopez, Indiana Cecilia	009192	Saumure, Diane S	003370	Wright, Alexandra Mary	000271
Craig-MacDonald, Maryann T	002732	MacNaughtan, Stephanie	007858	Sbrocchi, Beatrice Dorothy	007458	Zelli, Shahrzad	010887

Reinstated – October 20, 2007 to February 20, 2008

Name	Reg ID	Name	Reg ID	Name	Reg ID	Name	Reg ID
Consaul, Kimberly Dawn	008781	Lemieux-Pinsonneault, Penni-Lynn	003740	Markovich, Rena	010022	Simard, Caroline	009120
Herald, Elaine Michell	005390						

2008 Revocations

Name	Reg ID	Name	Reg ID	Name	Reg ID	Name	Reg ID
Bechaz, Elisabeth	006913	Holland, Gillian Rae	009641	Proffitt, Melanie Jane	009749	White, Catherine	009373
Bernath, Joanna Sofia	006647	Martin, Cindy Angele	007557	Shamloo, Sanaz	009638	Whitton, Deborah Louise	003797
Brunell, Pamela	009183	McCall, Robert Parsons Andrew	009513	Shiels, Anita Marie	004447	Wnuk, Stephanie Ann Maria	009807
Busch, Jacqueline N B N	002505	Osborne, Marcy Faye	004604	Slizys, Carolyn Ellen	007064	Yong, Dian	004789
Dodbiba, Marsela	009496	Parslow, D Kathryn	001554	Spencer, Kimberley Anne	007025		
Erfanian, Zohreh	009138	Peebles, Tammy Lee	007144	Thompson, Michelle Lynn	008533		
Gamelin, Maria Naomi	008802	Pepper, Patricia E	000327	Toppan, Marianne	006896		

THE COLLEGE TAKES DENTAL HYGIENE STUDENT TO COURT FOR ILLEGAL PRACTICE

Upon investigation, the College determined that a dental hygiene student performed scaling in a private dental office where she held a position as a dental assistant. The CDHO takes the issue of illegal practice very seriously and sought a court order to prevent further occurrence. The student in question understands the gravity of her actions and has returned to complete her dental hygiene education.

On December 11, 2007 The Honourable Mr. Justice Somers, Ontario Superior Court of Justice, ordered, on a consent basis, that Khadija Hossaini comply with sections 4 and 9 of the *Dental Hygiene Act, 1991* and section 27 of the *Regulated Health Professions Act, 1991* and in particular, that Khadija Hossaini refrain:

- from holding herself out as a person who is qualified to practise in Ontario as a dental hygienist or in a specialty of dental hygiene unless she is registered with, and a member of, the College of Dental Hygienists of Ontario; and
- from performing controlled acts including scaling and root planing unless she is registered with, and a member of, the College of Dental Hygienists of Ontario.

The court ordered that Khadija Hossaini pay costs to the College of \$5,000.

SUMMARY OF DECISION & REASONS FOR DECISION



Two discipline hearings were held on December 18, 2007.

Sabrina Abela

A Panel of the Discipline Committee found Ms. Sabrina Abela guilty of professional misconduct for contravening a condition imposed on her certificate of registration and failing to take reasonable steps to ensure information provided to the College was accurate.

The Discipline Panel accepted an agreed statement which included the facts that on or about March 23, 2007, Ms. Abela's general certificate of registration was suspended for non-payment of fees and subsequently reinstated. Ms. Abela did not carry professional liability insurance in 2004, 2005 or 2006, all the years in which she held a general certificate of registration with the College. In the course of renewing her registration for 2005 and 2006, Ms. Abela signed declarations certifying that she carried professional liability insurance when in fact she did not do so.

The Panel accepted a joint submission on penalty and made the following order:

1. Ms. Abela shall receive a reprimand, the fact of which shall be recorded on the register of the College.
2. The Registrar shall suspend Ms. Abela's certificate of registration for two months.
3. The Registrar shall suspend two weeks of the suspension ordered in paragraph 2 herein and Ms. Abela shall be required to serve those remaining two weeks if she fails to comply with the remainder of this Order. If any dispute should arise between Ms. Abela and the College as to whether she is in breach of a provision of this Order, the dispute shall be referred to a Panel of the Discipline Committee for further adjudication. The parties shall have the opportunity to make full submissions to that Panel before it renders a decision. If thereafter, the Panel determines that Ms. Abela has breached a provision of this Order, then and only then shall she be required to serve the remaining two weeks of the suspension, to commence on the date to be fixed by the Registrar.
4. Ms. Abela shall pay a fine to the Minister of Finance in the amount of \$250.00 to be paid within six months from the date the Panel's Order becomes final.
5. The Registrar shall impose a specified term, condition and limitation on the certificate of registration of Ms. Abela requiring her to successfully complete, in the opinion of the Registrar, an Ethics and Jurisprudence course acceptable to the Registrar, at her own expense, within six months from the date the Discipline Panel's Order becomes final.
6. Ms. Abela shall pay to the College the amount of \$1500.00 in costs at the rate of \$125.00 per month, starting on the 15th day of the first month after the completion of her six-week

suspension, to be paid in full within 12 months after the completion of her six-week suspension. No interest will accrue on the outstanding amounts so long as they are paid on time. At all times, Ms. Abela shall be at liberty to increase the amount of her monthly payment, solely at her discretion.

The Panel wanted to make clear that compliance with the regulations governing the registration and renewal of registration and the need to carry professional liability insurance were fundamental requirements for the practice of dental hygiene.

The maintenance of a current certificate of registration is one of many regulations that are in place to ensure that the public receives safe and effective dental hygiene care. The Panel was dismayed by Ms. Abela's continued failure to carry professional liability insurance, from 2004 through 2006. This was further aggravated by Ms. Abela's action, in the course of renewing her certificate of registration for 2005 and 2006, of certifying that she carried professional liability insurance, when in fact she did not do so, and by her continuing to practise following the suspension of her certificate of registration for non-payment of fees. This demonstrated a serious disregard for the regulations that govern the practice of dental hygiene and a serious disregard for the welfare of the clients under her care. Professional liability insurance is an essential element for the protection of the public as well as providing protection for the practitioner.

The integrity of the College and its ability to govern the members of the dental hygiene profession must be maintained. A serious penalty was warranted in the circumstances of this case. The penalty ordered serves as a specific deterrent to Ms. Abela and a general deterrent to other registrants, that unprofessional behaviour such as contravening a condition imposed on a certificate of registration, failing to take reasonable steps to ensure information provided to the College is accurate and failure to have professional liability insurance, will not be tolerated.

The Panel expects that the Ethics and Jurisprudence course required as part of the Committee's order, will serve to assist Ms. Abela in understanding, not only the legislation that governs her dental hygiene practice, but the professional conduct expected of registrants.

In considering the appropriateness of the jointly prepared order, the Panel also considered mitigating factors, which included an admission of misconduct by Ms. Abela and that this was her first time before a Discipline Panel. There was no prior record of misconduct and Ms. Abela had cooperated with the College throughout this matter.

In conclusion, the Panel was satisfied that the proposed order as to penalty and costs met the needs of public protection, general and specific deterrence, and rehabilitation.

Ms. Abela waived her right of appeal and the reprimand was administered by the Panel.



Emily Forbes

A Panel of the Discipline Committee of the College of Dental Hygienists of Ontario found Ms. Emily Forbes guilty of professional misconduct for contravening a condition imposed on her certificate of registration, falsifying a record, and contravening the legislation.

The Panel accepted a joint submission on facts and admissions which included that on or about March 17, 2006, Ms Forbes' certificate of registration was suspended for non-payment of fees. Despite not being registered with the College, Ms Forbes engaged in the practice of dental hygiene from in or about March 17, 2006 to in or about October 2006. On or about August 26, 2005, Ms. Forbes' membership with the Canadian Dental Hygienists Association (CDHA) was cancelled for non-payment of fees. When her membership with the CDHA was cancelled, Ms. Forbes' liability insurance was also cancelled. Ms. Forbes engaged in the practice of dental hygiene without liability insurance from on or about January 1, 2006 to in or about October 2006. On or about October 26, 2006, Ms. Forbes falsified CDHA membership documents and submitted them to the College in order to make it appear that she had liability insurance coverage.

A joint submission with respect to an appropriate penalty and costs was made and accepted, as amended, resulting in the following order:

1. Ms. Forbes shall receive a reprimand, the fact of which shall be recorded on the register.
2. Ms. Forbes' certificate of registration shall be suspended for five weeks on a date set by the Registrar.
3. The Registrar shall impose a specified term, condition and limitation on the certificate of registration of Ms. Forbes requiring her to successfully complete, in the opinion of the Registrar, an Ethics and Jurisprudence course acceptable to the Registrar, at Ms. Forbes' own expense, within six months from the date the Discipline Panel's Order becomes final. A copy of the Decision and Reasons of the Discipline Panel shall be provided to the person presenting the Ethics and Jurisprudence course to Ms. Forbes.
4. The Registrar shall impose a specified term, condition and limitation on the certificate of registration of Ms. Forbes, requiring her to prepare an apology/acknowledgement of her conduct acceptable to the Registrar which will be published in the College newsletter. This apology/ acknowledgement shall be provided to the Registrar within 30 days from the date the Discipline Panel's Order becomes final.
5. The Registrar shall also impose a specified term, condition and limitation on the certificate of registration of Ms. Forbes, requiring her to provide to the Registrar of the College, at the time of annual renewal of her certificate of registration, each year for the next five years, documentary proof of her liability insurance.

6. Ms. Forbes shall pay to the College the amount of \$2500.00 in costs at the rate of \$138.88 per month for 17 months and one payment of \$139.04 for the 18th month, starting on the 15th day of the first month after completion of her suspension, to be paid in full within 18 months after the completion of her suspension. No interest will accrue on the outstanding amounts so long as they are paid on time. At all times, Ms. Forbes shall be at liberty to increase the amount of her monthly payment, solely at her discretion.

The Panel wanted to send a strong message that compliance with the regulations governing registration and renewal of registration and the need to carry professional liability insurance were fundamental requirements for the practice of dental hygiene. Further, registrants are expected to behave professionally and refrain from unprofessional conduct as outlined in the Professional Misconduct regulations.

A current certificate of registration is one of many regulations that are in place to ensure that the public receives safe and effective dental hygiene care. Ms. Forbes' failure to renew her certificate of registration demonstrated a serious disregard for the laws that govern practice as a dental hygienist. This was further aggravated by her continuation of practice following the suspension of her certificate of registration for non-payment of fees.

The findings of the Committee were serious, involving deliberate misconduct and dishonesty. The Panel was dismayed by Ms. Forbes' failure to carry professional liability insurance while she continued to practice. This demonstrated a serious disregard for the welfare of the clients under her care. Professional liability insurance is an essential element for the protection of the public as well as providing protection for the practitioner. This was further aggravated by Ms. Forbes' action of falsifying CDHA membership documents and submitting them to the College in order to make it appear that she had liability insurance coverage.

The penalty ordered serves as a deterrent to Ms. Forbes and other registrants in general that unprofessional behaviour such as contravening a condition imposed on a certificate of registration, falsifying a record and failing to have professional liability insurance, will not be tolerated.

The requirement to take an Ethics and Jurisprudence course and to provide a letter of apology/acknowledgement of her conduct will assist Ms. Forbes in rehabilitation and to restore the reputation of the profession.

The Panel considered mitigating factors in this case in that there was an admission of misconduct by Ms. Forbes and that she showed remorse and cooperated with the College. This was Ms. Forbes' first time before a Discipline Panel. There was no prior record of misconduct. Ms. Forbes demonstrated a readiness to comply with the Order on Penalty.

Ms. Forbes waived her right of appeal and the reprimand was administered by the Panel.



COUNCIL'S CORNER

COUNCIL MEETING HIGHLIGHTS, January 25, 2008

As this was the first Council Meeting of the New Year, the Registrar conducted the elections for the Executive Committee. The following were elected to the Executive Committee: **Cathie Mazal-Kuula** (District #7), President; **Linda Jamieson** (District #2, Dental Hygiene Educators), Vice President; **Ilga St. Onge** (District #8); **Samuel Laldin** (Public Member, Kingston); **Derrick McLennon** (Public Member, Scarborough).

During the Administrative Report, the Registrar noted that approximately 35% of the registrants had renewed on-line for 2008. Statistics as of January 11, 2008 indicated that 8,556 registrants held a general certificate of registration, 685 held a specialty and 449 were inactive. Currently, 1,067 registrants are authorized to self-initiate.

The Ad Hoc Strategic Plan Committee reported on the January 24th workshop where critical success factors and goals were reviewed and modified. Council adopted the modified Critical Success Factors (CSF):

- CDHO is able to effectively regulate the profession
- CDHO contributes to improving the health and wellbeing of the public through dental hygiene care
- CDHO maintains effective communication and relationships with stakeholders

The Executive Committee brought forward an amendment to the proposed Conflict of Interest Regulation. Consequently, the proposed regulation will be re-circulated to stakeholders for comment prior to consideration at the May meeting of Council. Guidelines for the Off-Site Storage of Records were passed at Third Reading and are now

available on the CDHO website. With respect to the issuance of wall certificates for self-initiation, Council determined that the issuance of an additional certificate was not required. The Executive Committee completed its investigation into two cases and referred the matters to the Discipline Committee. In addition, the President reported that the College had obtained court injunctions against two persons, who were not registrants of the CDHO, who had performed the controlled act of scaling and holding themselves out as dental hygienists.

The Complaints Committee informed Council that it had completed its investigation of four complaints. In one case, it accepted the withdrawal of the complaint. In two cases, the Committee determined that no further action be taken. In the other case, the Committee directed that the registrant appear before them to be cautioned.

The Discipline Committee reported that two discipline hearings were held on December 18, 2007 and that four were scheduled for February 25 and 26, 2008.

The Patient Relations Committee reported that they are continuing to develop a plan with respect to cultural sensitivity. One way of assisting the public is to indicate those dental hygienists who can provide care in a language other than English. The Committee is also in the process of evaluating previous activities to determine effectiveness.

The Quality Assurance Committee stated that in January 2008, 404 registrants were selected for the Professional Portfolio Peer Review (PPPR). A further five percent will be randomly selected in May.

COUNCIL MEETING DATES

2008 Council Meeting Dates:

May 30, 2008

October 17, 2008

The next meeting of Council is scheduled for **Friday, May 30, 2008** at the Toronto Board of Trade, 77 Adelaide Street West, Toronto. All are welcome to attend. For further information please contact Jane Cain at **416-961-6234** or outside the Toronto area at **1-800-268-2346 ext. 226** or e-mail jcain@cdho.org.



MEDICAL EMERGENCY ACTION PLAN FOR THE DENTAL HYGIENE PRACTICE



According to the Canadian Heart and Stroke Foundation, 75,000 Canadians suffer heart attacks and 50,000 suffer a stroke each year. Their numbers also show that fifty percent of heart attack victims and one-third of stroke victims are under age sixty-five. Additionally, results of an American survey of over 4000 dental offices, show that seventy-five percent reported having a medical emergency in the office in the past 10 years. These statistics indicate the likelihood that dental hygienists will experience a medical emergency at some point in their career. Dental hygienists can minimize the severity of such an event by being prepared. By having an office medical emergency action plan, one can handle a potentially life threatening situation calmly, effectively and professionally, ensuring the client in distress gets prompt and appropriate help in a timely manner.

Designing Your Plan

In each action plan the person who finds the person in medical distress must calmly alert the rest of the staff of the emergency. The plan may have a code word that all staff members will recognize and respond to. Each staff member plays an important role in the emergency action plan and roles should be defined and assigned in advance. Certain steps within the action plan should occur simultaneously during the emergency response:

- The rescuer initiates the proper protocol for the medical emergency. The ill patient is never to be left alone.
- Once a rescuer is attending to the patient, 911 is to be called immediately. The address, phone number of the office and closest entrance to the office suite will be on a piece of paper within eyesight of the phone.
- Building security can be alerted to the emergency.
- A staff member can go to meet and direct the EMS staff to the dental office.
- An elevator may be held for the ambulance, space at the designated entrance should be kept available for the ambulance.
- Other staff members are bringing the medical kit, the portable oxygen and an automated external defibrillator if available.

Articulating Your Plan

(Sample) Medical Emergency Action Plan for a Dental Hygiene Practice

1. Recognize medical emergency.
2. Activate Emergency Medical System 911
 - If alone after placing unconscious patient in recovery position, call 911 and bring the oxygen tank, medical kit and automated external defibrillator to the scene.
 - If staff available they will bring portable oxygen tank, medical kit and automated external defibrillator to the scene.
3. Monitor the patient's airway, breathing and circulation.
 - Commence cardiopulmonary resuscitation if required.
 - Follow proper protocol for the medical emergency.
 - Continue necessary care until Emergency Medical Services take over.
4. Hand over patient to EMS.
 - Report any first aid treatment and use of AED to paramedics.
5. Document, document and once again thoroughly document the medical emergency.
6. Follow up with patient and patient's medical physician.

Posting Your Plan

An emergency action plan needs to be posted in convenient locations throughout the office. As well, a sheet of paper that includes emergency medical services (EMS) phone numbers with pertinent office location information should be taped beside or very close to every office phone. It may include office address, nearest intersection, and the closest entrance to the dental office. If appropriate, building security's phone number should be included. If there is an elevator, security should be alerted to hold the elevator for EMS personnel. Having the phone numbers and scripting for location available to the person calling 911 EMS saves precious minutes during a crisis situation.

Emergency Medical Equipment

Emergency medical equipment must be kept close at hand and available to all staff members. Necessary equipment includes a portable oxygen tank and an emergency medical kit. It is important that oxygen cylinder is full and the medical kit is checked frequently for expired medication. In choosing a medical kit, the contents should be based on each practitioner's training and individual requirements. An automated external defibrillator (AED) is recommended for sudden cardiac arrest. An AED will evaluate the heart's rhythm and determine if a shock is required to reset the rhythm. As well as having the emergency equipment, it is important that the staff know where the equipment is kept and how to use the equipment.

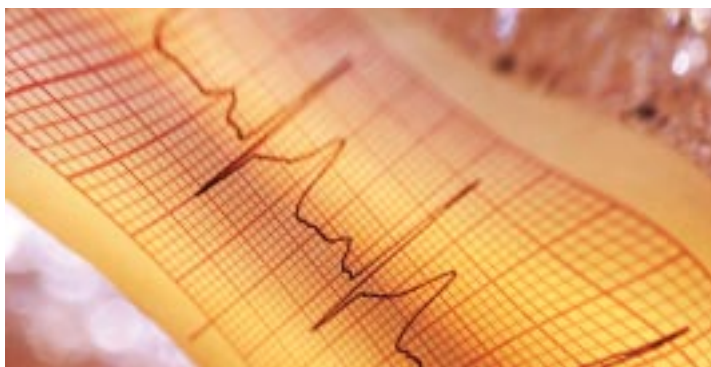
CPR and Emergency First Aid

Cardiopulmonary resuscitation (BLS) should be "current" for all the staff. A medical emergency can occur anywhere and anytime. Depending on the clientele in the dental practice, staff members may choose to take additional training in advanced cardiac life support and first responder first aid courses. Continuing education in emergency medicine programs would be of benefit to the whole office.

Staff Training

Monthly staff meetings practising mock medical emergency scenarios will increase everyone's knowledge and comfort level should an emergency occur in the dental office. Like any skill, practising scenarios of different medical emergencies improves with repetition. Using a simple efficient action plan together with repetitive practice will ensure a medical emergency will be handled calmly and efficiently to the benefit of your clients.

A specific and simple action plan should be placed in several areas throughout the office. For an action plan to work, the staff must practise regular mock emergency scenarios to become familiar with their duties and responsibilities during an emergency. A medical emergency is stressful for the rescuers. By using a well practiced emergency action plan, staff members can handle a medical emergency calmly, quickly and help to save a life!



Lisa Taylor would like to thank Donna Farrow for contributing to this edition of Practically Speaking.

Donna Farrow has over 25 years of experience as a dental hygienist in private practice. She has also been a dental hygiene instructor at George Brown and Durham College. Donna is the president and owner of First Aid 101, a professional organization dedicated to educating dental personnel and dental hygienists to be properly prepared for medical emergencies in the dental office. Donna teaches courses in CPR, first aid, automated external defibrillator operation and the management of medical emergencies in the dental office. www.FirstAid101.ca, DF118@aol.com 905-391-6118.

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"When you prepare for an emergency, the emergency ceases to exist." (Malamed: 2007)

WRITTEN PRACTICE POLICIES

The College has received numerous calls from dental hygienists who are preparing written policies for their dental hygiene practices. The following chart contains the recommended policies that should be in place and the resources available to help you in creating these documents.

Policy	Resources
Privacy	<ol style="list-style-type: none"> 1. www.cdho.org/Practice_PrivacyLegislation.htm 2. <i>Milestones</i> articles: Spring 2003, November 2004, February 2005
Infection Control	<ol style="list-style-type: none"> 1. http://www.cdc.gov/OralHealth/infectioncontrol/ 2. http://www.hc-sc.gc.ca/dhp-mps/prodpharma/applic-demande/guide-ld/disinfect-desinfect/disinf_desinf_e.html 3. http://www.health.gov.on.ca/english/providers/program/infectious/diseases/ic_cds.html 4. (sample) http://www.umanitoba.ca/dentistry/infectionControl/index.html 5. (sample) http://www.dentalcare.com Practice Management Toolkit 6. Darby & Walsh (2003) <i>Dental Hygiene: Theory and Practice</i>, 2nd edition, Chapter 6: Infection Control, Elsevier Science: USA
Medical Emergency Protocol	<ol style="list-style-type: none"> 1. Malamed S.F. (2007) <i>Medical Emergencies in the Dental Office</i>, 6th edition, Mosby Inc: St Louis. 2. Darby & Walsh (2003) <i>Dental Hygiene: Theory and Practice</i>, 2nd edition, Chapter 7: Managing Medical Emergencies, Elsevier Science: USA 3. www.cda-adc.ca/jcda/vol-65/issue-5/284.pdf
Health and Safety	<ol style="list-style-type: none"> 1. Occupational Health and Safety Act Guide, http://www.labour.gov.on.ca/english/hs/ohsaguide/index.html 2. IAPA, http://www.iapa.ca/business/ 3. <i>Milestones</i> article: March 2007

COUNCIL HEARS OF IMPORTANT DEVELOPMENTS

Sue MacIntosh, RDH, who is Chair of the Legislation Committee for the Nova Scotia Dental Hygienists Association addressed the CDHO Council on January 25, 2008. Ms. MacIntosh spoke about the new self-regulation, including self-initiation which received Royal Assent on December 13, 2007. Nova Scotia currently has 550 dental hygienists and one dental hygiene program at Dalhousie University in Halifax.

The Honourable Dr. Jean Augustine, PC, Fairness Commissioner, Ministry of Citizenship and Immigration spoke to Council Members about the role of the Office of the Fairness Commissioner (OFC) and of the requirements by all regulatory bodies to ensure that there is fair access to the regulated professions by internationally trained individuals. For more information, please contact the OFC at ofc@ontario.ca or go to their web site at www.fairnesscommissioner.ca

Richard Steinecke, Legal Counsel, provided in-depth case studies on two components of the *Health Systems Improvement Act, 2007* that will directly affect the College.

Additions to the public register will include:

- Referrals to discipline
- Summary of every disciplinary and incapacity finding
- Findings of professional negligence
- Resignations during investigation

Inquiries, Complaints and Reports Committee (ICRC)

- One committee only replacing Complaints and Executive II
- Two forms of intake a) formal complaint, and b) Registrar's report as a result of a S.75 investigation

[Additional information on these two components will be available in subsequent issues of *Milestones*.]

REPORTING CHILD ABUSE

The CDHO has previously published in *Milestones* (August 1998, Winter 2003) the obligation to report child abuse. Under the *Child and Family Services Act, R.S.O. 1990, c.C.11, Section 72* (available on the Government of Ontario web site at www.e-laws.gov.on.ca) everyone in Ontario has an obligation to report to the Children's Aid Society (CAS) when s/he believes on reasonable grounds that a child is or may be in need of protection.

While the definition of a child in need of protection is complex, it does include the following definition: "The child requires medical treatment to cure, prevent or alleviate physical harm or suffering

and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment." This may include severe oral conditions that have been brought to the attention of the parent or guardian, have not been treated, and are progressing to the point where the child is in discomfort.

Dental hygienists are reminded that if they have reasonable grounds to suspect that a child is in need of protection, each individual dental hygienist must make the report personally to the CAS. It is then up to the CAS to determine when, or if, to follow up on the information.

DENTAL HYGIENE SOCIETY MEETINGS

The CDHO receives requests for administrative staff to speak on regulatory issues at society meetings and events. While every effort is made to accommodate these requests, please be advised that CDHO staff will only be available to speak at events that do not exclude other dental hygienists. Charging a fee to non-member dental hygienists who wish to attend would be considered an acceptable practice.



CHANGE YOUR ADDRESS ONLINE

Registrants can now advise the College of address and phone number changes through the College's web site. The form is under "Registration / Registrant Address Change".

The College is planning to provide a section under "Find a Dental Hygienist" on the CDHO web site that identifies registrants who are able to provide dental hygiene care in languages other than English. As the College already collects that information on the annual renewal form, we are asking **registrants who do not want to be identified in that manner** to please contact the CDHO in writing at registrar@cdho.org.





REMINDER

A reminder by the Privacy Commissioner on how to work with Personal Health Information.

Go to <http://www.ipc.on.ca/index.asp?navid=46&fid1=30>

GUIDELINES

New Guidelines affecting dental hygienists enclosed with this issue:

- Guidelines for the Off-site Storage of Records

REMINDER

All requests for a duplicate certificate of registration, tax receipt or a certificate of professional conduct (letter of good standing) must be in writing to the attention of Joyce Quan.

Requests can be faxed to **416-961-6028**; e-mailed to jquan@cdho.org or mailed to **69 Bloor Street East, Suite 300, Toronto, Ontario M4W 1A9**.

PLEASE INCLUDE YOUR REGISTRATION NUMBER ON ALL CORRESPONDENCE

For Your Information

The Self-Initiation course for dental hygienists is now available online at the CDHA website. For more information or to register, please visit the CDHA website at www.cdha.ca. Direct all phone enquiries to the CDHA at 1-800-267-5235.

The registrant is responsible for notifying the College of an address or name change within seven (7) days of that change.

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Telephone • 416-961-6234 Toll Free • 1-800-268-2346 Facsimile • 416-961-6028

Milestones is the official publication of the College of Dental Hygienists of Ontario.

Comments or Questions on issues relating to the dental hygiene profession are welcome.

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