

20
22



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

Who We Are

The College of Dental Hygienists of Ontario (CDHO) is the regulatory body for over 14,000 Registered Dental Hygienists in Ontario.



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The CDHO regulates and protects the public by:

- setting the requirements for becoming a Registered Dental Hygienist so that only qualified individuals are allowed to practise and use the title “Registered Dental Hygienist”;
- maintaining an up-to-date feature on its website, known as the public register, to help clients check if their Dental Hygienist is registered and in good standing;
- developing and enforcing standards and guidance for practice;
- running a Quality Assurance Program that helps Registered Dental Hygienists keep their knowledge and skills up to date; and
- receiving and investigating complaints about Registered Dental Hygienists and taking disciplinary action when necessary.

Contents

:

President's Message **04**

Registrar's Message **05**

The Year in Review **06**

Registration **08**

Registration by Numbers **09**

Quality Assurance **11**

Complaints and Reports **12**

Discipline and Fitness to Practise **14**

Patient Relations **16**

College Council **17**

Committee Composition **18**

Financial Statements **19**

President's Message



TERRI STRAWN
RRDH, BDS_{CDH}, MEd

On behalf of Council, I am pleased to share our 2022 Annual Report. This report summarizes the exceptional efforts made by staff and Council in fulfilling our responsibilities to the people of Ontario.

As the COVID-19 pandemic wound down, the CDHO remained vigilant in ensuring that measures were in place to safeguard the well-being of clients and Dental Hygienists. By staying updated on the latest public health guidelines and working closely with our regulatory partners, the CDHO continued to promote safe practice during a challenging time.

Council remained steadfast in its dedication to Truth and Reconciliation and equity, diversity, and inclusion. These vital pillars guide our actions as we strive to create a more inclusive and representative organization that addresses the needs of all Ontarians. We have actively listened, learned and taken decisive steps to integrate these important principles into our operations.

I extend my deepest gratitude to our dedicated Registrar/CEO, Dr. Glenn Pettifer, and the entire CDHO staff and Council for their unwavering commitment and tireless efforts throughout this past year.



Registrar's Message

DR. GLENN PETTIFER
REGISTRAR/CEO

It's a privilege for me to be writing my first Annual Report message as the CDHO's Registrar/CEO. Reflecting on 2022, I'm struck by the continued commitment of Registered Dental Hygienists to client safety. It was another difficult year as we navigated the challenges presented by the COVID-19 pandemic and adapted to a new way of living as restrictions eased. But through it all, the profession continued to deliver the safest care possible to their clients. I'd like to extend my sincere thanks to Registered Dental Hygienists for their professionalism and diligence.

Even though COVID-19 was still top of mind, the CDHO began laying the foundations to modernize how we regulate dental hygiene in the public interest. We did this by increasing engagement with RDHs and clients; collecting and analyzing data to make decisions; and increasing collaboration with the three other Oral Health Profession regulators.

Throughout the year we asked RDHs for their thoughts on the Quality Assurance Program and how they would like to receive communication from us. We also heard from clients in what we hope will be a regular survey on their experiences with dental hygiene care in the province. Both engagements have given us valuable data that we can use to improve programs and the information we provide. We also increased our collaboration with the three other Oral Health Profession regulators to better coordinate our infection, prevention and control guidance to reduce confusion among registrants and provide a better client experience. I invite you to continue reading this report to learn more about these exciting initiatives.

I would like to thank Council for their leadership in ensuring that everything we do is in the public interest, and the staff team for their work and support as I settled into this role. I'm excited for the opportunities that lie ahead that will position the CDHO as a modern and responsive regulator.

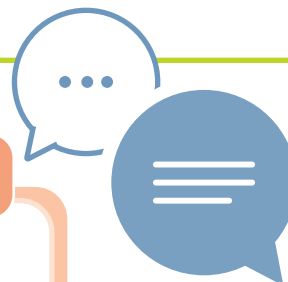
The Year in Review

● Introduction of Alternative ● Dispute Resolution (ADR)

The CDHO began offering Alternative Dispute Resolution (ADR) in complaint matters. ADR is a voluntary and confidential process through which a complainant and Registered Dental Hygienist (RDH) can attempt to resolve a complaint without the need for a formal investigation, in a manner that satisfies both parties and serves the public interest. During ADR, the complainant and RDH meet with an ADR facilitator (a neutral third party who is not a CDHO staff member) who acts as a mediator and attempts to assist the parties come to a negotiated resolution.

● Communications Survey to RDHs

In collaboration with Ipsos, the CDHO surveyed RDHs about their communication preferences. The goal was to determine the optimal format, frequency and content for effective communication from the CDHO. The insights gathered through the survey will inform and shape innovative ways to deliver up-to-date information to RDHs.



● QA Modernization and ● Strategic Plan

In its commitment to continuous quality improvement and reflection, the CDHO began a comprehensive review of its Quality Assurance (QA) Program. A survey was sent to RDHs to gather valuable insights, which will be used to shape a strategic plan for the Program.

The Year in Review



Voice of the Patient Survey

The CDHO engaged Pivotal Research to conduct a Voice of the Patient survey. The survey was administered in four languages – English, French, Mandarin and Punjabi – and 2,000 patients were surveyed. The survey asked about their experiences with Dental Hygiene practice, with a focus on equity, diversity and inclusion. The CDHO will use this data to improve resources for RDHs and to develop patient-focused information.

Development of Peer Circles

The CDHO began developing peer circles as a new professional development activity. Peer circles are facilitated group discussions using hypothetical cases that highlight challenging and relevant practice issues. The CDHO engaged RDHs to help write content for potential cases and will begin recruiting and training facilitators from among the profession.



Collaboration on IPAC Guidance

To support the safety of clients and oral health professionals, the CDHO collaborated with the three other oral health regulatory colleges (dentists, denturists and dental technologists), infectious disease experts, oral health subject matter experts, and academic program administrators to examine its existing COVID-19 IPAC guidance through the lens of evolving, evidence-informed best practices.

Registration



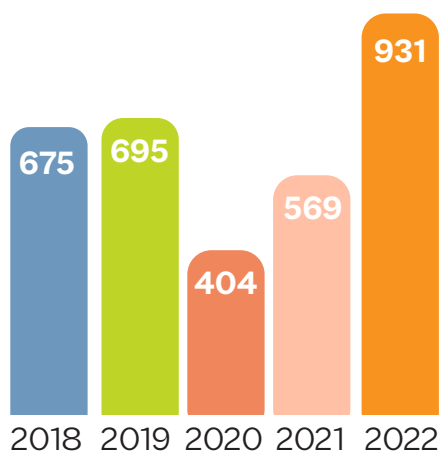
931

New Applications
Received

- 911 Canadian applicants
- 20 International applications
- 9 Requiring review from Registrar
- 2 Reviewed by Registration Committee



APPLICATIONS RECEIVED



REGISTRATION PROCESS

The CDHO aims to process and approve completed applications within 10 business days of receipt. In 2022, **95%** of completed applications were approved within that timeframe. There was an influx of applications received following the release of results for the National Dental Hygiene Certification Examination (NDHCE), which contributed to five percent of applications not being processed within 10 business days.

APPLICATIONS REQUIRING REVIEW FROM REGISTRAR

In 2022, nine applications were reviewed by the Registrar. Reasons for referral can include a positive result on a criminal record check and academic misconduct.

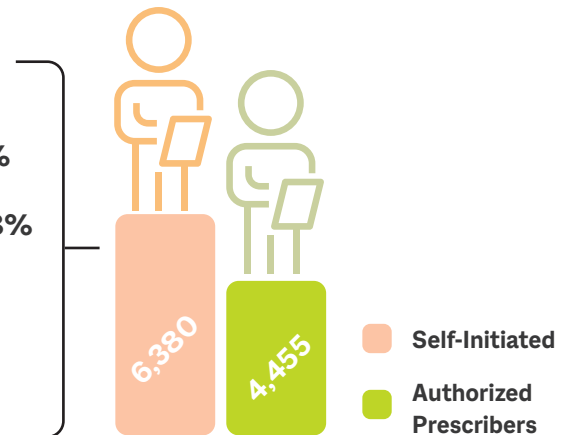
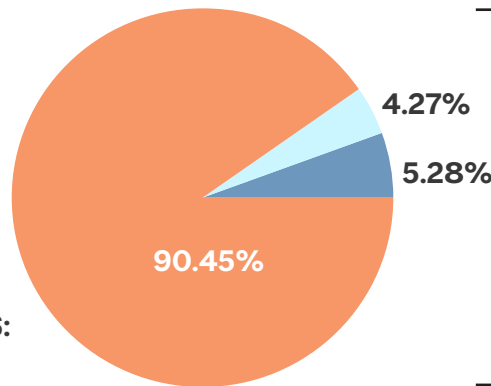
Three applications were referred to the Registration Committee. Two applications were reviewed by Committee and one application was deferred. In the two matters reviewed by Committee, General Certificates of Registration were granted with terms, conditions and limitations.

Registration by the Numbers

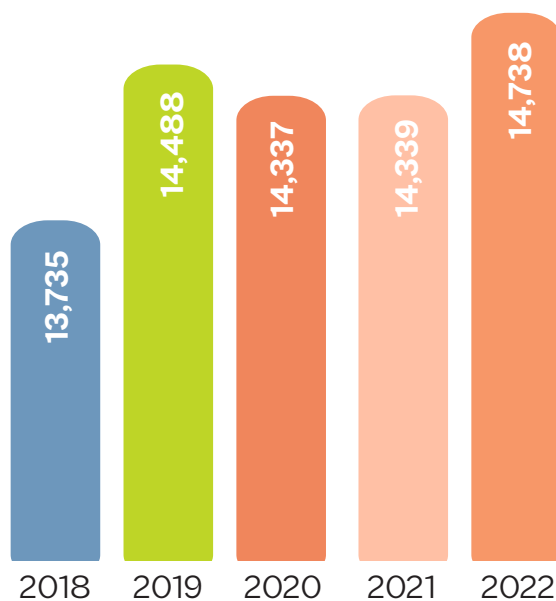
TOTAL NUMBER OF RDHs

- General (13,330)
- Specialty (630)
- Inactive (778)

TOTAL CERTIFICATES:
14,738



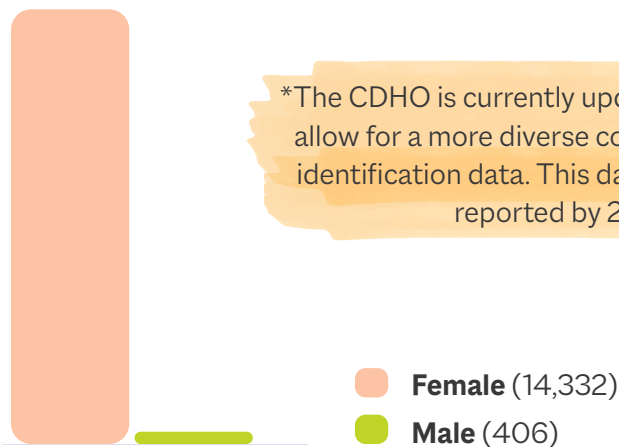
NUMBER OF REGISTRANTS



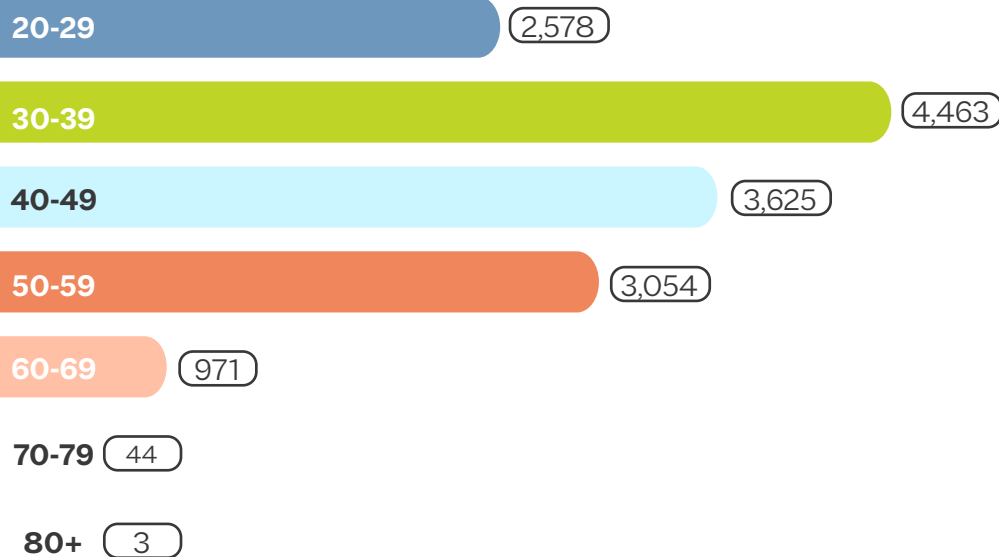
Registration by the Numbers

DEMOGRAPHICS

GENDER*



AGE RANGE



Quality Assurance

The CDHO's Quality Assurance Program helps RDHs maintain their professional competence so that they can provide safe, high quality and evidence-based care to their clients.

ANNUAL REVIEW OF QA RECORDS

In 2022, **2,524** RDHs were selected to submit their QA records for assessment and **2,315** records were assessed.

When selected for assessment, RDHs must choose one of three possible paths, or the QA Committee can assign a path.

	ASSESSMENT OF KNOWLEDGE	ASSESSMENT OF SKILLS AND JUDGMENT	PERCENTAGE OF RDHs
PATH 1	Completion of a learning portfolio	Completion of a practice profile	40.2%
PATH 2	Completion of the QA written assessment (QA Test)	Completion of a practice profile	59.7%
PATH 3	Completion of the QA written assessment (QA Test)	Completion of an on-site practice assessment	0.1*

As of December 31, 2022, **99.5%** of the 2,315 QA records assessed had met the assessment guidelines. The remaining RDHs are participating in activities to help enhance knowledge and skills, or the review is still in progress.

*Included those assigned to Path 3 by the Quality Assurance Committee

ON-SITE PRACTICE ASSESSMENTS

In 2022, **14** on-site practice assessments were completed to assess RDHs' compliance with the Standards of Practice following a review of their QA records, or because the RDH selected or was placed in Path 3. Following the assessments, **8** RDHs had met the assessment guidelines and **6** were directed to complete activities to help enhance their knowledge and skills.

Complaints and Reports

In 2022, the Inquiries, Complaints and Reports Committee (ICRC) reviewed **81** matters. Of the 81 matters, 54 were new and 27 were carried forward from 2021. The ICRC completed its investigation into **55** matters and 26 cases will be carried into 2023.

TYPE	NUMBER
Formal complaints	42
Registrar Reports	33
Referral from Quality Assurance	4
Incapacity inquiries	2
Total	81

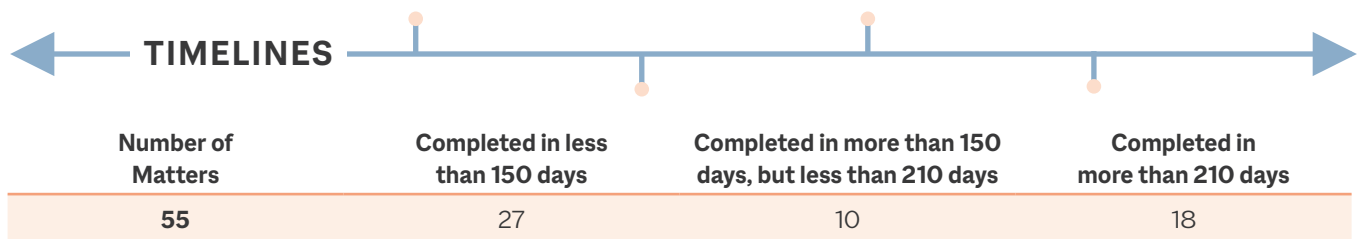
DECISION/OUTCOME OF COMPLETED MATTERS	NUMBER
No further action	18
Guidance/Recommendation	18
Specified Continuing Education/ Remediation Program (SCERP)	12
Resolved through ADR	1
Frivolous/Vexatious	1
Oral caution	2
Referral to Discipline	1
Undertaking	1
Withdrawn	1
Total	55

TOP 5 CONCERNS

RAISED BY COMPLAINANTS

- Communication (e.g., rude behaviour, insensitivity)
- Inappropriate or over billing
- Unprofessional conduct (e.g., “off-duty” conduct, refusing to provide name/College information)
- Ethical concerns (e.g., soliciting clients, offensive or discriminatory conduct)
- Practising outside of scope

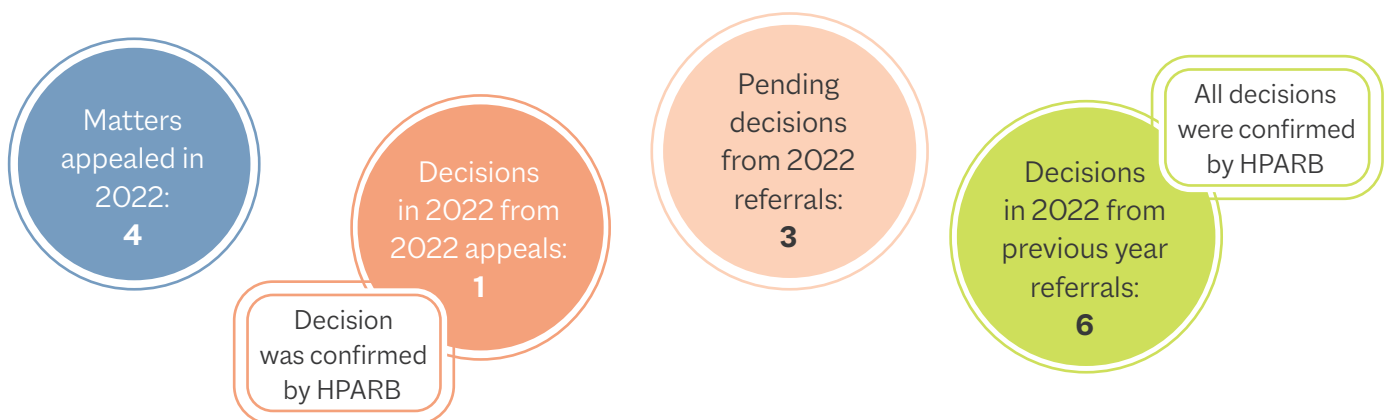
Complaints and Reports



All colleges are required to complete complaint matters within 150 days. If the investigation exceeds that time and at the 150-day mark, a letter is sent to both parties explaining that the ICRC will not meet the deadline. At 210 days, the CDHO must notify the parties and the [Health Professions Appeal and Review Board \(HPARB\)](#) of the delay, and 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 CDHO aims to complete all matters, not just complaints, within 150 days.

HPARB REVIEWS

Both the complainant and the RDH who was the subject of the complaint may request a review of the ICRC's decision by (HPARB). Decisions to refer specified allegations to the Discipline Committee or referrals for incapacity inquiries cannot be appealed to HPARB.



Discipline and Fitness to Practise

The Discipline Committee holds hearings to determine whether a RDH has committed an act of professional misconduct or is incompetent.

The Fitness to Practise Committee holds hearings and makes decisions about allegations of incapacity against an RDH. There were no referrals to the Fitness to Practise Committee in 2022.

As of December 31, 2022, panels of the Discipline Committee engaged in the following business:

	NUMBER OF MATTERS*
Hearings completed	8
Hearing begun, but in progress	2



*This report covers matters completed by panels of the Discipline Committee from January 1, 2022, to December 31, 2022. A matter is completed on the date the reasons for decision are released, including both liability and penalty decisions, where applicable.

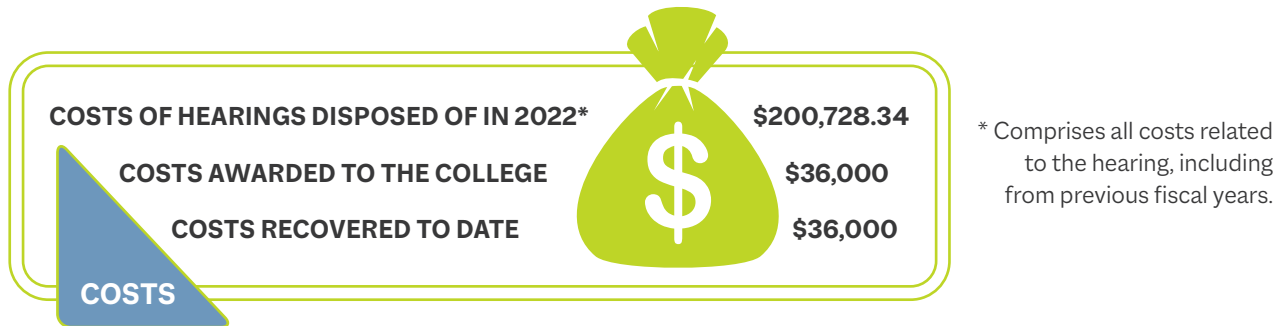
FINDINGS IN CLOSED MATTERS	NUMBER OF CASES*
Dishonourable, disgraceful, or unprofessional conduct	8
Signing a false or misleading document	7
Providing inaccurate information to the College	6
Failure to cooperate with the Quality Assurance Committee	2
Contravening a standard of practice	2
Acting while in a conflict of interest	2
Failing to keep appropriate records	2
Falsifying a record	2
Counselling or assisting another registrant to submit a false account	2
Contravening the Act, RHPA, regulations, or other legislation	2
Failing to cooperate with a College investigator	2
Conduct unbecoming a dental hygienist	2

*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.

Discipline and Fitness to Practise

PENALTY ORDERS BY TYPE	NUMBER OF CASES*
Suspension	8
Terms, Conditions, or Limitations	8
Reprimands	8

*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.



HEARING SUMMARIES

All decisions of the Discipline Committee are available on the [College's website](#). The reasons in the following matters were released in 2022.

CASE	DATE OF REASONS FOR DECISION
CDHO v. Christal Anne Chuback	January 6, 2022
CDHO v. Patricia Lynn Blundon	January 20, 2022
CDHO v. Patricia Maude Sinnott	January 20, 2022
CDHO v. Trina Louise Lewis	January 20, 2022
CDHO v. Elizabeth Diego	February 17, 2022
CDHO v. Jessie Maria Peloso (Kalvaitis)	May 5, 2022
CDHO v. Tara Elizabeth Jeffery	May 5, 2022
CDHO v. Kelly Miranda Lourenco	July 7, 2022

Patient Relations

The CDHO is required by law to have a Patient Relations Program. The Program must incorporate measures for preventing and dealing with sexual abuse of patients, including:

- educational requirements for RDHs on sexual abuse and boundary issues;
- guidelines for the conduct of RDHs with their patients aimed at preventing and dealing with sexual abuse, such as the [Guideline - Prevention of Sexual Abuse and Maintenance of Professional Boundaries](#);
- training for the CDHO's staff; and
- providing information to the public.

The Program is overseen by the Patient Relations Committee, which also oversees the program to provide funding for therapy and counselling for persons alleging sexual abuse by a RDH. To date, the CDHO has not received any requests for funding.

College Council

REGISTERED DENTAL HYGIENISTS

Terri Strawn - President

Vanessa Pereira - Vice-President

Michelle Atkinson

Maheen Cassim

Anne-Marie Conaghan

Jennifer Cooper

Carla Grbac

Farzana Hussain

Caroline Lotz

Jacqueline White

Mary Yeomans

PUBLIC APPOINTEES

Loree Beniuk

Erin Betts

Pella Giabanis

Alessandro (Alex) Greco

Ehizele (Martin) Iyamabo

Meghan Leuprecht

Angelica Palantzas

Upneet (Sasha) Sidhu

Margaret Wade

Committee Composition

EXECUTIVE

Terri Strawn (Professional) — **President**
Vanessa Pereira (Professional) — **Vice-President**
Michelle Atkinson (Professional)
Alex Greco (Public)
Margaret Wade (Public)

REGISTRATION

Professional Members

Caroline Lotz
Maheen Cassim
Jacqueline White

Public Members

Pella Giabanis
Loree Beniuk

Non-Council Member

N/A

QUALITY ASSURANCE

Professional Members

Anne-Marie Conaghan
Farzana Hussain
Terri Strawn

Public Members

Angelica Palantzas
Margaret Wade

Non-Council Members

Julie Farmer
Tonia Peachman-Faust

INQUIRIES, COMPLAINTS, AND REPORTS

Professional Members

Michelle Atkinson
Jennifer Cooper
Caroline Lotz
Mary Yeomans

Public Members

Loree Beniuk
Erin Betts
Meghan Leuprecht
Margaret Wade

Non-Council Members

Julie Farmer
Kim McNamara
Tonia Peachman-Faust
Larissa Voytek

DISCIPLINE

Jacqueline White (Professional) — **Chair**
Carla Grbac (Professional) — **Vice-Chair**

All Council Members

Non-Council Members

Gillian Dunn
Paula Malcomson

PATIENT RELATIONS

Professional Members

Maheen Cassim
Farzana Hussain

Public Members

Alex Greco
Martin Iyamabo
Meghan Leuprecht

Non-Council Member

Paula Malcomson

FITNESS TO PRACTISE

All Council Members

OWNERSHIP LINKAGE

Professional Members

Jennifer Cooper
Carla Grbac

Public Members

Martin Iyamabo
Margaret Wade

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

DECEMBER 31, 2022

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, 2022, 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, 2022.

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 2, 2023.

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 2, 2023

Chartered Professional Accountants
Licensed Public Accountants

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

Summary Statement of Financial Position

December 31	2022 \$	2021 \$
ASSETS		
Current assets		
Cash	7,339,501	6,205,648
Investments	1,891,467	1,708,521
Prepaid expenses	16,130	15,874
	9,247,098	7,930,043
Discipline cost recoverable	128,000	128,000
Investments	8,491,734	8,476,406
Capital assets	1,422,507	1,644,459
Intangible assets	47,972	191,834
	10,090,213	10,440,699
	19,337,311	18,370,742
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	276,578	272,328
Deferred registration fees	5,799,415	5,382,085
	6,075,993	5,654,413
Deferred lease incentives	137,653	159,975
	6,213,646	5,814,388
NET ASSETS		
Invested in capital and intangible assets	1,332,826	1,676,318
Internally restricted for complaints and discipline	2,000,000	2,000,000
Internally restricted for strategic initiatives	2,000,000	-
Unrestricted	7,790,839	8,880,036
	13,123,665	12,556,354
	19,337,311	18,370,742

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

Summary Statement of Operations

Year ended December 31	2022 \$	2021 \$
Revenues		
Registration fees	6,028,410	5,846,055
Examination fees	78,525	262,600
Investment income	299,490	196,309
	6,406,425	6,304,964
Expenses		
Salaries and benefits	3,043,276	2,520,796
Council	413,616	371,188
Premises rent	408,296	402,781
Information technology	349,641	254,852
Amortization - capital assets	261,238	254,397
Quality assurance	232,069	206,830
General and administrative	222,582	111,779
Public and registrant engagement	210,662	98,255
Amortization - intangible assets	143,862	157,874
Merchant banking fees	137,894	131,996
Commission on dental accreditation	120,889	75,515
Professional fees	105,849	67,776
Complaints and discipline	90,270	141,243
Telephone, website and internet	50,485	51,333
Consulting	46,842	32,931
Examinations	1,643	67,306
	5,839,114	4,946,852
Excess of revenues over expenses for year	567,311	1,358,112

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

Note to Summary Financial Statements

December 31, 2022

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, 2022, 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.





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