CDHO
COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

Policy: Alternative Documentation

POLICY

As part of the registration process, applicants submit various supporting documents, such as transcripts from educational institutions, proof of citizenship and identity, documents related to past conduct, and certificates of standing from other regulatory bodies.

CDHO recognizes that applicants sometimes cannot obtain required documentation due to circumstances beyond their control. This policy outlines when CDHO may accept alternative documentation.

DEFINITION

Alternative documentation refers to any credible and reliable document(s) that can provide or validate the same information as that contained in a document normally required during the registration process.

WHEN ALTERNATIVE DOCUMENTS MAY BE CONSIDERED

Reasons why CDHO may consider alternative documentation include:

- War or natural disaster
- When the documentation has been lost or destroyed (e.g., by fire, flood, computer failure, etc.)
- When the document issuing organization no longer exists, refuses to provide the required documentation without reasonable justification, or fails to respond to requests for documentation within a reasonable timeframe
- When the applicant may be at risk of harm by seeking the required documentation.

When considering whether an organization has responded within a reasonable timeframe, CDHO will take into account the steps taken by the applicant to request the documentation; any information provided by the organization in response to the request; any published service standards from the organization; and past response times from the organization or similar organizations within the same jurisdiction, where available.

Reasons why CDHO may not accept alternative documentation include when the alternative documentation is not sufficiently credible and reliable, or when the applicant has not taken reasonable steps to obtain the normally required documentation.

TYPES OF ALTERNATIVE DOCUMENTS

The following are examples of alternative documentation that CDHO may consider:

- Notarized copies of diplomas, academic records, etc.
- Notarized copies of professional licenses or certificates, public register entries, verification letters, reference letters from former employers, etc.
- Sworn statements or affidavits (e.g., statements sworn before a commissioner or notary by the applicant or individuals with direct knowledge of the information in question)
- Government-issued documents or institutional records (e.g., certified or notarized copies of documents issued by government agencies, regulatory bodies, academic institutions, or courts).

REQUEST FOR CONSIDERATION

CDHO will consider requests to accept alternative documentation on a case-by-case basis. Applicants must provide a detailed explanation of why the normally requested documentation is unavailable and of what alternative documentation is being proposed as a substitute. Any documentation that is not in English or French must be accompanied by a certified translation. CDHO aims to respond to requests within 10 business days.

Applicants can submit requests and questions about the alternative documentation process to registration@cdho.org .

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