

CDHO

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

2023 ANNUAL REPORT



WHO WE ARE

The College of Dental Hygienists of Ontario (CDHO) is the regulatory body for over 15,000 Registered Dental Hygienists in Ontario.

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.

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PRESIDENT'S MESSAGE



TERRI STRAWN
RRDH, BDScDH, MEd

On behalf of Council, it's my pleasure to present CDHO's 2023 Annual Report. The report provides readers with a comprehensive overview of Council and staff's remarkable achievements and successes over the last year.

In 2023, Council prioritized receiving external, professional viewpoints on its processes and systems. In March, Council received a third-party assessment of its effectiveness and acted quickly on a key recommendation: Undertaking a comprehensive review of its current governance model and practices. This process kicked off in September and is being led by Harry Cayton and Deanna Williams, two internationally renowned experts on governance effectiveness. We look forward to receiving the completed report in March 2024 and acting on any recommendations so that we can continue modernizing our approach to regulation in the public's interest.

We also continued with our annual Voice of the Patient survey to learn more about the people who access dental hygiene services. Through this work, we learned that some clients experience racism and discrimination. We are using this information to develop a strategy around equity, diversity and inclusion that we will consider in 2024.

We are committed to continuously reflecting on and improving our processes to advance the equity, quality and accessibility of dental hygiene care. I want to express my profound appreciation to our committed Council members; our Registrar/CEO, Dr. Glenn Pettifer; and the entire CDHO staff team for their steadfast dedication and relentless hard work over the last year.

REGISTRAR'S MESSAGE



DR. GLENN PETTIFER

CDHO has been on a journey of significant modernization over the last few years. This transformation is possible thanks to the cooperative relationships we've established with Registered Dental Hygienists, other oral health profession regulators, and organizational partners. Collaboration has been a defining feature of our work in 2023 and is necessary as we continue responding to the evolving needs of the publics we serve.

I'm particularly proud to highlight partnerships that helped us promote equity, diversity, and inclusion. We provided free access for all RDHs to the NVision course *The Path: Your Journey Through Indigenous Canada*. We partnered with Indspire, an Indigenous national charity, to create the CDHO Bursary for Indigenous Students in Dental Hygiene. We also collaborated with the three other oral health profession regulators (Dentists, Denturists and Dental Technologists) to coordinate training for our Councils and staff on Indigenous reconciliation and anti-bias. While there is more work to be done, these efforts represent our commitment to creating a more welcoming and diverse profession.

Supporting access to oral health care is a priority for CDHO. To that end, Council rescinded the *Standard for Authorization to Self-Initiate Profession-Specific Acts*. Since 2007, RDHs who wished to self-initiate the controlled act of scaling and root planing needed to apply for authorization from CDHO. This is no longer the case. This change allows RDHs to practise to their full scope without the added barrier of applying to CDHO for authorization. It also makes independent practice easier, which is of particular benefit to traditionally under-served communities.

We also continued developing Peer Circles as a new professional development opportunity for RDHs. In September, over 100 RDHs helped pilot the Peer Circles format. Their feedback will be invaluable as we refine this process. We've been overwhelmed by the enthusiastic response from RDHs to participate in developing Peer Circles. We've set out to create what we hope is a more collaborative and collegial approach to Quality Assurance, and we could not do this without the support and commitment of the profession.

These are just some of the many highlights from 2023, and I invite you to continue reading to learn more. I'd like to thank Council for their continued leadership, and the staff team for their significant contributions. I look forward to building on this strong foundation in the years to come.

THE YEAR IN REVIEW



INCREASING ACCESS TO CARE

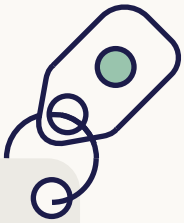
CDHO's Council rescinded the *Standard for Authorization to Self-Initiate Profession-Specific Acts*. RDHs can now perform the controlled act of scaling and root planing on their own initiative without needing to be authorized by CDHO. CDHO also launched the Contraindications and Dental Hygiene Community of Practice as a dedicated space for RDHs to ask questions, connect with their peers, discuss issues in practice, and access resources related to contraindications and initiating dental hygiene care.

SUPPORTING INDIGENOUS RECONCILIATION



CDHO provided all Registered Dental Hygienists with free access to the NVision course *The Path: Your Journey Through Indigenous Canada*. By completing The Path, RDHs have a valuable opportunity to learn about the history and contemporary realities of First Nations, Inuit and Métis in Canada. In collaboration with the three other oral health profession regulators (Dentists, Denturists and Dental Technologists), CDHO's Council and staff attended a session facilitated by First Peoples Group on Indigenous peoples, reconciliation and anti-bias. CDHO also partnered with Indspire, an Indigenous national charity, to create the CDHO Bursary for Indigenous Students in Dental Hygiene Programs. Through this partnership, CDHO is supporting efforts to increase access to higher education for Indigenous students.

NEW CORPORATE IDENTITY AND WEBSITE



CDHO unveiled a new logo, colour palette and website. The new logo leverages a vital component of both oral and overall health – water – as its primary concept. The "flow" of the "H" and the small wave symbolize the flow of water. The colour palette was chosen to convey a clean and fresh look, and it helps differentiate CDHO from the professional associations. Once a new logo and colour palette were chosen, the website was re-designed. The look is modern and responsive (i.e., compatible with all types of devices) and was designed to be user-friendly, focusing on simplicity and accessibility. Content was also re-written with an emphasis on plain language.

THE YEAR IN REVIEW

COUNCIL LAUNCHES A GOVERNANCE REVIEW

In September 2023, CDHO's Council launched a third-party review of its processes, systems and governance conduct.
The review was led by Harry Cayton and Deanna Williams, two internationally renowned experts in governance effectiveness. The review examined Canadian and international trends in regulatory governance modernization and included interviews with Council members and CDHO's senior staff. Council will receive a report at its March 2024 meeting, following which an implementation plan for any recommendations will be developed.

PRACTICE ADVICE STATS

Total calls: **1,820**

Total emails: **1,156**

Top 5 question categories

- Independent practice
- Billing
- Scope of Practice
- Infection, Prevention and Control (IPAC)
- Practice standards (record keeping, radiographs, Knowledge Network)

HUB 601 GROWS

Hub 601 was launched in April 2023 and is a multi-regulator workspace hosted by CDHO. It is a place for partner colleges to use for in-person work, staff meetings, and Council/Board and committee meetings in a setting that promotes collaboration and innovation. At the end of 2023, the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) joined Hub 601, effective January 1, 2024. Current partners include the College of Dietitians of Ontario, the College of Denturists of Ontario, and now, CASLPO.

REGISTRATION

849
New Applications Received

834 Canadian applicants
15 International applications

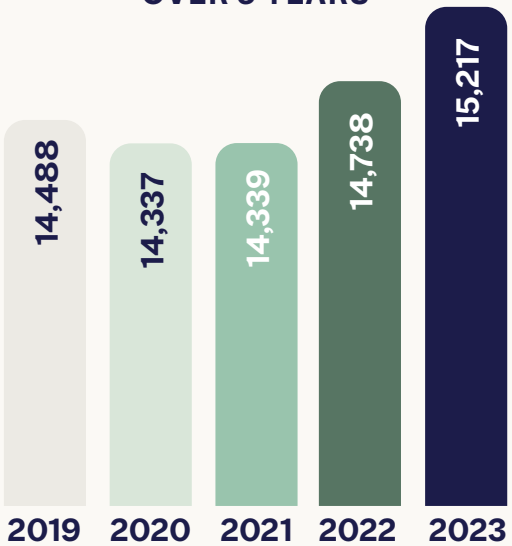
REGISTRATION PROCESS

CDHO aims to process and approve completed applications within 10 business days of receipt. In 2023, **93%** of completed applications were approved within that timeframe. The remaining 7% included applications that were referred for review by the Registrar to the Registration Committee, which required additional time before a final decision could be made.

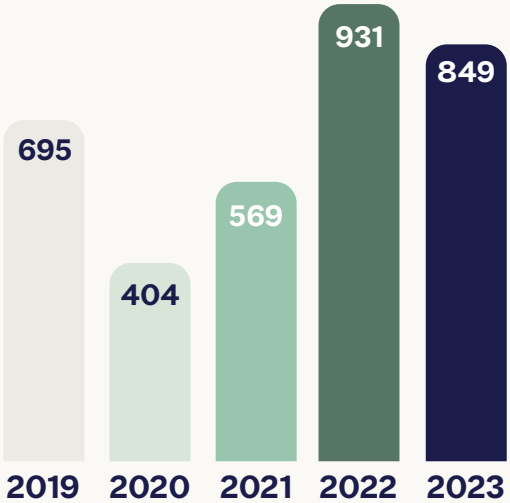
APPLICATIONS REQUIRING REVIEW FROM REGISTRAR

In 2023, the Registrar reviewed 10 applications and one application was referred to the Registration Committee for review. Reasons for referral can include a positive result on a criminal record check and academic misconduct.

NUMBER OF REGISTRANTS OVER 5 YEARS



APPLICATIONS RECEIVED OVER 5 YEARS

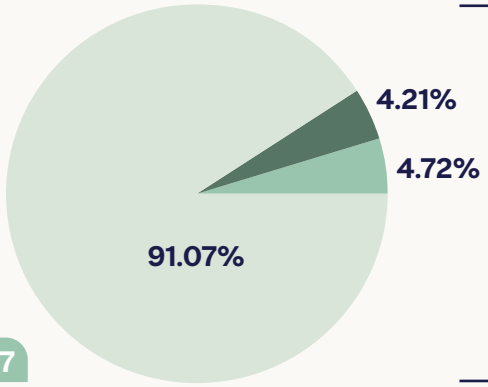


SNAPSHOT OF THE PROFESSION

TOTAL NUMBER OF RDHs

- **General** (13,857)
- **Specialty** (641)
- **Inactive** (719)

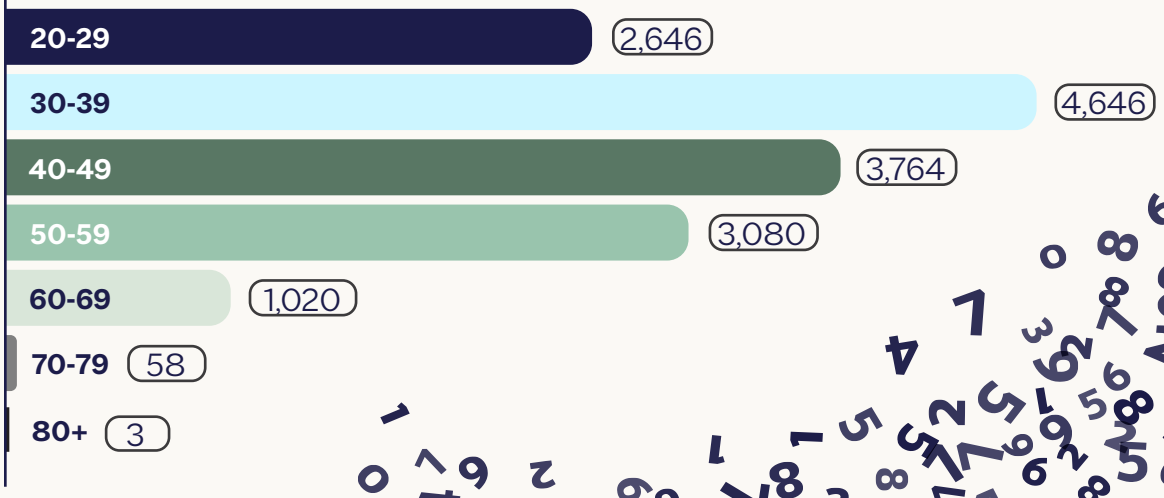
TOTAL CERTIFICATES: 15,217



GENDER

- **Female** (14,749)
- **Male** (468)
- **Non-Binary/ Other** (0)

AGE



SNAPSHOT OF THE PROFESSION

TOP 5 LANGUAGES OF SERVICE

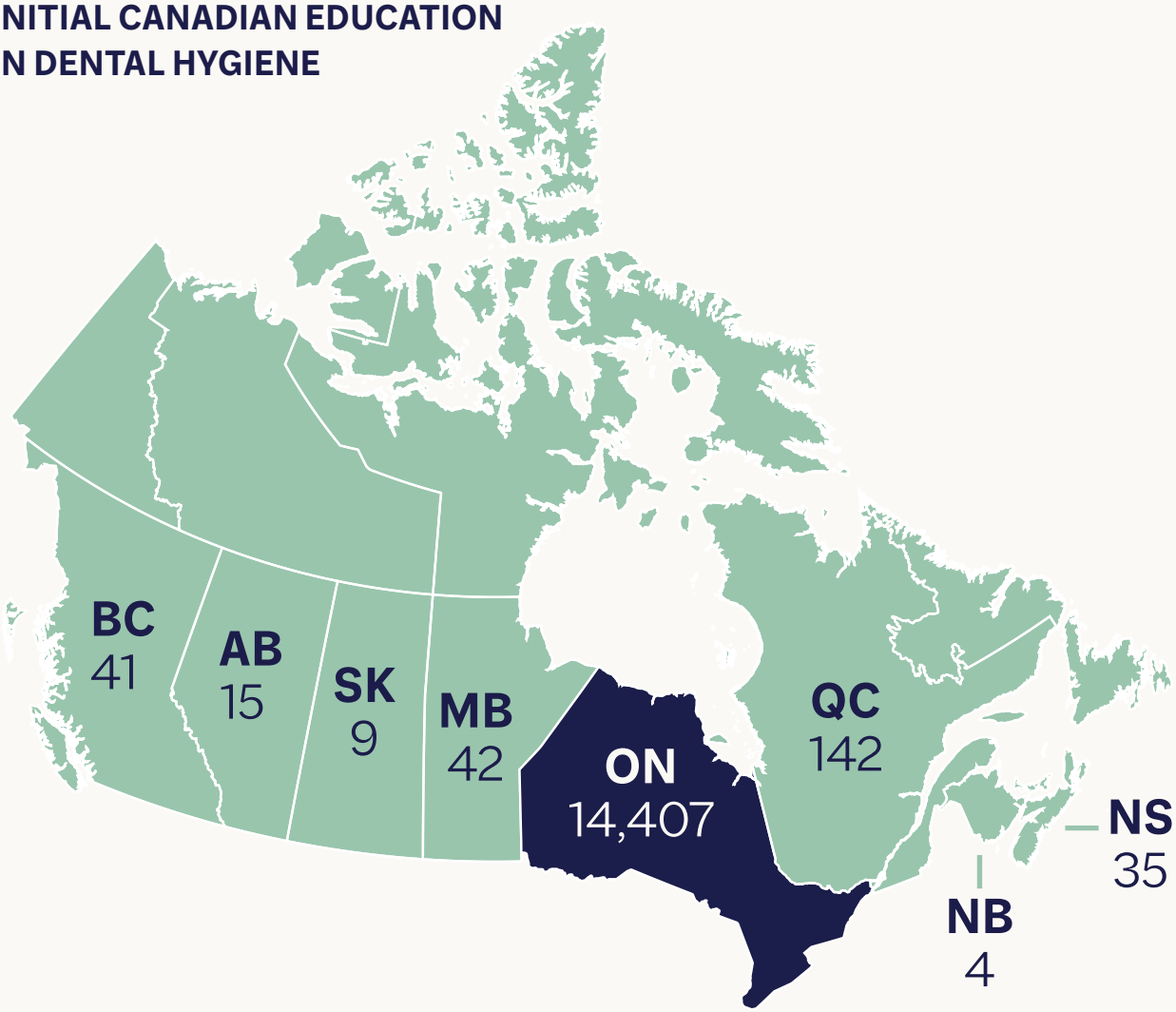
- English
- French
- Hindi
- Punjabi
- Urdu

COUNTRIES OF INITIAL EDUCATION IN DENTAL HYGIENE

TOP 5

1. Canada
2. United States
3. The United Kingdom
4. Colombia
5. Israel

INITIAL CANADIAN EDUCATION IN DENTAL HYGIENE



SNAPSHOT OF THE PROFESSION

RDHs were not required to provide answers to the following demographic questions. As such, it may not accurately reflect the demographics of the profession.

1%
IDENTIFY AS
LGBTQ2+

1.66%
IDENTIFY AS
INDIGENOUS

0.87%
IDENTIFY AS HAVING
A **DISABILITY**

10.85%
IDENTIFY AS A
VISIBLE MINORITY

QUALITY ASSURANCE

CDHO's Quality Assurance Program helps RDHs maintain their knowledge and skills so that they can provide safe and ethical care.

ANNUAL REVIEW OF QA RECORDS

In 2023, **44 RDHs** were selected to submit their QA records for assessment and **24 records** were assessed. When selected for assessment, RDHs choose one of three possible paths, or the Quality Assurance Committee can assign a path.



	ASSESSMENT OF KNOWLEDGE	ASSESSMENT OF SKILLS AND JUDGMENT	PERCENTAGE OF RDHs ASSESSED
PATH 1	Completion of a learning portfolio	Completion of a practice profile	**58.3%**
PATH 2	Completion of the QA written assessment (QA Test)	Completion of a practice profile	**41.7%**
PATH 3	Completion of the QA written assessment (QA Test)	Completion of an on-site practice assessment	**0%**

As of December 31, 2023, **87.5%** of the 24 QA records assessed **met the assessment guidelines**. The remaining RDHs are participating in activities to help enhance knowledge and skills, or the review is still in progress.

ON-SITE PRACTICE ASSESSMENTS

In 2023, **six** on-site practice assessments were completed to assess RDHs' compliance with the Standards of Practice following a review of their QA records. Following the assessments, **four** RDHs had met the assessment guidelines and **two** were directed to complete activities to help enhance their knowledge and skills.

QUALITY ASSURANCE

DEVELOPMENT OF PEER CIRCLES

In collaboration with RDHs, CDHO continued the development of Peer Circles as a new professional development activity. Peer Circles are facilitated group discussions using hypothetical cases that highlight challenging and relevant practice issues, which will become a foundational component of the QA Program. Case writing started in 2022 and was completed in spring 2023. CDHO also recruited and trained facilitators in various in-person and online workshops throughout the year. In September, nearly 100 RDHs participated in a pilot test. CDHO received valuable feedback that will be used to refine cases and the format before Peer Circles are rolled out as an optional professional development opportunity for RDHs in 2024.





COMPLAINTS AND REPORTS

In 2023, the Inquiries, Complaints and Reports Committee (ICRC) reviewed **58 matters**. Of the 58 matters, 32 were new and 26 were carried forward from 2022. The ICRC completed its investigation into 41 matters and 17 cases will be carried into 2024.

TYPE	NUMBER
Formal complaints	18
Registrar Reports	20
Referral from Quality Assurance	3
Incapacity inquiries	0
Total	41

DECISION/OUTCOME	NUMBER
No further action	16
No further action + Undertaking	3
Guidance/Recommendation	6
Specified Continuing Education/ Remediation Program (SCERP)	6
Resolved through ADR	1
Oral caution	1
Oral caution + Specified Continuing Education/ Remediation Program (SCERP)	5
Referral to Discipline	3
Total	41



TOP 5 CONCERNS

RAISED BY COMPLAINANTS

- Unprofessional conduct (e.g., "off-duty" conduct, refusing to provide name/College information)
- Failure to provide adequate treatment
- Inappropriate or over billing
- Ethical concerns (e.g., soliciting clients, offensive or discriminatory conduct)
- Communication (e.g., rude behaviour, insensitivity)

COMPLAINTS AND REPORTS

TIMELINES

MATTERS	COMPLETED IN 150 DAYS OR LESS	COMPLETED IN MORE THAN 150 DAYS, BUT 210 DAYS OR LESS	COMPLETED IN MORE THAN 210 DAYS
Formal Complaints	12	3	3
Registrar Reports	2	5	13
Referrals from Quality Assurance	Nil	Nil	3

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, 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, 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.

Matters appealed in 2023: **3**

2 matters were later withdrawn

Pending decisions from 2023 referrals: **1**

Decisions in 2023 from previous year referrals: **2**

All decisions were confirmed by HPARB

DISCIPLINE AND FITNESS TO PRACTISE

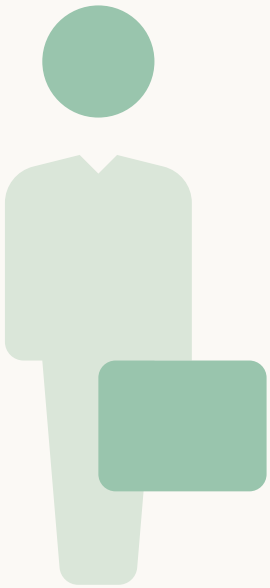
The Discipline Committee holds hearings to determine whether an RDH committed an act of professional misconduct or is incompetent. It also holds reinstatement hearings to determine whether a former registrant whose Certificate of Registration was revoked should be re-admitted to the profession.

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 2023.

As of December 31, 2023, panels of the Discipline Committee engaged in the following business:	NUMBER OF MATTERS*
Hearings completed	**2**
Reinstatement hearings completed	**2**
Indefinite adjournment granted**	**1**

*This report covers matters completed by panels of the Discipline Committee from January 1, 2023, to December 31, 2023. A matter is completed on the date the reasons for decision are released, including both liability and penalty decisions, where applicable.

**An indefinite adjournment may be granted where the Discipline Committee accepts that it is reasonable and in the public interest to do so, such as where an RDH has resigned and undertaken never to reapply.



FINDINGS IN CLOSED MATTERS	NUMBER OF CASES*
Dishonourable, disgraceful, or unprofessional conduct	**2**
Failing to attend a caution or reprimand	**1**
Failing to comply with an order of a committee	**1**
Contravening a standard of practice	**1**
Failing to keep appropriate records	**1**
Failing to cooperate with a College investigator	**1**
Conduct unbecoming of a dental hygienist	**1**

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

ORDERS IN REINSTATEMENT MATTERS

Reinstatements granted:

2

DISCIPLINE AND FITNESS TO PRACTISE

PENALTY ORDERS BY TYPE	NUMBER OF CASES*
Revocation	1
Suspension	1
Terms, Conditions, or Limitations	1
Reprimand	1

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

COSTS

In addition to imposing certain penalties, the panel can also require the RDH to pay all or part of the College's investigations and/or hearings costs. If the finding relates to sexual abuse of a client, the panel can require the RDH to reimburse the College for funding provided to that client for therapy or counselling.



COSTS OF HEARINGS DISPOSED OF*: $72,206.81

COSTS AWARDED TO THE COLLEGE: $20,549.85

COSTS RECOVERED TO DATE: $5,000

* Comprises all costs related to the hearing, including from previous fiscal years.

HEARING SUMMARIES

All Discipline Committee decisions are available on the College's website. The reasons in the following matters were released in 2023.

- CDHO v. Cynthia DeMarco
- Melissa Kapralos v. CDHO (Reinstatement)
- CDHO v. Jessica Chaput (Indefinite adjournment)
- CDHO v. Angelita Maramag
- Samantha Mir (née Wehrle) v. CDHO (Reinstatement)

DISCIPLINE COMMITTEE TRAINING

CDHO collaborated with the Royal College of Dental Surgeons of Ontario (RCDSO) on training for both colleges' Discipline Committees and staff support. A hybrid session was held over two days in February 2023 and was presented by both Committees' independent legal counsel.

PATIENT RELATIONS

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

- educational requirements for RDHs on sexual abuse and boundary issues;
- guidelines for the conduct of RDHs with their clients aimed at preventing and dealing with sexual abuse, such as the Guideline — Prevention of Sexual Abuse and Maintenance of Professional Boundaries;
- training for 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. In 2023, CDHO received an application for funding for therapy and counselling, which was approved by the Committee.



REGISTERED DENTAL HYGIENISTS

Terri Strawn – President
Vanessa Pereira – Vice-President
Michelle Atkinson
Maheen Cassim
Anne-Marie Conaghan
Jennifer Cooper
Krista Dufour
Carla Grbac
Farzana Hussain
Jacqueline White
Mary Yeomans

COLLEGE COUNCIL

PUBLIC APPOINTEES

Loree Beniuk
Erin Betts
Pella Giabanis
Alessandro (Alex) Greco
Ehizele (Martin) Iyamabo
Meghan Leuprecht (until end of term on December 11, 2023)
Angelica Palantzas
Upneet (Sasha) Sidhu
Margaret Wade

COMMITTEE COMPOSITION

CDHO's work is not possible without the hard work and dedication of our Committee members. Thank you for your contributions.

EXECUTIVE

Terri Strawn (Professional) — **President**
Vanessa Pereira (Professional) — **Vice-President**
Michelle Atkinson (Professional)
Loree Beniuk (Public)
Erin Betts (Public)

REGISTRATION

Professional Members
Michelle Atkinson
Maheen Cassim
Jacqueline White

Public Members
Pella Giabanis
Margaret Wade

Non-Council Member
Lisa Frisch

QUALITY ASSURANCE

Professional Members
Farzana Hussain
Vanessa Pereira
Terri Strawn

Public Members
Meghan Leuprecht
Angelica Palantzas

Non-Council Members
Julie Farmer
Tonia Peachman-Faust

INQUIRIES, COMPLAINTS, AND REPORTS

Professional Members
Maheen Cassim
Anne-Marie Conaghan
Jennifer Cooper
Mary Yeomans

Public Members
Loree Beniuk
Erin Betts
Sasha Sidhu
Margaret Wade

Non-Council Members
Dorothy Dziunikowski
Julie Farmer
Tonia Peachman-Faust
Larissa Voytek

DISCIPLINE

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

All Council Members

Non-Council Members
Amanda Acker
Siobhan Brennen
Gillian Dunn
Rowena Javier
Paula Malcomson

PATIENT RELATIONS

Professional Members
Maheen Cassim
Farzana Hussain

Public Members
Alex Greco
Meghan Leuprecht
Sasha Sidhu

Non-Council Member
Paula Malcomson

FITNESS TO PRACTISE

All Council Members

OWNERSHIP LINKAGE

Professional Members
Krista Dufour
Carla Grbac

Public Members
Martin Iyamabo
Margaret Wade

EXAMINATIONS

(Dissolved on June 2, 2023)

Non-Council Members
Fatimah Datoo
Tonia Peachman-Faust
Larissa Voytek

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

SUMMARY FINANCIAL STATEMENTS

DECEMBER 31, 2023

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, 2023, 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, 2023.

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 7, 2024.

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*.

Hilborn LLP

Toronto, Ontario
June 7, 2024

Chartered Professional Accountants
Licensed Public Accountants

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

Summary Statement of Financial Position

December 31	2023 $	2022 $
ASSETS		
Current assets		
Cash	**7,318,997**	7,339,501
Investments	**2,157,804**	1,891,467
Prepaid expenses	**26,619**	16,130
	9,503,420	9,247,098
Discipline cost recoverable	**12,000**	128,000
Investments	**8,393,418**	8,491,734
Capital assets	**1,207,702**	1,422,506
Intangible assets	**-**	47,972
	9,613,120	10,090,213
	19,116,540	19,337,311
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	**231,631**	276,578
Deferred registration fees	**5,981,595**	5,799,415
	6,213,226	6,075,993
Deferred lease incentives	**115,331**	137,653
	6,328,557	6,213,646
NET ASSETS		
Invested in capital and intangible assets	**1,092,371**	1,332,826
Internally restricted for complaints and discipline	**2,000,000**	2,000,000
Internally restricted for strategic initiatives	**2,000,000**	2,000,000
Unrestricted	**7,695,612**	7,790,839
	12,787,983	13,123,665
	19,116,540	19,337,311

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

Summary Statement of Operations

Year ended December 31	2023 $	2022 $
Revenues		
Registration fees	**6,220,388**	6,028,410
Examination fees	**4,450**	78,525
Investment income	**497,702**	299,490
	6,722,540	6,406,425
Expenses		
Salaries and benefits	**3,499,640**	3,043,276
Council	**589,401**	413,616
Information technology	**584,209**	349,641
Quality assurance	**429,915**	232,069
Premises rent	**370,325**	408,296
Public and registrant engagement	**352,278**	210,662
General and administrative	**276,328**	224,225
Amortization - capital assets	**253,574**	261,238
Complaints and discipline	**148,969**	90,270
Merchant banking fees	**136,315**	137,894
Commission on dental accreditation	**131,400**	120,889
Professional fees	**108,114**	105,849
Consulting	**76,128**	46,842
Telephone, website and internet	**53,654**	50,485
Amortization - intangible assets	**47,972**	143,862
	7,058,222	5,839,114
Excess of revenues over expenses (expenses over revenues) for year	**(335,682)**	567,311

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

Note to Summary Financial Statements

December 31, 2023

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, 2023, 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.

HILBORN

LISTENERS. THINKERS. DOERS.

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CDHO

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