



ANNUAL REPORT 2021



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

www.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.

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.

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: Dr. Glenn Pettifer



College of Dental Hygienists of Ontario

175 Bloor Street East, North Tower, Suite 601
Toronto, ON M4W 3R8

Phone: 416-961-6234 TF: 1-800-268-2346
admin@cdho.org www.cdho.org

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PRESIDENT'S MESSAGE

CAROLINE LOTZ BA, RDH, MSc

On behalf of Council, I am pleased to share the 2021 Annual Report with our stakeholders.

This report serves to encapsulate all of the excellent work in governance the staff, Registrar and Council did to ensure that our regulatory responsibilities and public interest mandate were met.

While the ongoing pandemic posed ongoing challenges for the profession of Dental Hygiene, the CDHO, working closely with our oral health regulatory partners, ensured that the profession received timely and current guidelines that promoted optimal safety for the public of Ontario who access the services of our Registrants – the cornerstone of our mission statement.

In addition, Council commends our Registrar and staff for their ongoing efforts in implementing technological advancements and processes that optimized efficiency in our organizational operations during this unprecedented time of working remotely.

As Council looks to the future, we are actively learning, exploring and identifying ways to incorporate competency frameworks and diversity and inclusivity policies that will ensure our organization is truly representative of the views and needs of the public we serve.

Council would like to thank our Registrar/CEO and College staff for their support of Council and its committees.

Warm regards.



MESSAGE DE LA PRÉSIDENTE

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

Au nom du conseil, j'ai le plaisir de partager le rapport annuel 2021 avec nos parties prenantes. Ce rapport sert à résumer l'excellent travail de gouvernance que le personnel, le registraire et le conseil ont accompli pour s'assurer que nos responsabilités réglementaires et notre mandat d'intérêt public soient respectés.

Bien que la pandémie en cours ait posé des défis constants à la profession d'hygiéniste dentaire, l'OHDO, en étroite collaboration avec ses partenaires de réglementation de la santé bucco-dentaire, a veillé à ce que la profession reçoive des lignes directrices opportunes et actuelles favorisant une sécurité optimale pour le public de l'Ontario qui a recours aux services de nos membres inscrits — la pierre angulaire de notre énoncé de mission.

En outre, le conseil félicite le registraire et le personnel de l'OHDO pour leurs efforts continus dans la mise en œuvre des avancées technologiques et des processus qui ont optimisé l'efficacité de nos opérations organisationnelles pendant cette période sans précédent de travail à distance.

Alors que le conseil se tourne vers l'avenir, nous apprenons, explorons et identifions activement les moyens d'intégrer des cadres de compétences et des politiques de diversité et d'inclusion qui garantiront que notre organisation est réellement représentative des opinions et des besoins du public que nous servons.

Le conseil tient à remercier notre registraire/directeur général et le personnel de l'Ordre pour leur soutien au conseil et à ses comités.

Sincères salutations.




COLLEGE ACTIVITIES

CDHO ACHIEVEMENTS FOR THE YEAR

Despite the many challenges encountered in 2021, including those of the ongoing COVID-19 Pandemic, the CDHO embarked on many new initiatives and was able to achieve a substantial amount this past year. Here are a few of our accomplishments:

- We reported on the work of the CDHO in the 2021 [College Performance Measurement Framework \(CPMF\) Reporting Tool](#). This report covers a wide variety of topics, like how we performed as an organization, registered applicants, measured practice improvement of Registered Dental Hygienists and processed complaints. Performance measurement reporting is a public commitment to accountability and to meeting quality improvement goals.
- We joined together and collaborated with the other Oral Health Colleges to release aligned guidance provided to our respective professions as a response to changing evidence related to COVID-19.
- The Registration department registered **810 new Dental Hygienists**.
- The Quality Assurance department completed close to **2,400 Peer Assessments**.
- The Professional Conduct department responded to **100% of inquiries** within five business days.
- CDHO staff and Council embarked on developing a framework for **Diversity, Equity, and Inclusion initiatives** at the College.



The CDHO acknowledges that its achievements would not be possible without its highly capable and dedicated **Council** who continues to meet virtually to fulfil its mandate in ensuring the public receives safe, competent, and ethical Dental Hygiene care, as well as **College staff** who continues to juggle demands of work and family while working from home to carry out the core functions of the College.

We would also like to acknowledge the dedication and commitment of **Registered Dental Hygienists** who continue to provide safe, competent, and ethical Dental Hygiene care to the public of Ontario.

A close-up photograph of a woman with dark, curly hair, laughing heartily. Her eyes are closed, and her mouth is wide open, showing her teeth. She has her right hand pressed against her chest. She is wearing a white, short-sleeved top with a delicate lace or eyelet pattern. The background is a soft-focus outdoor scene with green foliage and a hint of a wooden fence.

COMMITTEE REPORTS

STATUTORY COMMITTEES

Executive Committee

Registration Committee
(Registration by Numbers)

Inquiries, Complaints and
Reports Committee

Quality Assurance Committee

Discipline Committee

Patient Relations Committee

Fitness to Practise Committee



COMMITTEE COMPOSITIONS

EXECUTIVE COMMITTEE

Caroline Lotz (Professional) — **President**
Pauline Leroux (Professional) — **Vice-President**
Terri Strawn (Professional)
Joshua Hollenberg (Public) — until Sept. 23, 2021
Ehizele Martin Iyamabo (Public)

REGISTRATION COMMITTEE

Professional Members

Michelle Atkinson — **Chair**
Jenny Gibson
Caroline Lotz

Public Members

Loree Beniuk
Margaret Wade

Non-Council Member

Mary Yeomans

QUALITY ASSURANCE COMMITTEE

Professional Members

Terri Strawn — **Chair**
Vanessa Pereira
Ilga St. Onge

Public Members

Ehizele Martin Iyamabo
Margaret Wade

Non-Council Members

Jaspreet Kaur Singh
Tonia Peachman-Faust

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

Professional Members

Michelle Atkinson — **Chair of Panel A**
Anne-Marie Conaghan — **Chair of Panels B and C**
Jennifer Cooper
Pauline Leroux

Public Members

Loree Beniuk
Meghan Leuprecht

Amit Vig
Margaret Wade

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

Jacqueline White — **Chair**
Vanessa Pereira

Public Members

Erin Betts
Alessandro Greco — until Sept. 23, 2021
Meghan Leuprecht

Non-Council Member

Elaine Yang

FITNESS TO PRACTISE COMMITTEE

Professional Members

All professional members of Council

Public Members

All public members of Council

EXECUTIVE COMMITTEE

In 2021, the Council's Executive Committee was comprised of:

PROFESSIONAL MEMBERS



CAROLINE LOTZ
President/Chair



PAULINE LEROUX
Vice-President



TERRI STRAWN

PUBLIC MEMBERS



**EHIZELE MARTIN
IYAMABO**



JOSHUA HOLLENBERG
*until end of term
September 23, 2021*



ALESSANDRO GRECO
*appointed
August 19, 2021*

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

The election of the Executive took place on January 22, 2021. Ms. Caroline Lotz was acclaimed to the position of President.

Joshua Hollenberg's term ended September 23, 2021. Alessandro Greco, Public Member, was appointed at the August 19th Executive Committee meeting to serve the remainder of Joshua Hollenberg's term on the Executive Committee.

The Executive Committee met 8 times in 2021. All meetings were held virtually.

REGISTRATION BY NUMBERS

REGISTRATION OVERVIEW AS OF DECEMBER 31, 2021



569

Total Applications
Received

567 Domestic Applications
2 International Applications

APPLICATIONS REQUIRING REVIEW FROM REGISTRAR

REASON	OUTCOME
2 Former Registrants of the CDHO resigned while undergoing a Quality Assurance Committee audit	2 Granted a Certificate of Registration
2 Positive results on criminal record checks	2 Granted a Certificate of Registration
1 Applicant resigned while under investigation with another Health Regulator	Referred to the Registration Committee
1 Failed to pass CPEDH Exam	Referred to the Registration Committee
1 Applicant had a conduct declaration of academic misconduct	Referred to the Registration Committee

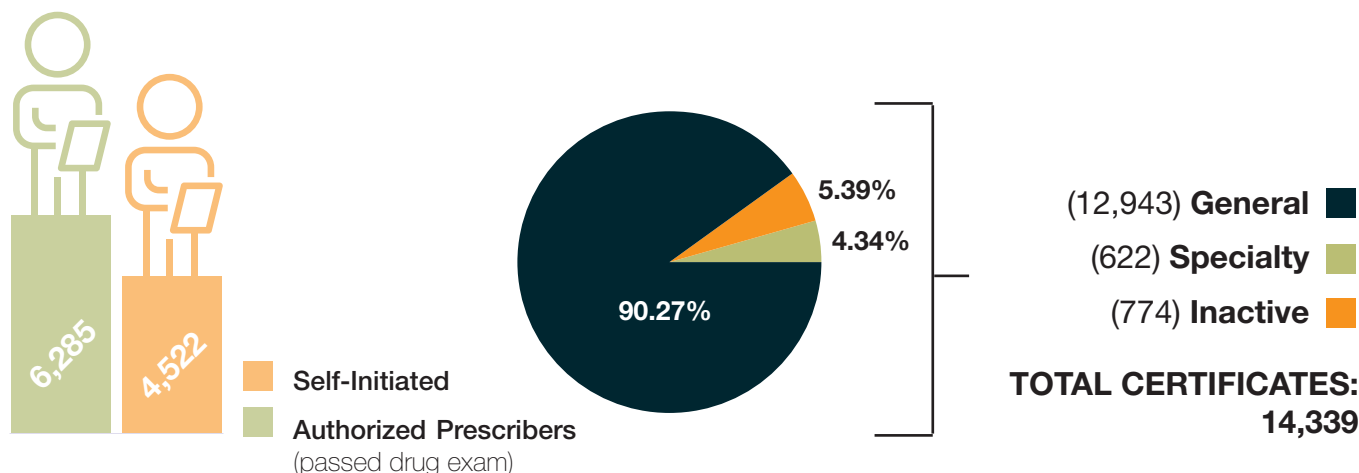
REFERRALS TO THE REGISTRATION COMMITTEE

In addition to the applications mentioned above, one more application was referred directly to the Registration Committee due to an **accommodation request for the Clinical Competency Examination**.

REGISTRATION BY NUMBERS

CONT'D

CDHO CERTIFICATE STATISTICS AS OF DECEMBER 31, 2021



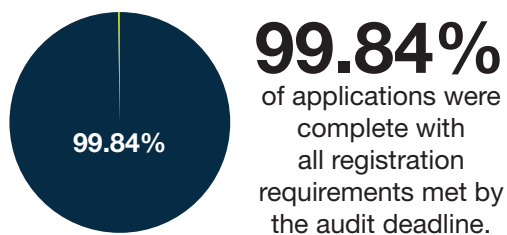
AUDIT OF REGISTRATION APPLICATIONS

100% of applications were complete with all registration requirements met within the posted timeline of 10 business days.

***What Is the Audit of Registration Applications?** A quarterly random audit of 10% 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

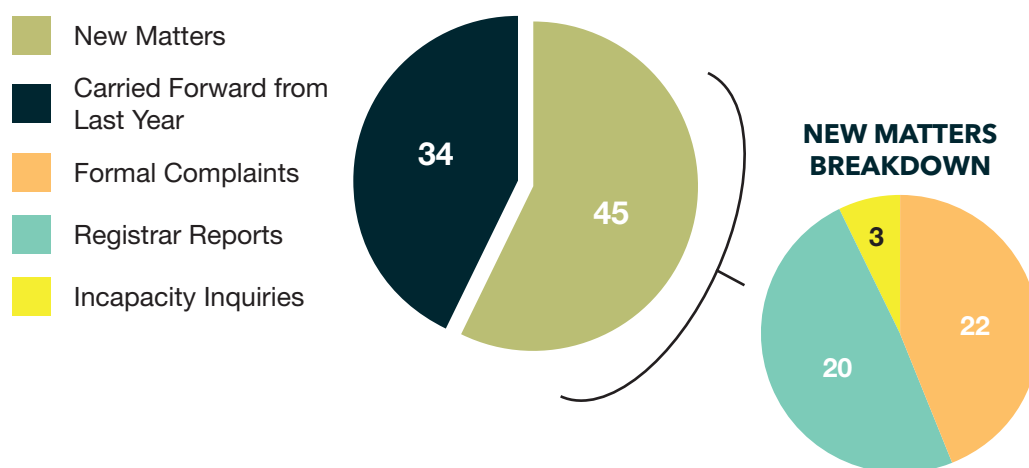
The College selected **5%** of the General and Specialty Registrants (**637 Registrants**) at random to participate in the annual insurance audit.



***What Is the Annual Insurance Audit?** The audit contributes to public protection by ensuring our Registrants have suitable Professional Liability Insurance, as stated in the College Bylaws. Those selected were required to submit a copy of their insurance policy.*

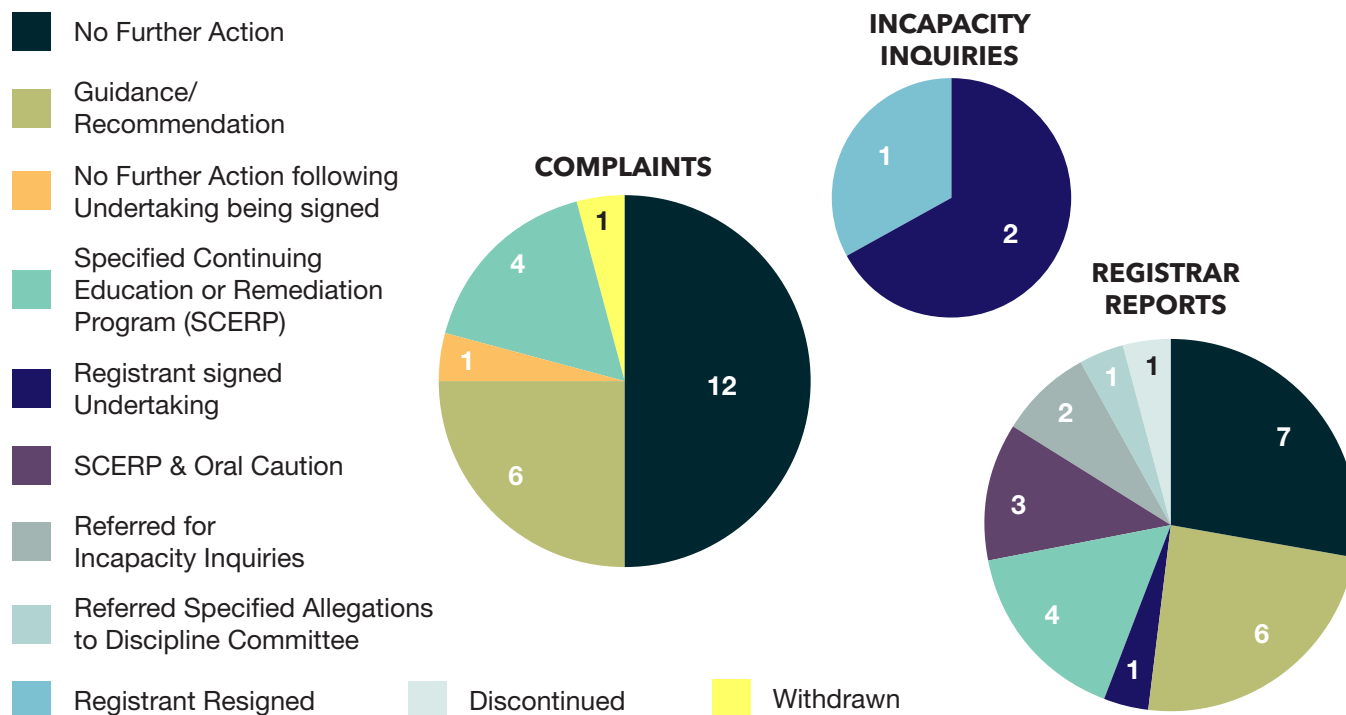
INQUIRIES, COMPLAINTS AND REPORTS

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.



In 2021, the ICRC reviewed a total of **79 matters** and completed its investigation into **52 matters** (24 Complaints, 25 Registrar Reports and 3 Incapacity Inquiries). **27 cases** will be carried into 2022.

DECISIONS AND OUTCOMES OF COMPLETED MATTERS



INQUIRIES, COMPLAINTS AND REPORTS CONT'D

REASONS

Examples of Reasons for Registrar Reports

- Recordkeeping
- Competence/Patient Care
- Professional Conduct and behaviour
- Sexual abuse (includes treatment of someone with whom the Registrant was involved in a sexual relationship)
- Intent to mislead including fraud
- Unauthorized Practice
- Billing and Fees

Examples of Reasons for Complaints

- Communication
- Competence/Patient Care
- Billing and Fees
- Unauthorized Practice
- Sexual abuse (includes 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	24	13	5	6
Registrar Reports	25	5	7	13
Incapacity Inquiries	3	2	-	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.

HPARB REVIEWS

HPARB can also review decisions made by the ICRC if the matter arose from a formal complaint. Both the person who made the complaint to the College and the Registered Dental Hygienist who was the subject of the complaint may request a review by HPARB. Decisions to refer a matter to the Discipline Committee for professional misconduct and/or incompetence, or referrals for incapacity proceedings cannot be appealed to HPARB.

In 2021, **two** (2) matters were appealed to HPARB and the decisions are pending. The College received **three** (3) decisions for matters appealed before 2021 and all three decisions were confirmed by HPARB.

QUALITY ASSURANCE

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.**

QUALITY ASSURANCE OVERVIEW AS OF DECEMBER 31, 2021

Number of QA records assessed	2,347
Number of on-site practices reviewed	63
Number of those who participated in remediation programs following an on-site	34

ANNUAL REVIEW OF QA RECORDS

In 2021, **2,598 Registrants** were selected to submit their QA records for assessment.

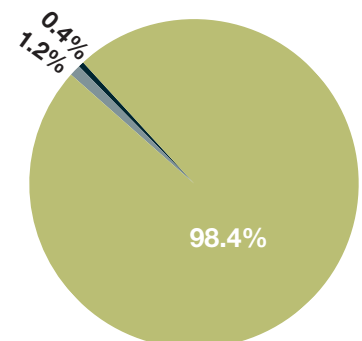
When selected for assessment, Registrants must choose one of three possible paths. Each path has a component that allows for verification of knowledge and a component that allows for verification of skills and judgment.

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	1,203
Path 2	Completion of the QA Written Assessment (QA Test)	Completion of a Practice Profile	1,133
Path 3	Completion of the QA Written Assessment (QA Test)	Completion of an On-site Practice Assessment	6*
Resigned			219
Other: May include Registrants who are currently suspended, revoked, referred to ICRC, currently under investigation, deferred to another assessment period or deceased.			37
*Including those assigned to Path 3 by the Quality Assurance Committee			

Met Assessment Guidelines (2,556)

Still in Progress (31)

Participating in Remediation (11)



As of December 31, 2021, **98.4%** of the 2,598 QA records requested had **met the assessment guidelines.**

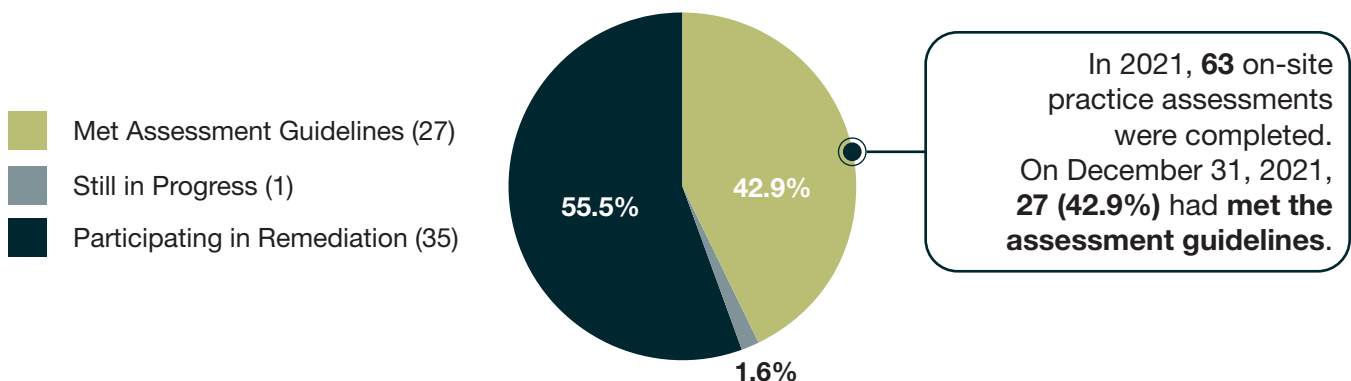
QUALITY ASSURANCE

CONT'D

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.



PRESCRIBED LEARNING PROGRAMS

If gaps in learning or practice are found, the QA Committee will order practice enhancement/remediation activities for Registered Dental Hygienists (RDHs) 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 RDHs' practices. Successful completion of these activities is required in order for RDHs' Quality Assurance assessment to be considered complete.

Of the 63 Registrants who participated in an on-site practice assessment in 2021, **35** were directed to complete a Specified Continuing Education or Remediation Program (SCERP). As of December 31, 2021, of those directed to complete a SCERP, **zero (0)** had met the assessment guidelines. Normally, more Registrants would have completed remediation by the end of December, but on-site visits were delayed until the fall in 2021 due to ongoing COVID-19 measures.

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.



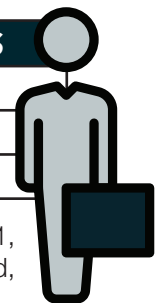
DISCIPLINE

CONT'D

PANEL BUSINESS

As of December 31, 2021, panels of the Discipline Committee engaged in the following business:

MATTERS DISPOSED OF*	NUMBER OF MATTERS
Decisions and reasons issued	3
Hearing commenced, but still in progress	3
Hearing completed, but reasons under reserve	1



*This report covers matters disposed of by panels of the Discipline Committee in the period from January 1, 2021, to December 31, 2021. A matter is disposed of on the date the reasons for decision are released, including both liability and penalty decisions, where applicable.



90 TH PERCENTILE DISPOSAL OF	NUMBER OF WORKING DAYS
An uncontested* discipline hearing	637~
A contested** discipline hearing	376

* **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.

~One discipline matter was adjourned on consent for an extended period to await the decision of the Ontario Court of Appeal in *CDHO v. Tanase*; if this case was excluded, the 90th percentile disposal of an uncontested hearing would be 183 days.

DISCIPLINE

CONT'D

FINDINGS BY TYPE	
Type	Number of Cases
Conduct Unbecoming	2
Falsifying Records	1
Failing to Maintain Standards	1
Sexual Abuse	1
Dishonourable, Disgraceful, or Unprofessional Conduct	3

A discipline case may include **multiple findings**, such that the total number of findings may not equal the total number of cases disposed of during the period.

PENALTY ORDERS BY TYPE	
Type	Number of Cases
Revocation	1
Reprimand	3
Suspension	2
Terms, Conditions and Limitations	2

A discipline case may include **multiple penalties**, such that the total number of penalties may not equal the total number of cases disposed of during the period.

COSTS

COSTS OF HEARINGS DISPOSED OF:	\$182,003.77
COSTS AWARDED TO THE COLLEGE:	\$85,900.00
COSTS RECOVERED:	\$8,000.00



DISCIPLINE (CONT'D)

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 reasons in the following matters were released in 2021.

CDHO V. CHIRAG SARAIYA

On March 16, 2021, a panel of the Discipline Committee held a public hearing to decide whether Mr. Chirag Saraiya had engaged in professional misconduct. The College alleged that Mr. Saraiya had

- permitted operation of a website that
 - referred to Mr. Saraiya both as a dentist and dental hygienist, including by use of the abbreviation of the title “doctor”, even though he was not authorized to practise dentistry in Ontario
 - contained information that was false or misleading, and
 - contained testimonials
- failed to maintain the standards of practice of the profession with respect to infection prevention and control
- failed to meet the standards of practice of the profession with respect to recordkeeping
- altered an equipment invoice and submitted photographs to make it appear to the College's investigator that Mr. Saraiya had the equipment at the time of the investigator's attendance at his clinic, which was not true.





HEARING SUMMARIES

CONT'D

Mr. Saraiya admitted the conduct through an agreed statement of facts. The panel found that Mr. Saraiya had engaged in professional misconduct and issued a penalty order based on a joint submission by the parties.

Mr. Saraiya 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 Mr. Saraiya's Certificate of Registration for a period of three months. The Registrar was also directed to impose terms, conditions, and limitations on Mr. Saraiya's Certificate of Registration requiring him to successfully complete the following within six months of his return to practice: a course in record keeping; an individualized course in professional ethics; and a practice audit, including a review of his infection prevention and control practices and policies.

Mr. Saraiya was ordered to pay costs to the College of \$5,000.

The panel released its reasons for decision on April 12, 2021.

CDHO V. SHERRY LYNN MACDONALD

A panel of the Discipline Committee held a public hearing on the following dates to determine whether Ms. Sherry Lynn MacDonald had engaged in professional misconduct: July 23, July 24, September 4, October 5, and October 20, 2020.

The College alleged that Ms. MacDonald had engaged in professional misconduct by entering into a sexual relationship with an adult male client, which amounted to sexual abuse within the meaning of the *Health Professions Procedural Code*. Ms. MacDonald denied all allegations.

In reasons released on December 30, 2020, the panel found that Ms. MacDonald had engaged in professional misconduct as alleged.

The panel conducted a penalty hearing on February 16, 2021 and issued its order on penalty on February 17, 2021. The panel ordered as follows:

- Ms. MacDonald is required to appear, on a date to be determined, before a panel of the Discipline Committee to be reprimanded, with a notation and summary of the reprimand to appear on the College's Public Register.
- The Registrar was directed to revoke Ms. MacDonald's Certificate of Registration, effective immediately.
- Ms. MacDonald is required to reimburse the College for any funding provided to the client for therapy or counselling, up to a maximum of \$17,370.
- Ms. MacDonald is required to pay costs to the College of \$77,900, to be paid over ten years.

The panel released its reasons for penalty and costs on April 15, 2021.

Ms. MacDonald appealed the finding and order of the Discipline Committee to the Divisional Court of Ontario. In reasons released on January 31, 2022, the Divisional Court upheld the decision of the Discipline Committee.



HEARING SUMMARIES

CONT'D

CDHO V. KRISTIN CHANT

On May 21, 2021, a panel of the Discipline Committee of the College of Dental Hygienists of Ontario held a public hearing to decide whether Ms. Kristin Diane Chant had engaged in professional misconduct.

The College alleged that Ms. Chant had failed to comply with the requirements of the College's Quality Assurance Program, including by failing to complete her annual self-assessments and failing to respond to communications from the College by the required deadlines. The College alleged that this constituted the following acts of professional misconduct:

1. Failing to cooperate with the Quality Assurance Committee
2. Failing to reply appropriately and responsively within the time specified by the request to a written inquiry made by the College
3. Failing to comply with an order or direction of a Committee of the College
4. Engaging in conduct that would be regarded by members of the profession as disgraceful, dishonourable, or unprofessional.

Ms. Chant admitted the conduct through an agreed statement of facts. The panel found that Ms. Chant had engaged in professional misconduct as set out above. It accepted a joint submission from the parties on penalty and ordered as follows:

- Ms. Chant 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. Chant's Certificate of Registration for a period of six (6) weeks, commencing on the date of the order.
- The Registrar was directed to impose the following terms, conditions, and limitations on Ms. Chant's Certificate of Registration.
 - Ms. Chant is required to successfully complete all outstanding Quality Assurance Program requirements within six (6) months.
 - Ms. Chant is required to successfully complete the College's Jurisprudence Education Module within six (6) months.
 - Ms. Chant is required to respond within fifteen (15) days to all communications from the College that require a response, or such earlier time as specified in the communication.
- Ms. Chant was ordered to pay costs to the College of \$3,000 within ten (10) months.

The panel released its reasons for decision on August 6, 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.

PANEL BUSINESS

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 including *Prevention of Sexual Abuse of Clients* and *Professional Boundaries for Dental Hygienists in Ontario*;
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 Registrants 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.



PATIENT RELATIONS

CONT'D

The members of the Patient Relations Committee met for orientation and policy review on October 26, 2021. 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.

FUNDING FOR THERAPY AND COUNSELLING

On May 1, 2018, new sections of the *Protecting Patients Act, 2017* (Bill 87), which amended the *Regulated Health Professions Act, 1991* (RHPA), came into effect. Prior to this amendment, patients/clients were eligible for funding for therapy and counselling only after the Discipline Committee made a finding that they were sexually abused by a health professional while that person was a patient. The changes to the RHPA now allows colleges to provide such support to patients earlier when an allegation of sexual abuse by a Registrant is first received, which will allow members of the public to seek therapy or counselling at any time after the alleged abuse.

As a result of this change, the Patient Relations Committee approved amended policies and procedures related to funding for therapy and counselling and updated all application forms to ensure the efficient and timely access to funds.

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

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.**

The Spousal Exception-related documents were updated (English and French versions)

- Prevention of Sexual Abuse and Maintenance of Professional Boundaries (May 2021)
- Instructors Guide: Prevention of Sexual Abuse of Clients

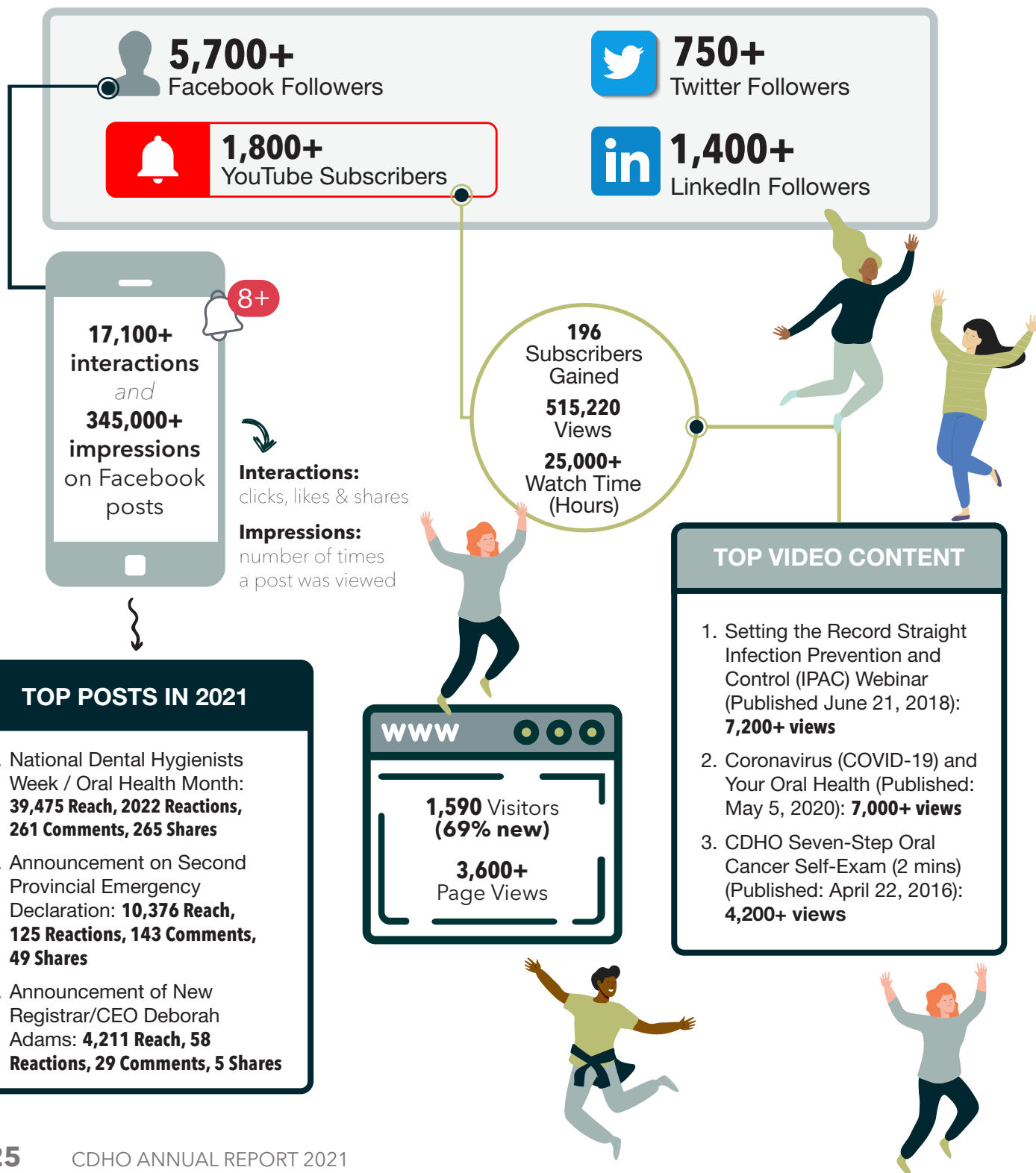
FITNESS TO PRACTISE

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 2021, therefore, the Committee did not meet.



STAKEHOLDER ENGAGEMENT (SOCIAL MEDIA)





FINANCIAL STATEMENTS

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

DECEMBER 31, 2021

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, 2021, and the summary statement of operations for the year then ended, and related note, are derived from the audited financial statements of the College of Dental Hygienists of Ontario (the "College") for the year ended December 31, 2021.

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

Summary Financial Statements

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

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated June 10, 2022.

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 10, 2022

Chartered Professional Accountants
Licensed Public Accountants

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

December 31	2021 \$	2020 \$
ASSETS		
Current assets		
Cash	6,205,648	5,789,467
Investments	1,708,521	1,690,263
Prepaid expenses	15,874	41,154
	<u>7,930,043</u>	<u>7,520,884</u>
Discipline cost recoverable	128,000	128,000
Investments	8,476,406	7,281,539
Capital assets	1,644,459	1,898,856
Intangible assets	191,834	349,708
	<u>10,440,699</u>	<u>9,658,103</u>
	<u>18,370,742</u>	<u>17,178,987</u>
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	272,328	489,408
Deferred registration fees	5,382,085	5,309,040
	<u>5,654,413</u>	<u>5,798,448</u>
Deferred lease incentives	159,975	182,297
	<u>5,814,388</u>	<u>5,980,745</u>
NET ASSETS		
Invested in capital and intangible assets	1,676,318	2,066,267
Internally restricted for complaints and discipline	2,000,000	2,000,000
Unrestricted	8,880,036	7,131,975
	<u>12,556,354</u>	<u>11,198,242</u>
	<u>18,370,742</u>	<u>17,178,987</u>

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

Year ended December 31	2021 \$	2020 \$
Revenues		
Registration fees	5,846,055	5,872,670
Examination Fees	262,600	227,150
Investment income	196,309	210,046
	6,304,964	6,309,866
Expenses		
Salaries and benefits	2,520,796	2,655,810
Complaints and discipline	141,243	293,463
Public education	98,255	138,302
Consulting	43,101	56,125
Premises rent	402,781	423,830
Stationery, postage and printing	16,208	22,868
Examinations	67,306	26,476
Council fees and expenses	371,188	388,980
General and administrative	75,517	61,083
Merchant bank charges	131,996	126,444
Commission on dental accreditation	75,515	124,386
Quality assurance	206,830	280,196
Professional fees	67,776	89,654
Special project - clinical exam agreement	—	55,731
Information Technology	254,852	241,518
Telephone, website and internet	51,333	62,282
Amortization - capital assets	254,397	259,112
Amortization - intangible assets	157,874	163,053
	4,936,968	5,469,313
Excess of revenues over expenses before other expense	1,367,996	840,553
Other expense		
COVID-19 related	9,884	59,535
Excess of revenues over expenses for year	1,358,112	781,018

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

December 31, 2021

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, 2021, which were prepared in accordance with Canadian accounting standards for not-for-profit organizations.

Management prepared these summary financial statements using the following criteria:

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

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



175 Bloor Street East, North Tower, Suite 601, Toronto, ON M4W 3R8
P: 416-961-6234 • TF: 1-800-268-2346 (Ontario) • www.cdho.org