

Fair Registration Practices Report

Dental Hygienists (2015)

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 (FARPACKTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACKTA
- 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.

Index

1. [Qualitative Information](#)
2. [Quantitative Information](#)
3. [Submission](#)

1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

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

As of March 26, 2015, graduates of non-accredited programs must have the program assessed by the National Dental Hygiene Certification Board (NDHCB) to determine if they are eligible to sit the NDHCB's examination. [O. Reg 36/12 Section 31 (2)].

Applicants who cannot obtain a Certificate of Professional Conduct from jurisdictions where they worked, are able to submit a letter from the last employer vouching for them.

Applicants who completed a dental hygiene program in Ontario on a student visa, are able to register as long as there is proof of a graduate student visa application with Citizenship and Immigration Canada.

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

Applicants are able to comply with the requirement of a Certificate of Professional Conduct from jurisdictions that are experiencing conflict, or where there is no regulatory body for the profession.

International graduates are able to be registered while their visa application is being processed.

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

These changes are handled as exceptions to the usual registration process and reviewed individually to ensure the regulatory requirements are met.

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.

On October 1, 2015, the College launched its self-service portal which requires all applicants to pass the jurisprudence module, and complete the application for registration online. The application package containing original documents and notarized forms, is submitted by mail or in person to the CDHO.

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

The Self-Service Portal is available 24/7, and guides the user through the process with step by step instructions. The user information is captured and pre-populates the forms for any services that are required.

Automated emails acknowledge receipt of the application and payment transactions.

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

CRM supports the application process, improves tracking and adherence to published turn-around times. Communication with applicants will be linked to the electronic file. CRM will house the user correspondence and file in 2016, eliminating paper files and allowing immediate electronic access.

d) Fees**i. Describe any improvements / changes implemented in the last year.**

Registration-related fees are posted on the CDHO website. http://www.cdho.org/otherdocuments/Reg_Fees.pdf

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

Applicants are able to see all registration related fees up front.

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

This service improvement has reduced the number of enquiries and increased transparency of processes.

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.**

Council approved Bylaw No. 5 on September 25, 2015 introducing changes to certain obligations of Registrants.
<http://www.cdho.org/reference/english/BylawNo5.pdf>

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

For 2015, Bylaw No. 5 adjusted some of the evaluation fees and introduced changes to subjects that may be posted on the public register regarding the applicant's personal and professional behaviour.

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

The College may post notices on the public register regarding an applicant's personal and professional behaviour.

g) Resources for applicants**i. Describe any improvements / changes implemented in the last year.**

On October 1, 2015, with the introduction of the Self-Service Portal, applicants have immediate online access to the jurisprudence module and relevant application packages. The guides on how to apply for certificates of registration are posted on the website, along with information about the clinical competency evaluation.

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

All applicants are referred to the Self-Service Portal to complete the jurisprudence module, which will allow access to the online application package. Information on the clinical competency evaluation is available on the website.

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

Service improvements including automated acknowledgement emails, online application management and meeting the published timelines.

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

[BACK TO INDEX](#)

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:

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	24
Female	610
None of the above	0

Additional comments:

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	275
Female	12970
None of the above	0

Additional comments:

d) Jurisdiction where applicants obtained their initial educationIndicate 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
610	23	1	n/a 0 Total 0	0	634

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:

e) Jurisdiction where applicants who became registered members obtained their initial educationIndicate 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
564	24	1	n/a 0 Total 0	0	589

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:

f) Jurisdiction where members were initially trainedIndicate 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
12218	346	553	Armenia 1 Colombia 3 Denmark 2 U.K. 84 Hong Kong 5 India 1 Iran 5 Israel 4 Netherlands 1 Scotland 7 S. Africa 8	0	13245

Korea, Republic Of 4
 Sri Lanka 1
 Sweden 1
 Romania 1
 Total 128

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:

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	610	23	1	0	0	634
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	704	40	5	1	0	750
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	43	3	0	0	0	46
Applicants who became FULLY registered members	564	24	1	0	0	589
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:

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 Certificate of Registration	Description (a)
		General – applies to those dental hygienists who meet the basic registration requirements; all registrants are initially registered in the General category.
b)	Specialty Certificate of Registration	Description (b)
		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.
c)	Inactive Certificate of Registration	Description (c)
		Inactive – is usually held by registrants who are taking some time away from practice. A CDHO registrant with an Inactive certificate of registration cannot practise 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	9	0	0	0	0	9
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	4
Staff involved in registration process	2.5

Additional comments:

[BACK TO INDEX](#)

3. Submission

I hereby certify that:

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

Jane Keir

Title:

Deputy Registrar

Date:

2016/03/01

[BACK TO INDEX](#)