Fair Registration Practices Report

Dental Hygienists (2016)

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.

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.

CDHO hired a third party consultant in 2016 to review and update the process for assessing a non-accredit dental hygiene program. The purpose of the assessment is to determine whether the program is substatially equivalent to that of a dental hygiene program that has been accredited by either the Comission on Dental Accreditation of Canada (CDAC) or the American Dental Association's Commission on Dental Accreditation (CODA), as required by the College's general regulation made under the Dental Hygiene Act, 1991, Part VII - Registration (s. 31.1).

Normally, the assessment of a non-accredit program is done by the National Dental Hygiene Certification Board (NDHCB), so this tool would only be used in cases where an applicant has either been refused assessment by the NDHCB or, after being assessed, has been deemed ineligible to sit the NDHCB's entry-to-practice exam. The education assessment process has not been used by CDHO since 2006.

The consultant delivered the first draft of the new assessment tool in late December, 2016. CDHO staff is still in the process of reveiwing the tool and some minor text edits are needed. We expect to have the new assessment process in place by summer 2017.

In addition to posting details of the updated assessment process to our website (link to be determined), we will be developing a process guide for applicants who request an assessment of their education, which will also be made available online (link to be determined). Notations of the availablity of the assessment process will be

added to the current Registration Guide for graduates of non-accredited institutions (http://www.cdho.org/my-cdho/registration/certificates-of-registration/non-accredited-guide), as well as on the information page for international applicants (http://www.cdho.org/my-cdho/registration/certificates-of-registration/international-guide).

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

Although we have always had an assessment tool to use for evaluating the education of graduates from non-accredited dental hygiene programs, the tool had not been used in about 10 years. It was in need of updating and it is our intention that the updated version should be easier to follow, with clearer instructions on the process itself and the documentation that needs to be submitted in order to facilitate the assessment process. It is hoped the new process will take less time (10 - 12 weeks) than the previous assessment process (3+ months).

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

The new process will involve a self-evaluative component, where applicants are asked to identify whether the applicable competency was learned in their program, and to indicate where in their submitted documentation evidence of the applicable competency can be found. This should make it easier for members of the Registration Committee to verify that all dental hygiene competencies were included in the applicant's program / identify competencies that were not learned. It is hoped the new process will take less time (10 - 12 weeks) than the previous assessment process (3+ months).

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.

CDHO Bylaw No. 5 (http://www.cdho.org/docs/default-source/pdfs/reference/bylawno5.pdf) became effective September 25, 2015. There were several changes to the fees contained in the new Bylaw (Article 16), the following are relevant to new applicants:

1. The fee for the clincial competency exam for entry-to-pratice was increased from $500 to $1000 per attempt, effective September 25, 2015.

2. The fees for registration were increased, effective January 1, 2017:

a) the fees for General and Speicalty certificates of registration were increased from $250 to $400.

b) the fee for an Inactive certificate of registration was increased from $50 to $200.

c) The fee for initiatial registration for an applicant who is applying within 12 months of the date of graduation remained "equal to one half of the annual fee payable by a Registrant who holds a general certificate" which, given the fee increase for a General certificate of registration above, nevertheless amounted to a fee increase from $125 to $200.

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

The fee increase for the clinical competency exam is relevant to applicants who graduated from a dental hygiene program that was not accredited by either CDAC or CODA, including internationally educated applicants.

The increase to the registration fees is relevant to all applicants.

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

The purpose of the increases in fees in terms of both the clinical competency exam and the registration fees was to better reflect the actual cost of operations of the College in order to maintain financial stability.

In the past, CDHO used to run the clinical competency exam twice per year, often two dates per session, with 20 - 30 or more applicants sitting the exam. With the closure of non-accredited dental hygiene programs in Ontario, the demand for the exam decreased dramatically and we began offering the exam only once per year, on one date, with a current average of 8 applicants per session. The actual cost per applicant accordingly increased dramatically. The increase for the fee helps to better offset the cost of administering the exam.

The rationale for the increase to the registration fees was to bring the fees into alignment with the actual cost of running the College, per registrant. In the past, CDHO had been operating at a deficit in order to appropriately reduce the reserve fund the College accumulated when operational costs were lower and interest rates on investments were higher. This deficit was planned and deliberate, and it was the Council's due diligence to reduce the reserve fund to within Canada Revenue Agency's accepted range for a not-for-profit entity. The plan to reduce the reserve fund was successful to the extent that the surplus funds in the reserve were depleted by the end of 2016. To maintain financial stability in 2017, a fee increase that matched actual costs was introduced.

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.

ICRC and Discipline Committees received additional training in 2016 in relation to transperancy initiatives as they pertained to investigations and hearings. This does not relate registration or applicants.

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

No impact on applicants.

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

Unrelated to regitstration or applicants.

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

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	34
Female	584
None of the above	0

Additional comments:

Total 618.

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	304
Female	13050
None of the above	0

Additional comments:

Total 13,354.

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
593	18	7	n/a 0 Total 0	0	618

[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:

From applications received in our office in 2016.

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[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
577	17	7	n/a 0 Total 0	0	601

[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:

From applications received in our office in 2016, that then became registered in 2016.

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International		Unknown	Total
12366	335	532	Armenia 1 China 5 Colombia 11 Denmark 2 India 1 Iran 4 Israel 10 Japan 2 Netherlands 1 Romania 1 S. Africa 6 Korea, Republic Of 5 Sweden 1 U.K. 71	Total 121	0	13354

[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 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	593	18	7	0	0	618
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	615	18	6	0	0	639
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	54	3	0	0	0	57
Applicants who became FULLY registered members	577	17	7	0	0	601

from January 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants who were authorized to receive an alternative class of licence[3] but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence[3]	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 - applications received in our office in 2016.

Applicants actively pursuing reigstration - anyone in the application process in 2016, taken from date of payment of application fee.

Inactive applicants - our applications close out 12 months from date of payment of application fee, so will always be zero at time of reporting.

Applicants who met requirements but not registered - approved for registration in 2016, but reigstration fee not paid in 2016 (may have paid in 2017).

Applicants who became fully registered - same as part E because we only have one class of initial registration.

Alternative class of licence does not exist at time of initial registration, so will always be zero.

h) Classes of certificate/license

Inidcate 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)**

Usually held by registrants who previously held a General or Specialty certificate of registration but are now taking time away from practice (i.e. they cannot initally apply to the College as inactive). Inactive registrants are not permitted to practice dental hygienen 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 1st to December 31st 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	11	0	0	0	0	11
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	17.5
Staff involved in appeals process	3
Staff involved in registration process	2.5

Additional comments:

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:
2017/02/28