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ANNUAL
REPORT



College of **Dental Hygienists** of Ontario
L'Ordre des **hygiénistes dentaires** de l'Ontario
Protecting your health and your smile / Nous protégeons votre santé et votre sourire

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.

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.

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THE COLLEGE

The College of Dental Hygienists of Ontario is the regulatory body for over 14,000 registered dental hygienists in Ontario. The CDHO regulates the dental hygiene profession by setting the requirements to be registered as a dental hygienist and establishing practice standards for safe, ethical care for all Ontarians through: rigorous certification; ongoing knowledge building; quality assurance activities; articulating and promoting practice standards; establishing requirements for entry-to-practice; and enforcing practice standards and professional conduct.

Registrar/CEO: Deborah Adams



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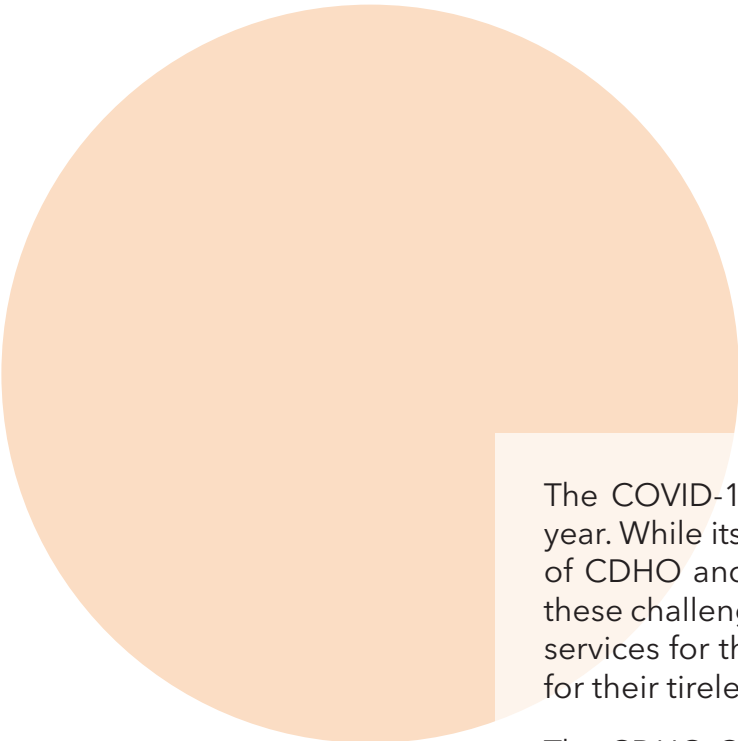
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PRESIDENT'S MESSAGE



CAROLINE LOTZ
BA, RDH, MSc



The COVID-19 pandemic posed many challenges this past year. While its impact is still being felt, I am proud of the work of CDHO and the dental hygiene profession in overcoming these challenges to ensure ongoing availability of safe quality services for the public of Ontario. Thank you to College staff for their tireless efforts in this regard!

The CDHO Council continues its work both as the oversight Board of the profession's regulatory organization, as well as fulfilling its responsibilities on various statutory committees. I am honoured to work alongside such a diverse and competent group whose individual contributions serve to strengthen the collective decisions that we make. As we look towards the future, we continue to explore opportunities to modernize our regulatory processes to ensure ongoing fulfillment of our duty to govern effectively and efficiently.

On behalf of Council, I am pleased to share the 2020 Annual Report with our stakeholders, and I invite you to attend our Council meetings.

Warm regards.



DEBORAH ADAMS
MA, MHSc

No doubt, much ink will be spilled about the COVID-19 pandemic in annual reports capturing the past year's work across all kinds of organizations and industries and most jurisdictions. I will take this opportunity to add to this by acknowledging the work of the College's Council, committee members and staff, as well as the Dental Hygienists regulated by the CDHO.

Despite working under difficult conditions, dental hygienists adapted to evolving infection prevention and control measures so that they could continue to provide safe and effective care to Ontarians. The level of engagement we saw – in questions to the Practice Advisory Service, participation in virtual focus groups, and enquiries about how to get vaccinated – demonstrates how committed registrants were to maintaining standards and protecting their clients', their family's and their own health throughout the last year.

College staff shifted quickly as well. Moving to work from home, the team was able to maintain the same or even higher levels of productivity than normal so that they could continue to carry out core functions, ensuring that new graduates were registered in a timely fashion, registrants were able to access support and direction for professional development through the Quality Assurance Program, complaints and concerns were addressed, and practice advice was provided.

REGISTRAR'S MESSAGE

At the same time, staff stayed abreast of developments and direction from government and other sources so that they could provide ongoing, useful guidance to registrants. We are confident that the key resources that resulted from this – *COVID-19: CDHO Guidance on Returning to Dental Hygiene Practice* and *Returning to Practice During the Pandemic – Guiding Principles* – were foundational supports to dental hygienists in their efforts to prevent the spread of the virus.

Council and committees met virtually throughout the year. Both professional and public members worked to adjust to video conferencing so that they could continue to deliberate thoughtfully, supporting solid decision-making in the public interest.

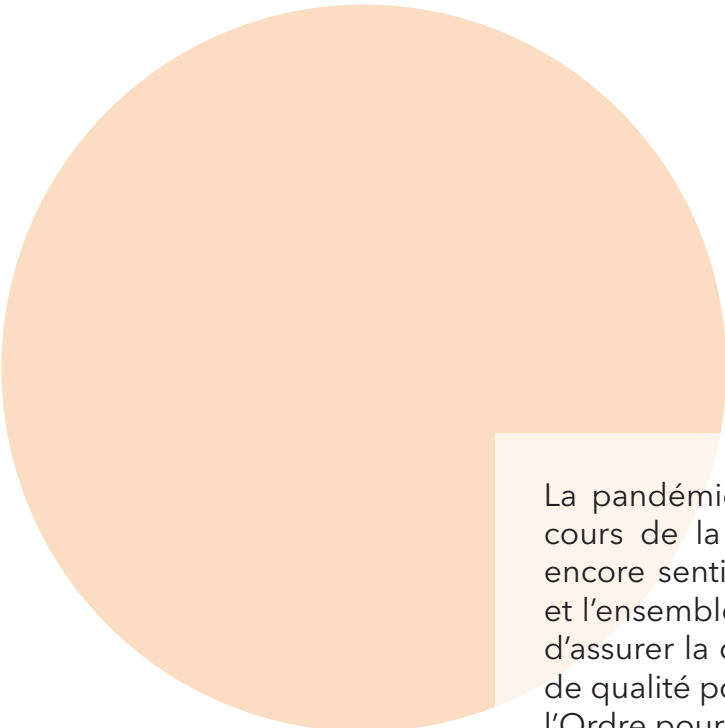
Independent of the constraints of remote work and the added burden of staying up to date with frequently changing conditions, CDHO was able to accomplish a considerable amount this past year. This annual report, which provides highlights of the work that was done, is aligned with the recording of CDHO's efforts that were captured in the [College Performance Measurement Framework Reporting Tool \(CPMF\)](#).

The framework has seven domains (governance, resource stewardship, system partnerships, information management, regulatory policies, ensuring suitability to practise and measurement, reporting and improvement) that are interdependent. The CPMF reporting tool includes an introduction that informs readers that "together [these domains] lead to the outcomes that a College is expected to achieve as an excellent regulator." Our report here, then, is a look at CDHO's public protection effectiveness in the core work of registration, quality assurance, complaints and reports as well as discipline, through the lens of our collective efforts to achieve excellence.

MESSAGE DE LA PRÉSIDENTE



CAROLINE LOTZ
B.A., H.D.A., M. Sc.



La pandémie de COVID-19 a posé de nombreux défis au cours de la dernière année. Bien que son impact se fait encore sentir, je suis fière du travail qu'a accompli l'ODHO et l'ensemble de la profession pour surmonter ces défis afin d'assurer la disponibilité continue de services sécuritaires et de qualité pour le public de l'Ontario. Merci au personnel de l'Ordre pour ses efforts inlassables à cet égard!

Le conseil de l'OHDO poursuit son travail à titre de conseil de surveillance de l'organisme de réglementation de la profession tout en s'acquittant de ses responsabilités au sein de divers comités statutaires. C'est un honneur pour moi de travailler auprès d'un groupe aussi diversifié et compétent, dont les contributions individuelles servent à renforcer les décisions collectives que nous prenons. Alors que nous nous tournons vers l'avenir, nous continuons d'explorer les possibilités de moderniser nos processus réglementaires afin de continuer à remplir notre devoir de gouverner de manière efficace et efficiente.

Au nom du conseil, je suis heureuse de partager le rapport annuel 2020 avec nos parties prenantes, et je vous invite à assister aux réunions du conseil.

Meilleures salutations.



DEBORAH ADAMS

M.A., M. Sc. S.

Il n'y a aucun doute que beaucoup d'encre sera répandue concernant la pandémie de COVID-19 dans les rapports annuels qui capturent le travail de l'année écoulée dans toutes sortes d'organisations et d'industries et dans la plupart des juridictions. Je profite de l'occasion pour reconnaître le travail du conseil, des comités et du personnel de l'Ordre ainsi que des hygiénistes dentaires réglementées par l'OHDO.

Malgré des conditions difficiles, les hygiénistes dentaires se sont adaptées à l'évolution des mesures de prévention et de contrôle des infections afin de pouvoir continuer à prodiguer des soins sécuritaires et efficaces aux Ontariens. Le niveau d'engagement que nous avons constaté – par le biais des questions au Service consultatif de la pratique, de la participation à des groupes de discussion virtuels et des demandes de renseignements sur la façon de se faire vacciner – démontre à quel point les membres autorisées étaient déterminées à maintenir les normes et à protéger leurs clients, leur famille et leur propre santé tout au long de la dernière année.

De plus, le personnel de l'Ordre a réagi rapidement en adoptant le travail à domicile. L'équipe a été en mesure de maintenir des niveaux de productivité identiques, voire supérieurs à la normale afin de pouvoir continuer à exercer ses fonctions essentielles comme veiller à ce que les nouvelles diplômées soient inscrites en temps opportun et que les membres autorisées puissent accéder au soutien et à l'orientation du perfectionnement professionnel par le biais du Programme d'assurance de la qualité, répondre aux plaintes et aux préoccupations et fournir des conseils sur la pratique.

MESSAGE DE LA REGISTRAIRE

Parallèlement, le personnel s'est tenu au courant des développements et des directives du gouvernement et d'autres sources afin de pouvoir fournir des conseils continus et utiles aux membres autorisées. Nous sommes confiants que les ressources clés issues des documents – COVID-19 : Guide de l'Ordre des hygiénistes dentaires de l'Ontario pour le retour à la pratique de l'hygiène dentaire et Retour à la pratique pendant la pandémie – Principes directeurs – ont été des soutiens fondamentaux aux hygiénistes dentaires dans leurs efforts à prévenir la propagation du virus.

Le conseil et les comités ont tenu des réunions virtuelles tout au long de l'année. Les membres professionnels et du public ont travaillé à s'adapter à la vidéoconférence afin de pouvoir continuer à délibérer d'une manière réfléchie et soutenir une prise de décision solide dans l'intérêt public.

En dépit des contraintes du travail à distance et du fardeau supplémentaire de rester à jour avec des conditions en constante évolution, l'OHDO a été en mesure d'accomplir un travail considérable au cours de la dernière année.

Ce rapport annuel, qui présente les faits saillants du travail qui a été fait, s'harmonise avec l'enregistrement des efforts de l'OHDO qui ont été saisis dans l'Outil de rapport du Cadre de mesure du rendement des ordres.

Le cadre a sept domaines qui sont interdépendants (gouvernance, gestion des ressources, partenaires des systèmes, gestion de l'information, politiques réglementaires, assurance et mesure de l'aptitude à exercer la profession et rapports et amélioration.) L'outil de rapport informe les lecteurs « qu'ensemble [ces domaines] mènent aux résultats qu'un ordre est censé obtenir à titre d'excellent organisme de réglementation. » Notre rapport ici est donc un regard, dans l'optique de nos efforts collectifs pour atteindre l'excellence, sur l'efficacité de l'OHDO à protéger le public par le biais de son travail de base, y compris l'inscription, l'assurance de la qualité, la gestion et le rapport des plaintes et la discipline.

REGISTRATION BY NUMBERS



REGISTRATION OVERVIEW AS OF DECEMBER 31, 2020



404

Total Applications
Processed

402 Domestic Applications
2 International Applications



REASONS FOR APPLICATIONS REQUIRING REVIEW FROM REGISTRAR

1

Traffic violations

2

Positive results on criminal record checks

3

Forms and transcripts being submitted electronically, as opposed to hard copies, due to COVID-19

Fourteen (14) applications required a review from the Registrar. Of those, five (5) were referred to the Registration Committee. The remainder were approved.

REASONS FOR APPLICATIONS REFERRED TO THE REGISTRATION COMMITTEE

1

Deficiencies in the clinical component of the professional competency assessment

2

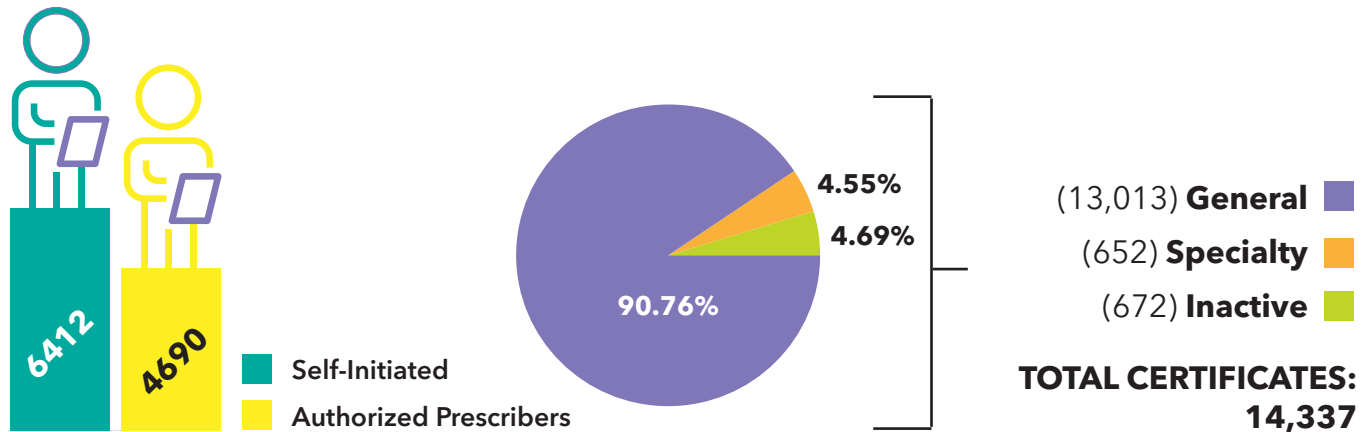
Failure to meet the terms of an Undertaking and Agreement while being registered in another province

3

Practising dental hygiene without the authority of the College

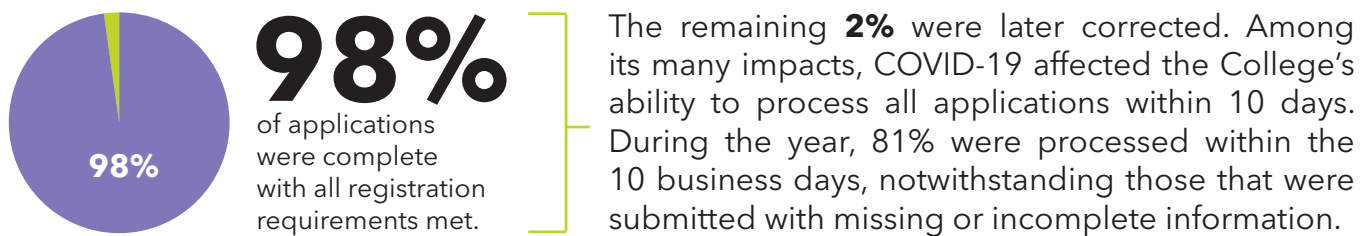
REGISTRATION BY NUMBERS

CDHO CERTIFICATE STATISTICS AS OF DECEMBER 31, 2020



AUDIT OF REGISTRATION APPLICATIONS

A quarterly random audit of new registrant files is conducted to ensure that every application met the requirements for registration, that all data is accurately entered into the registrant database, and that all applications were processed during the posted timeline of 10 business days. The target for the audit is 100% accuracy on all audited files.



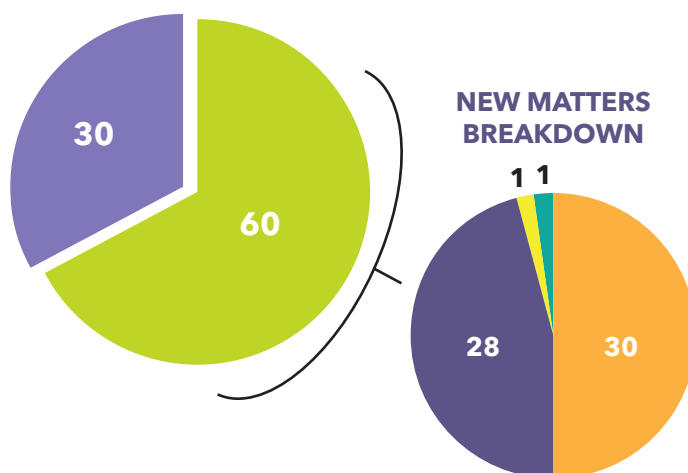
ANNUAL INSURANCE AUDIT

The College selected 5% of the General and Specialty registrants (**658 registrants**) at random to participate in the annual insurance audit. The audit contributes to public protection by ensuring our registrants have suitable liability insurance, as stated in the College bylaws. Those selected were required to submit a copy of their insurance policy. By the audit deadline, **98.8%** of registrants had submitted as required.

INQUIRIES, COMPLAINTS AND REPORTS

REVIEWING CASES EXPEDITIOUSLY, BUT FAIRLY, MEETS THE MISSION OF THE COLLEGE TO REGULATE THE PRACTICE OF DENTAL HYGIENE IN THE INTEREST OF THE OVERALL HEALTH AND SAFETY OF THE PUBLIC OF ONTARIO.

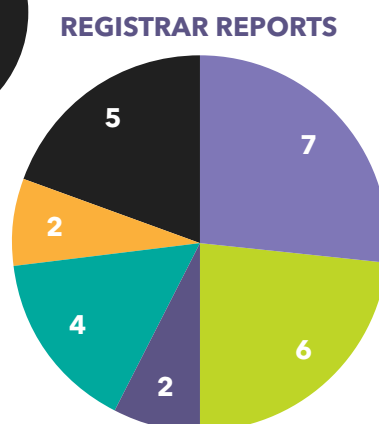
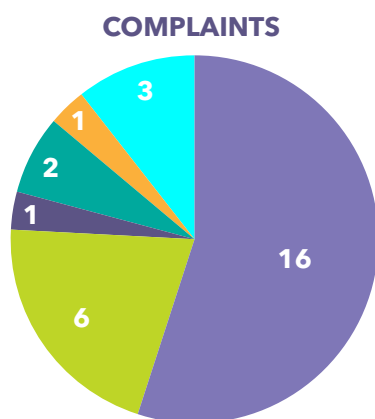
- New Matters
- Carried Forward from Last Year
- Formal Complaints
- Registrar Reports
- QAC Referral
- Incapacity



In 2020, the ICRC reviewed a total of 90 matters. The ICRC completed its investigation into **57 matters** (29 Complaints, 26 Registrar Reports and 2 QAC Referrals), and 33 cases will be carried into 2021.

DECISIONS AND OUTCOMES OF COMPLETED MATTERS

- No Further Action
- Guidance/Recommendation
- Registrant signed Undertaking
- Specified Continuing Education or Remediation Program (SCERP)
- SCERP & Caution
- Frivolous, Vexatious, Made in Bad Faith, Moot or Otherwise and Abuse of Process
- Referred Allegations to Discipline Committee



INQUIRIES, COMPLAINTS AND REPORTS

REASONS

Reasons for Registrar Reports

- Non-compliance with the Records Regulation to the *Dental Hygiene Act, 1991*
- Not following the process of care
- Breach of infection protocol
- Non-compliance with a direction of a committee of the College
- Off-duty conduct that was considered inappropriate
- Sexual abuse (treatment of someone with whom the registrant was involved in a sexual relationship)
- Practising dental hygiene when not entitled to practise
- Practising out of scope
- Inappropriate billing
- Breach of confidentiality

Reasons for Complaints

- Unprofessional behaviour or unprofessional communication
- Failure to provide adequate treatment including rough treatment
- Inappropriate billing
- Failure to keep records as required
- Practising outside of scope
- Sexual harassment, sexual abuse (treatment of someone with whom the registrant was involved in a sexual relationship)



TIMELINES

	NUMBER OF MATTERS	COMPLETED IN LESS THAN 150 DAYS	COMPLETED IN MORE THAN 150 DAYS, BUT LESS THAN 210 DAYS	COMPLETED IN MORE THAN 210 DAYS
Complaints	29	16	5	8
Registrar Reports	26	7	10	9
QAC Referrals	2	–	1	1

The *Code*, requires that the College dispose of a complaint within 150 days, but the jurisdiction to continue an investigation is not lost if the investigation exceeds 150 days. At 150 days, a letter is sent to both parties explaining that the ICRC will not meet the deadline. At 210 days, the College is required to notify the parties and the Health Professions Appeal and Review Board (HPARB) of the delay, as well as the reasons for the delay. After 210 days, either party can apply to HPARB seeking relief for the delay. In the interest of fairness and safety, the College aims to complete matters within 150 days.

QUALITY ASSURANCE

QUALITY ASSURANCE OVERVIEW AS OF DECEMBER 31, 2020

Number of QA Records Assessed	2,230
Number of On-site Practices Reviewed	83
Number of those who participated in remediation programs following an on-site	55

Assessment Option	Assessment of Knowledge	Assessment of Skills and Judgment	Number of Registrants that Selected Each Path
Path 1	Completion of a Learning Portfolio	Completion of a Practice Profile	1,349
Path 2	Completion of the QA written assessment (QA Test)	Completion of a Practice Profile	914
Path 3	Completion of the QA written assessment (QA Test)	Completion of an On-site Practice Assessment	10
Resigned			169
*Other: May include registrants who are currently suspended, revoked, referred to ICRC, currently under investigation, deferred to another assessment period or deceased.			31

As of December 31, 2020, **95%** of the 2,473 QA records requested had **met the assessment guidelines**.

BY IDENTIFYING AND CORRECTING DEFICIENCIES, THE QA COMMITTEE ENSURES THAT THE PUBLIC OF ONTARIO IS RECEIVING SAFE, HIGH QUALITY AND EVIDENCE-BASED DENTAL HYGIENE CARE.

ANNUAL REVIEW OF QA RECORDS

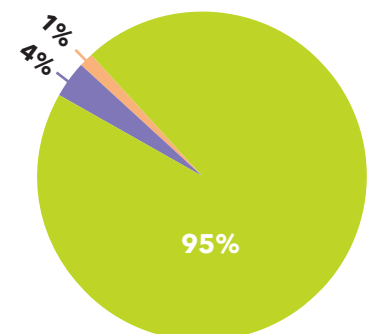
In 2020, **2,473 registrants** were selected to submit their QA records for assessment.

When selected for assessment, registrants must choose one of three possible paths. Each path has a component that allows for verification of knowledge and a component that allows for verification of skills and judgment.

Met Assessment Guidelines

Still in Progress

Participating in Remediation



QUALITY ASSURANCE

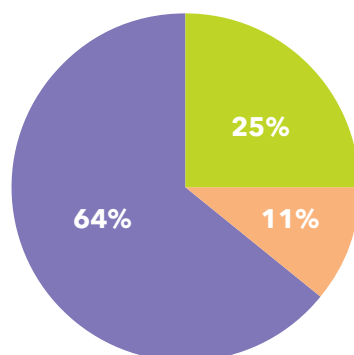
ON-SITE PRACTICE ASSESSMENTS

On-site practice assessments can occur for a number of reasons in the QA program. The following are two of the most common:

- If, in the review of a registrant's QA records, an assessor determines that the registrant's dental hygiene practice may not be consistent with the *CDHO Dental Hygiene Standards of Practice*, a different assessor may then be directed by the Committee to conduct an on-site practice review. If, as a result of the assessment, the practice is found to be below CDHO standards, the registrant is advised of the deficiencies. There may be a direction to further education and/or peer mentorship if the Committee feels that the registrant requires help in meeting the standards. A follow-up on-site assessment is normally completed to ensure that the appropriate changes have been made to the dental hygiene practice.
- A registrant either voluntarily selects Path 3 or is placed into Path 3 by the QA Committee for not submitting their QA records when requested.

- **Met Assessment Guidelines**
- **Still in Progress**
- **Participating in Remediation**

In 2020, **83** on-site practice assessments were completed. On December 31, 2020, **21 (25%)** had **met the assessment guidelines**.



Normally, most, if not all, on-sites would have *Met Guidelines* or be *In Remediation* by December 31. However, they were delayed in 2020 due to COVID-19 restrictions and uncertainty. The majority were conducted throughout October and awaiting Committee decisions as of December 31 (In Progress).

PRESCRIBED LEARNING PROGRAMS

If gaps in learning or practice are found, the QA Committee will order practice enhancement/remediation activities for dental hygienists found deficient in their knowledge, skills, attitudes, and judgment as identified through their assessment. Required courses or remedial activities are identified by the QA Committee to correct the deficiencies and/or enhance dental hygienists' practices. Successful completion of these activities is required in order for dental hygienists' quality assurance assessment to be considered complete.

Of the 83 registrants who participated in an on-site practice assessment in 2020, **55** were directed to complete a Specified Continuing Education or Remediation Program (SCERP). As of December 31, 2020, of those directed to complete a SCERP, **one (1)** had met the assessment guidelines.

DISCIPLINE

MANDATE

The Discipline Committee hears and determines allegations of professional misconduct or incompetence against registrants of the College.

A panel appointed by the Chair of the Discipline Committee conducts the hearing. The possible penalties that the panel can impose on a registrant who is found to have engaged in professional misconduct or to be incompetent are defined in the *Regulated Health Professions Act, 1991*.

The panel can also require the registrant to pay all or part of the College's legal and/or investigation costs, as well as costs incurred in conducting the hearing. If the professional misconduct relates to sexual abuse of a client, the panel can require the registrant to reimburse the College for funding provided to that client for therapy or counselling.

Either the registrant or the College may appeal the decision of the panel to the Divisional Court of Ontario.

PANEL BUSINESS

AS of December 31, 2020, panels of the Discipline Committee engaged in the following business:

MATTERS DISPOSED OF*	NUMBER OF MATTERS
Accepted withdrawal of all allegations against a registrant by the College	5
Decisions and reasons issued	1
Hearing completed and order issued, but reasons under reserve	1



**This report covers matters disposed of by panels of the Discipline Committee in the period from January 1, 2020 to December 31, 2020. A matter is disposed of on the date the reasons for decision are released, including both liability and penalty decisions, where applicable. Two matters previously reported in the 2019 Annual Report are not included in the above figures, even though the final reasons for decision were released in early 2020.*

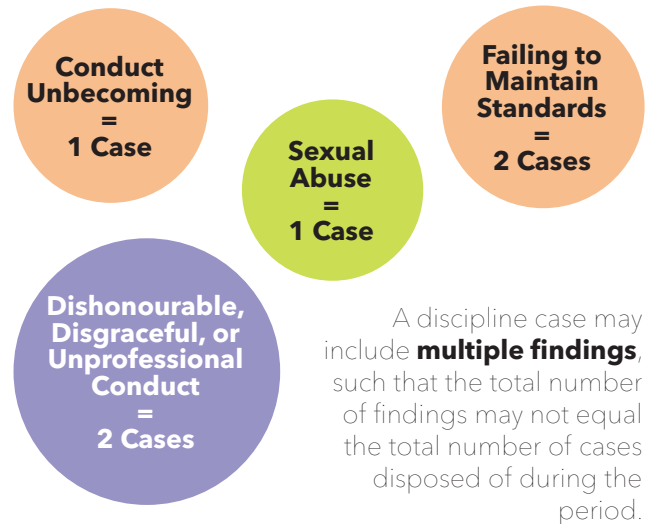


90 TH PERCENTILE DISPOSAL OF	NUMBER OF WORKING DAYS
An uncontested* discipline hearing	99
A contested** discipline hearing	245

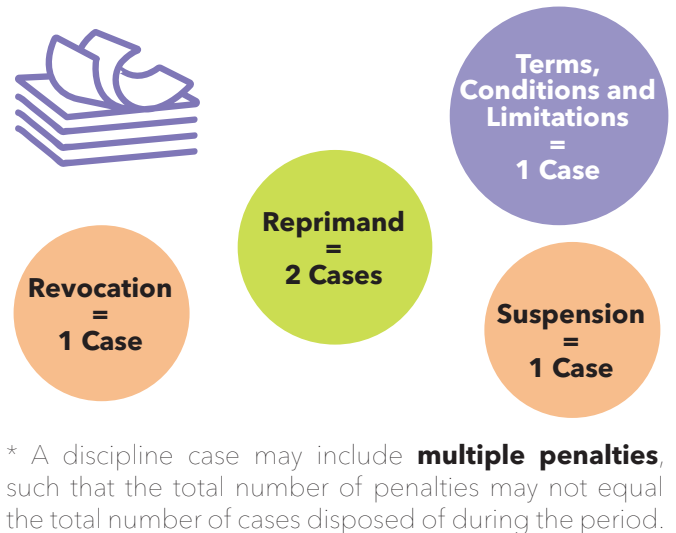
*** An uncontested discipline hearing** is one where the registrant admits to misconduct; the College and registrant come to an agreement on the facts and make a joint submission on the penalty, or the registrant does not contest the facts or penalty.

****A contested discipline hearing** is one where the College and registrant disagree on some or all of the allegations, penalty, or costs.

FINDINGS BY TYPE



PENALTY ORDERS BY TYPE



COSTS



These figures **do not** include the costs of two matters in which reasons for decision were released in 2020, but which were previously reported in the Discipline Committee's 2019 Annual Report.

HEARING SUMMARIES

All decisions of the Discipline Committee are available on the website of the [Canadian Legal Information Institute](#) and on the College's website – [College of Dental Hygienists of Ontario: Discipline Matters](#). The following summaries do not include two matters in which reasons for decision were released in 2020, but which were previously reported in the 2019 Annual Report.

CDHO V. MS. CHRISTINE QUINTON

On February 3, 2020, a panel of the Discipline Committee of the College of Dental Hygienists of Ontario held a public hearing to decide whether Ms. Christine Quinton had engaged in professional misconduct by engaging in a concurrent professional and sexual relationship with a client.

At the conclusion of the hearing, the panel delivered its finding and penalty order orally and in writing, with written reasons to follow. The panel decided that Ms. Quinton had engaged in professional misconduct, and ordered that Ms. Quinton appear before a panel of the Discipline Committee to be reprimanded, with the fact of the reprimand and a summary of the reprimand to appear on the public register, and that the Registrar revoke Ms. Quinton's certificate of registration effective immediately.

The panel also ordered Ms. Quinton to pay \$2000.00 in costs to the College within six months of the hearing.

DISCIPLINE

HEARING SUMMARIES (CONT'D)

CDHO V. MS. KUSHMA TARA BOODOO-CUTBUSH

On December 7, 2020, a panel of the Discipline Committee of the College of Dental Hygienists of Ontario held a public hearing to decide whether Ms. Kushma Tara Boodoo-Cutbush had engaged in professional misconduct. The College alleged that Ms. Boodoo-Cutbush had provided inaccurate information to a College investigator during an investigation into whether she had treated her ex-spouse, and that this constituted the following acts of professional misconduct:

1. Contravening or failing to maintain a standard of practice of the profession
2. Acting in a professional capacity while in a conflict of interest
3. Failing to take reasonable steps to ensure that information provided to the College is accurate
4. Failing to cooperate with an investigator
5. Engaging in conduct that would be regarded by members of the profession as disgraceful, dishonourable, or unprofessional

Ms. Boodoo-Cutbush admitted the conduct through an agreed statement of facts. The panel found that Ms. Boodoo-Cutbush had engaged in professional misconduct as set out above and issued a penalty order as follows.

Ms. Boodoo-Cutbush was required to appear before the panel immediately following the hearing to be reprimanded, with a notation and summary of the reprimand to appear on the College's Public Register. The Registrar was directed to suspend Ms. Boodoo-Cutbush's certificate of registration for a period of three (3) months commencing on the date order. The Registrar was also directed to impose terms, conditions, and limitations on Ms. Boodoo-Cutbush's certificate of registration requiring that Ms. Boodoo-Cutbush successfully complete, at her own expense, an individualized course in professional ethics approved by the Registrar within six (6) months of the order.

Ms. Boodoo-Cutbush is required to pay costs to the College of \$3,000 within ten (10) months of the order. *(The panel released its reasons for decision in this case on January 4, 2021.)*



PATIENT RELATIONS

The *Regulated Health Professions Act, 1991*, mandates that the College have a Patient Relations program. This program must include measures to help prevent and deal with sexual abuse of patients/clients. As such, the College and the Patient Relations Committee has put the following components of the CDHO's Sexual Abuse Prevention Plan (SAPP) in place:

1. A policy and clear process to provide funding and counselling for clients who allege they have been sexually abused by their dental hygienist or who have been sexually abused by their dental hygienist;
2. Education for dental hygienists and students regarding sexual abuse and boundary issues;
3. Guidelines for dental hygienists aimed at preventing and dealing with sexual abuse
4. Training for College staff;
5. Education and information regarding sexual abuse and boundaries aimed at the public in the "For the Public" section of the College's website at cdho.org; and
6. Regular evaluation of the SAPP.

As a part of this mandate, the Patient Relations program exists:

- to help the health professionals regulated by the College enhance relations with their clients, and by extension, the public;
- to help the public achieve greater understanding of the range and quality of the professional services offered by members of the College;
- to help patients/clients be fully informed of their rights in dealing with members of the profession and the College, including that they will be treated in an ethical, competent, sensitive and respectful manner; and
- to help the public have a greater knowledge of the role of the regulatory College and how to participate in College processes and/or programs.

The members of the Patient Relations Committee met for orientation and policy review on June 3, 2020. The College takes the responsibility for the prevention of sexual abuse very seriously. Policies are in place to review and evaluate the plan on an annual basis and make updates when required. The 2020 evaluation of the Sexual Abuse Prevention Plan and its components were reviewed and approved.

FUNDING FOR THERAPY AND COUNSELLING

No changes were brought to the Funding for Therapy and Counselling.

To date, the College has not received any requests for funding.

PATIENT RELATIONS *CONT'D*

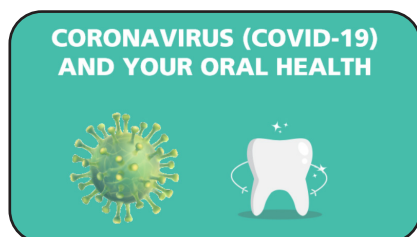
PUBLIC EDUCATION AND COMMUNICATION PLAN

In 2020, the College's communication strategy (aimed at the public) included video and print/web outreach. Part of this initiative included amplification of the messaging regarding the current pandemic situation.



VIDEOS

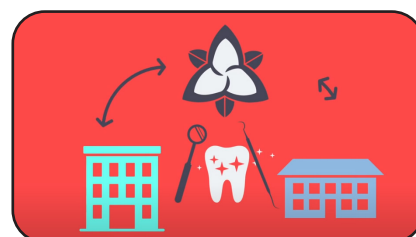
Coronavirus (COVID-19) and Your Oral Health



Visiting Your Dental Office During The Pandemic



Protecting Your Health and Your Smile



Vaping



What Is the Public Register?



All videos are available in both French and English, and accessible via our [Website](#) or [YouTube Channel](#).

PRINT/WEB

NEWS RELEASES

1. [CDHO Ensures Dental Hygienists Keep You Safe During COVID-19](#)



All Print PDFs are available in French and English, and in poster/handout format unless otherwise stated. They can be accessed via the [CDHO Website](#).

POSTERS/HANDOUTS

1. [Visiting Your Dental/Dental Hygiene Office During COVID-19](#)
2. [Why Is my Dental Hygienist Asking About Vaping?](#)
3. [Coronavirus and Your Oral Health](#) (English Handout Only)

PATIENT RELATIONS *CONT'D*

TOTAL QUALITY IMPROVEMENT SURVEY (TQI)

A Total Quality Improvement (TQI) survey, conducted by the University of Toronto research team, **was done in 2020 to evaluate our sexual abuse prevention plan.**



This final sample size meets acceptable standards required to generalize findings to the broader population of dental hygienists. This response rate was lower than previous years and may be due to several factors, most notably, due to the COVID-19 pandemic:

- Registrants may have had other priorities and may not have been interested in completing a survey about their practice experiences prior to the COVID-19 pandemic.
- The survey was sent at a very difficult time for dental hygienists personally and professionally.
- Government institutions, professional organizations, and universities have repeatedly invited dental hygienists and other health professionals to participate in surveys regarding the COVID-19 pandemic.

SPOUSAL EXCEPTION REGULATION

In 2015, the CDHO submitted a Spousal Exception Regulation to the government, which would permit dental hygienists to treat their spouses without it constituting sexual abuse as long as the dental hygienist was not engaged in the practice of the profession when the sexual conduct occurred. **The regulation was passed by the Ontario government on October 8, 2020.**

FITNESS TO PRACTISE

The Fitness to Practise Committee conducts hearings and makes decisions about allegations of incapacity against registrants of the College. Fitness to Practise hearings are closed to the public.

There were no referrals to the Fitness to Practise Committee in 2020, therefore, the Committee did not meet.

EXECUTIVE COMMITTEE

The Executive Committee is charged with the responsibility of planning Council workshops and meetings and acting on behalf of Council between Council meetings.

In 2020, the Council's Executive Committee was comprised of:

PROFESSIONAL MEMBERS



CATHERINE RANSON
President/Chair



CAROLINE LOTZ
Vice-President



PAULINE LEROUX

PUBLIC MEMBERS



MARIA LEE
until November 28, 2020



MARGARET WADE

The election of the Executive took place on January 24, 2020. Ms. Catherine Ranson was elected to her third term as President.

Maria Lee's term ended November 28, 2020. Alessandro Greco, Public Member, was elected at the December 4th Council meeting to serve the remainder of Maria Lee's term on the Executive Committee.

The Executive Committee met 39 times in 2020, in person and virtually.

COMMITTEE COMPOSITIONS

EXECUTIVE COMMITTEE

Catherine Ranson (Academic) – **President**
Caroline Lotz (Professional) – **Vice-President**
Pauline Leroux (Professional)
Maria Lee (Public) – until November 28, 2020
Margaret Wade (Public)

REGISTRATION COMMITTEE

Professional Members

Michelle Atkinson
Jillian Eles
Terri Strawn – **Chair**

Public Members

Erin Betts
Grace Leong

Non-Council Member

Vanessa Pereira

QUALITY ASSURANCE COMMITTEE

Professional Members

Jenny Gibson
Pauline Leroux – **Chair**
Ilga St. Onge

Public Members

Grace Leong
Margaret Wade

Non-Council Members

Jaspreet Kaur Singh
Tonia Peachman-Faust

INQUIRIES, COMPLAINTS, AND REPORTS COMMITTEE

Professional Members

Michelle Atkinson
Anne-Marie Conaghan
Catherine Ranson
Terri Strawn

Public Members

Maria Lee – **Chair** (until November 28, 2020)
Meghan Leuprecht

Julius Nathoo (until December 31, 2020)
Amit Vig

Non-Council Members

Linda Douglas
Dorothy Dziunikowski
Julie Farmer
Kim McNamara

DISCIPLINE COMMITTEE

Erin Betts (Professional) – **Chair**

Professional Members

All professional members of Council

Public Members

All public members of Council

Non-Council Members

Tracy Burke
Gillian Dunn
Lisa Kelly
Paula Malcomson
Mary Yeomans

PATIENT RELATIONS COMMITTEE

Professional Members

Roma Czech – **Chair**
Vanessa Pereira
Ilga St. Onge

Public Members

Maria Lee
Amit Vig
Yvonne Winkle

Non-Council Member

Elaine Yang

FITNESS TO PRACTISE COMMITTEE

Professional Members

All professional members of Council

Public Members

All public members of Council

👍 43 ❤️ 57 👤 26

STAKEHOLDER ENGAGEMENT ON SOCIAL MEDIA

 **5,550+**
Facebook Followers

 **650+**
Twitter Followers

 **1,600+**
YouTube Subscribers

 **1,300+**
LinkedIn Followers

 **195,000+**
interactions
and
1,100,000+
impressions
on Facebook
posts

Interactions:
clicks, likes & shares
Impressions:
number of times
a post was viewed

1,500
subscribers
gained

515,220 Views
25,000+ Watch
Time (Hours)

TOP POSTS IN 2020

1. Visiting Your Dental / Dental Hygiene office during COVID-19 Video
(**54,000+ People Reached**)
2. A Message from the CDHO's Registrar Video
(**41,000+ People Reached**)
3. Announcement on Spousal Exception
(**18,000+ People Reached**)



TOP VIDEOS IN 2020

1. Protecting Your Health and Your Smile
(**241,000+ Views**)
2. Vaping
(**171,000+ Views**)
3. CDHO Guidance on Returning to Dental Hygiene Practice
(**27,000+ Views**)

FINANCIAL STATEMENTS

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
SUMMARY FINANCIAL STATEMENTS
DECEMBER 31, 2020

HILBORN_{LLP}

HILBORN^{LLP}

Report of the Independent Auditor on the Summary Financial Statements

To the Council of the College of Dental Hygienists of Ontario

Opinion

The summary financial statements, which comprise the summary statement of financial position as at December 31, 2020, and the summary statement of operations for the year then ended, and related note, are derived from the audited financial statements of the College of Dental Hygienists of Ontario (the "College") for the year ended December 31, 2020.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the criteria described in the note to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements of the College and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated June 11, 2021.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with the criteria described in the note to the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.



Toronto, Ontario
June 11, 2021

Chartered Professional Accountants
Licensed Public Accountants

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COLLEGE OF DENTAL HYGIENISTS OF ONTARIO**Summary Statement of Financial Position**

December 31	2020 \$	2019 \$
ASSETS		
Current assets		
Cash	5,789,467	5,860,987
Investments	1,690,263	1,441,262
Prepaid expenses	41,154	111,479
	<u>7,520,884</u>	<u>7,413,728</u>
Discipline cost recoverable	128,000	128,000
Investments	7,281,539	6,426,179
Capital assets	1,898,856	2,111,695
Intangible assets	349,708	488,509
	<u>9,658,103</u>	<u>9,154,383</u>
	<u>17,178,987</u>	<u>16,568,111</u>
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	489,408	558,668
Deferred registration fees	5,309,040	5,387,600
	<u>5,798,448</u>	<u>5,946,268</u>
Deferred lease incentives	182,297	204,619
	<u>5,980,745</u>	<u>6,150,887</u>
NET ASSETS		
Invested in capital and intangible assets	2,066,267	2,395,585
Internally restricted for complaints and discipline	2,000,000	2,000,000
Unrestricted	7,131,975	6,021,639
	<u>11,198,242</u>	<u>10,417,224</u>
	<u>17,178,987</u>	<u>16,568,111</u>

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO**Summary Statement of Operations**

Year ended December 31	2020 \$	2019 \$
Revenues		
Registration fees	6,099,820	5,866,616
Investment income	210,046	221,051
	6,309,866	6,087,667
Expenses		
Salaries and benefits	2,655,810	2,316,595
Complaints and discipline	293,463	287,140
Public education	138,302	208,233
Consulting	56,125	6,179
Premises rent	423,830	358,630
Stationery, postage and printing	22,868	27,944
Clinical examinations	26,476	666
Council fees and expenses	388,980	436,695
General and administrative	171,609	250,158
Commission on dental accreditation	124,386	121,143
Quality assurance	280,196	212,567
Professional fees	89,654	62,359
Special project - clinical exam agreement	56,731	15,321
Furniture and equipment rental and maintenance	256,436	415,356
Telephone, website and internet	62,282	43,827
Amortization - capital assets	259,112	248,620
Amortization - intangible assets	163,053	154,969
	5,469,313	5,166,402
Excess of revenues over expenses before other expense	840,553	921,265
Other expense		
COVID-19 related	59,535	—
Excess of revenues over expenses for year	781,018	921,265

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO**Note to Summary Financial Statements**

December 31, 2020


1. Basis of presentation

These summary financial statements are derived from the audited financial statements of the College of Dental Hygienists of Ontario (the "College") for the year ended December 31, 2020, which were prepared in accordance with Canadian accounting standards for not-for-profit organizations.

Management prepared these summary financial statements using the following criteria:

- (a) the summary financial statements include a statement for each statement included in the audited financial statements, except for the statements of changes in net assets and cash flows;
- (b) information in the summary financial statements agrees with the related information in the audited financial statements; and
- (c) major subtotals, totals and comparative information from the audited financial statements are included.

The audited financial statements of the College are available to members upon request from the College.

A low-angle, upward-looking photograph of several modern skyscrapers with glass facades. The buildings are arranged in a way that creates a sense of height and scale. The sky is a clear, pale blue. The glass reflects the surrounding environment and the sky. The perspective is from the ground looking up, making the buildings appear to converge towards the top of the frame.

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