

Fair Registration Practices Report

Dental Hygienists (2018)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

On December 10, 2018, the Registration Committee approved the use of a Written Assessment as part of the Professional Competency Assessment specified under subsections 31(6), 32.2, and 36(1).2 of General Regulation Part VII – Registration, made under the *Dental Hygiene Act, 1991*. These sections of the Regulation apply to the issuance of a general certificate of registration to either new applicants, previous registrants applying for re-registration, or existing registrants who have applied to change their registrations status from inactive to general when the applicant or registrant has not practiced dental hygiene within the previous 3 years. The Professional Competency Assessment is included in these sections of the Regulation as an alternative to a specified refresher course.

Prior to the December 10th change, the Committee defined the Professional Competency Assessment as recent completion of the National Dental Hygiene Certification Exam (NDHCE) *and* the Clinical Competency Evaluation. Both parts must have been successfully completed within the 18 months prior to being issued a general certificate of registration, as a means to prove currency and competence for return to practice. Since most applicants and registrants to whom the relevant subsections of the Regulation apply have previously completed the NDHCE as part of their entry to practice requirements more than the required 18 months prior to applying, the Committee wanted to provide an alternative means to satisfy the requirements under the Regulation.

The Written Assessment was developed at the College under the guidance of a psychometrician to ensure the reliability and validity of the exam. The assessment is a 100-question, multiple-choice proctored exam that takes place at the CDHO office in a small group setting, when and as needed. The assessment is open book (candidates provide their own books) and is available in either English or French. Candidates are given two (2) hours to complete the assessment.

Under the amended policy, applicants and registrants will still need to successfully complete the Clinical Competency Evaluation along with the Written Assessment or the NDHCE within the 18 months prior to being issued a general certificate of registration, since the Written Assessment/NDHCE assesses theory knowledge, while the Clinical Competency Evaluation assesses practical skills.

Applicants are permitted 3 total attempts at the Written Assessment. If they are unsuccessful after the 3rd attempt and they still wish to continue with their application, the application and assessment results would be submitted to

the Registration Committee, which may direct upgrading courses as needed (based on the competency areas in which the candidate was unsuccessful on the assessment). The policy has not been amended in respect of the Clinical Competency Evaluation, for which candidates are permitted only one attempt before the application is referred to the Committee.

This policy does not apply to Sections 34(1).3 or 34 (4) of the Regulation, because these refer to applications for the issuance of a specialty certificate of registration, which would require a restorative competency assessment instead.

ii. Describe the impact of the improvements / changes on applicants.

The addition of the Written Assessment as a means to satisfy the requirements under subsections 31(6), 32.2, and 36(1).2 of the Regulation offers applicants more choice in how they can demonstrate that they meet the requirements for registration. Applicants can still choose to complete the approved refresher course if they prefer. If an applicant has recently passed the NDHCE, then they would not need to do the Written Assessment and could proceed only with the Clinical Competency Evaluation in order to complete the Professional Competency Assessment.

The availability of options to satisfy the requirements under the Regulation has a potential positive impact in terms of timing for the applicant. Refresher courses are sometimes offered only at particular times of the year (ex. during summer months while clinic time is available at dental hygiene schools), or, in the case of one-on-one courses, subject to an instructor's availability and schedule. Refresher courses have in the past been filled very quickly and applicants are turned away; conversely, they are sometimes undersubscribed and cancelled.

The Written Assessment, because it is administered by CDHO, can be made available as needed with minimal lead time. The Clinical Competency Evaluation is scheduled directly with an evaluator, but it can often be scheduled with only a few weeks' notice.

iii. Describe the impact of the improvements / changes on your organization.

Administering the Written Assessment at the CDHO office does require additional resources in terms of staff time and space. The cost of the assessment is currently set at \$665 (first attempt; \$565 subsequent attempts) and should cover staff time to proctor the exam, as well as coordinating and preparing materials beforehand, and then grading the assessments by hand afterward and delivering results.

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

d) Fees

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

e) Timelines

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

f) Policies, procedures and/or processes, including by-laws

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

k) Mutual recognition agreements

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

l) Other (include as many items as applicable)

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

No changes this year

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2. Quantitative Information

a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes

French

Yes

Other (please specify)

Additional comments:

All services available in English and French.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender **Number of Applicants**

Male 31

Female 652

None of the above 0

Additional comments:

TOTAL: 683

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender **Number of Members**

Male 334

Female 13328

None of the above 0

Additional comments:

TOTAL: 13,662

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
666	14	3	n/a 0 Total 0	0	683

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

TOTAL: 683

Notes: submitted an application package to the College in 2018, but may not have completed registration in 2018.

e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
660	13	2	n/a 0 Total 0	0	675

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

TOTAL: 675

Notes: Submitted an application to the College in 2018 AND became registered in 2018.

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
12747	299	499	Armenia 1 China 4 Colombia 11 Denmark 2 India 1 Iran 4 Israel 10 Italy 1 Japan 2 Netherlands 1 Romania 1 S. Africa 6 Korea, Republic Of 5 Sweden 1 U.K. 67 Total 117	0	13662

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

TOTAL: 13,662

g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	666	14	3	0	0	683
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	833	27	5	0	0	865
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	35	6	1	0	0	42
Applicants who became FULLY registered members	660	13	2	0	0	675
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	0	0	0	0	0	0

¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

New applications received: application packages received in the office in 2018.

Applicants actively pursuing registration: anyone involved in the application process, at any stage, in 2018 (taken from date of payment for the application fee OR date the application package was received in the office, whichever occurred in 2018).

Inactive applicants: applications close out after 12 months from date of payment of the application fee, so there will always be 0 inactive applications at the time of reporting.

Applicants who met requirements but did not register: approved for registration in 2018, but registration fee not paid in 2018 (may have paid/registered in 2019).

Applicants who became fully registered members: same as part E because CDHO only has one class of initial registration.

Applicants issued alternative class of licence: CDHO only has one class of initial registration, so this number will always be zero.

h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	General	Description (a)
		Applies to those dental hygienists who meet the basic registration requirements; all registrants are initially registered in the General category.
b)	Specialty	Description (b)
		Applies to registrants who hold a General certificate of registration and who have completed a program in restorative dental hygiene that meets the requirements of the College.
c)	Inactive	Description (c)
		Applies to registrants who previously held a General or Specialty certificate of registration but are now taking time away from practice (i.e. they cannot initially apply to the College for inactive registration). Inactive registrants are not authorized to practice dental hygiene in Ontario.

Additional comments:

i) Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	8	0	0	0	0	8
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	20
Staff involved in appeals process	3
Staff involved in registration process	3

Additional comments:

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3. Submission

I hereby certify that:

Name of individual with authority to sign on behalf of the organization:

Terri-Lynn Macartney

Title:

Manager, Registration

Date:

2019/02/19

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