



Fair Registration Practices Report 2020

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
- Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

Guidelines for this report are available to download as a .pdf on the OFC website.

<https://www.fairnesscommissioner.com/en/Publications/Pages/Guidelines.aspx>

Organization: College of Dental Hygienists of Ontario

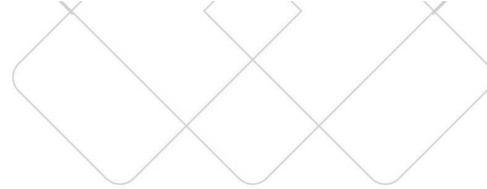
Name of the regulated profession: Dental Hygiene

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Qualitative Information

The following qualitative information is collected for the purpose of highlighting a regulator's enhancements to improve fair access year over year, including actions that result from recommendations made in the OFC's Assessment of Registration Practices.

For each of the categories below, where applicable, please describe any improvements/changes implemented in the last year by your organization or a third-party for the purpose of changing fair access.

Please also describe the impact of these improvements/changes on applicants. If you have been working on improvements/changes over the last year that have not yet been implemented, describe your progress and the expected impact the improvements/changes will have on applicants and your organization.

Provide as much detail as possible. This can include the rationale for the improvements/changes, relevant findings from preliminary work leading up to the improvements/changes, methodology, relevant dates and anything else you think is important.

Include as much supporting material as possible to support your description (e.g., relevant reports, policies, protocols, websites, other documents and anything else you think is important). This material can be provided in the form of hyperlinks to electronic sources.

a. Requirements for registration, including acceptable alternatives

- 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

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

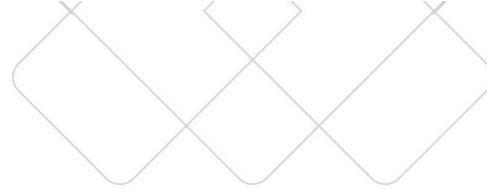
- i) Describe any improvements/changes implemented in the last year

General Certificate of Registration was \$400 in 2019, changed to \$415 in 2020
Specialty Certificate of Registration was \$400 in 2019, changed to \$415 in 2020
Inactive Certificate of Registration was \$200 in 2019, changed to \$215 in 2020
Past Registrant Registration was \$400 in 2019, changed to \$415 in 2020
General Certificate (New Graduate) was \$200 in 2019, changed to \$207.50 in 2020
Reinstatement Penalty (Practicing while suspended) was \$400 in 2019, changed to \$415 in 2020
Failure to Renew Certificate of Authorization – New fee of \$50

- ii) Describe the impact of the improvements/changes on applicants

The changes to fees has a fundamental impact on applicants however the fees are also a necessary part of CDHO operations, programs, and governing Council. The fee increases allow the College to regulate the profession of dental hygiene in a more effective and responsible manner, and thus meet its regulatory and fiduciary responsibilities in the public interest.

- iii) Describe the impact of the improvements/changes on your organization



A formal consultation process involving all stakeholders was undertaken before Council considered adopting the proposed fee increases. The fee increases were approved by CDHO Council on March 4, 2016. The first fee increase was implemented in 2017, with two future amendments to the fees as mandated in CDHO Bylaw No.5, the second approved increase was for the year 2020 and the third approved increase will occur in 2023. The CDHO had not made any changes to fees in many years and the cost of having a registrant on the public register was more than the CDHO was charging for fees. The CDHO used reserve funds to cover the deficit until it was depleted. In order for the CDHO to maintain financial stability, fee increases that matched the actual costs were introduced.

e. Timelines

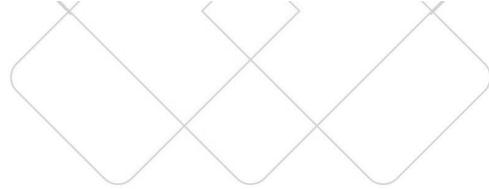
- i) Describe any improvements/changes implemented in the last year – There was a slight delay in the processing of applications in November and December 2020 due to a delay in the National Dental Hygiene Certification Examination (NDHCE). This resulted in the CDHO receiving an influx of applications which coincided at the same time as the CDHO’s yearly renewal process (beginning mid-November). This created a temporary backlog with applications which has now been resolved.
- ii) Describe the impact of the improvements/changes on applicants – Some applications may have been delayed up to a week. This was a temporary situation which has now been resolved.
- 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. Resource 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 applicants' records

- i) Describe any improvement/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

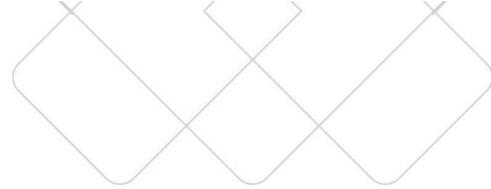
- i) Describe any improvements/changes implemented in the last year – no changes this year
- ii) Describe the impact of the improvements/changes on applicants – no changes this year
- iii) Describe the impact of the improvements/changes on your organization – no changes this year

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. Describing any improvements/changes implemented in the last year

- 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
- m. Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year – no changes this year

Provide any additional information: none

Quantitative Information

The following quantitative information is collected for the purpose of observing statistical changes and trends related to application, licensure, appeals and staffing year over year.

a. Languages

Indicate the languages in which application materials and information about the application process are available.

Language	Yes/No
English	Yes
French	Yes

Other (please specify): n/a

b. Gender applications

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	29
Female	538
None of the above	0

Additional comments: none

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	370
Female	13,978
None of the above	0

Additional Comments: none

For the following sections d,e & f, the OFC recognizes that the term initial education infers that applicants may receive their education in multiple jurisdictions.

For the purpose of these questions, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

d. Jurisdiction where applicants obtained their initial education

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
540	24	3	0	0	567

Additional comments: none

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 education in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries)	Unknown	Total
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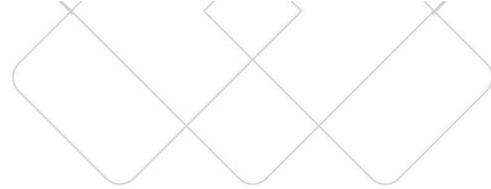
			and # of applicants)		
391	21	3	0	0	415

Additional comments: none

f. Jurisdiction where members were initially trained

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

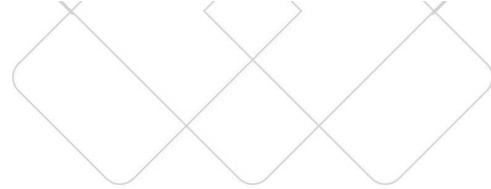
Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
13,431	318	486	Armenia-1 China-4 Colombia-11 Denmark-2 India-2 Iran-4 Israel-9 Italy-1 Japan-2 Netherlands-1 S. Africa-6 Korea, Republic of-5 Sweden-1 UK-64 Total-113	0	14,348



g. Application processed

Indicate the number of applications your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	540	24	3	0	0	567
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	540	24	3	0	0	567
Inactive applicants. Those who had no contact with your organization in the reporting year.	9	3	0	0	0	12
Applicants who met all requirements and were authorized to become members <u>but did not</u> become members	130	3	0	0	0	133
Applicants who became <u>fully</u> registered members	391	21	3	0	0	415
Applicants who were authorized to receive an alternative licence <u>but were not</u> issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence*	0	0	0	0	0	0



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

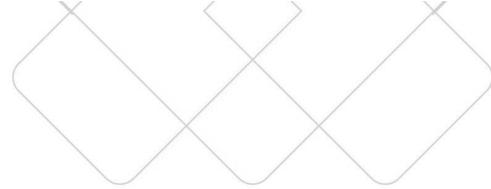
Additional comments:

- New applications received: application packages received in the office in 2020
- Applicants actively pursuing registration: anyone involved in the application process, at any stage, in 2020 (taken from date of payment for the application fee or the date the application package was received in the office).
- Inactive applicants: applications close out after 12 months from the date of payment of the application fee, so there will never be inactive applications at the time of reporting.
- Applicants who met requirements but did not register: approved for registration in 2020 but registration fee not paid in 2021 (May have been registered in 2021)
- Applicants who became fully registered members: same as Part E because CDHO only has one class of initial registration.
- Applicants issued alternative class of license: CDHO only has one class of initial registration, so this number will always be zero.

h. Classes of certificate/licence

Provide a description of the classes of certificate/license offered by your organization. You should have at least one class listed.

#	Certification	Description
1	General	Applies to those dental hygienists who meet the basic registration requirements; all registrants are initially registered in the General category
2	Specialty	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



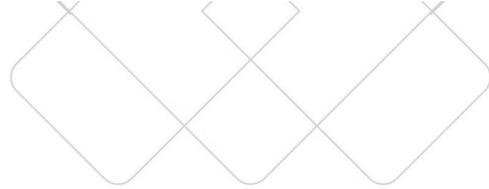
3	Inactive	Applies to registrants who previously held a General or Specialty certificate of registration but are now taking time away from practice (i.e., they cannot initially apply to the College for inactive registration). Inactive registrants are not authorized to practice dental hygiene in Ontario.
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Additional comments: none

i. Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	14	0	1	0	0	15
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals hear	0	0	0	0	0	0



Registration decisions changed following an appeal	0	0	0	0	0	0
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Additional comments: none

j. Paid Staff

Provide the number of paid staff employed by your organization in the categories shown, as of December 31, 2020.

You may use decimals if you need to count half units. For example, on full-time employee plus one part-time employee will be equivalent to 1.5 employees.

Category	Number of staff
Total number of staff employed by the regulatory body	21
Number of staff involved in the appeals process	3
Number of staff involved in the registration process	3

Additional comments: none

Submission

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

Title: Manager, Registration

Date: April 30, 2021

