

Fair Registration Practices Report

Dental Hygienists (2009)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- 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.

Provision of Information About Registration Practices (1 / 13)

Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:

a) steps to initiate the registration process

When an applicant contacts the CDHO by mail, fax or in person, they are provided with an application package which includes a guide to the process of registration. Applicants who contact the CDHO by e-mail are also referred to the CDHO's website where there is information on the registration process. Applicants who call the CDHO are responded to in person by one of the staff in the registration area. There are four guides available on the CDHO's website: one for graduates of accredited dental hygiene programs, one for graduates of non-accredited dental hygiene programs, one for applicants from other Canadian jurisdictions and a Career Map to assist the internationally trained understand the registration process. There are also four different registration packages for each of the different types of new applicants, along with an application package for past registrants. The application package for applicants from other Canadian jurisdictions was implemented in December 2009 when the Ontario Labour Mobility Act, 2009 (OLMA) received Royal Assent. The registration packages and the information on the CDHO website is updated regularly and, with the exception of the one relating to OLMA, were last updated in September 2009.

With the exception of those applicants applying under OLMA, the first step to begin the registration process is successful completion of the National Dental Hygiene Certification Examination (NDHCE). There is a link to information about the NDHCE in the guides on our website and contact information in the application packages.

Students in Ontario accredited dental hygiene programs are provided with application packages prior to their graduation so that they are aware of what documents and/or requirements need to be submitted/met in advance of their graduation.

Prior to registration, applicants (including those outside of Ontario and internationally trained) attend a jurisprudence presentation, which includes a section on the application process. The application package is reviewed with the attendees and the CDHO representative is available to answer any questions that applicants may have. There were 14 presentations conducted in various locations around Ontario in 2009.

b) requirements for registration

An applicant must successfully complete a two-year dental hygiene program accredited either by the Commission on Dental Accreditation of Canada (CDAC) or the American Dental Association/Commission on Dental Accreditation (ADA/CODA) or a dental hygiene program considered equivalent to an accredited program. Applicants must also successfully complete the National Dental Hygiene Certification Examination (NDHCE). In addition, applicants from non-accredited programs must also successfully complete a clinical competency evaluation.

Applicants enter the profession of dental hygiene in Ontario through one of three streams.

The first stream is for graduates of accredited programs who are automatically eligible to take the NDHCE. Students in Ontario accredited dental hygiene programs are provided with application packages prior to their graduation so that they are aware of what documents and/or requirements need to be submitted/met in advance of their graduation. In addition, students in this stream are permitted to take the NDHCE within the four months prior to graduation. Therefore, if successful on the NDHCE and provided that they are no other concerns respecting the application e.g., declaration of criminal offence, these students can submit a completed application subsequent to graduation and be registered within 10 business days. These students also attend a jurisprudence presentation prior to graduation which also explains the registration process.

The second stream is for graduates of non-accredited dental hygiene programs, which includes internationally and provincially trained applicants.

In accordance with the Ministry of Training, Colleges and Universities' direction, students in non-accredited dental hygiene programs in Ontario are made aware of the registration requirements at the beginning of their program. They are advised that their course of study will have to be evaluated by the National Dental Hygiene Certification Board (NDHCB) to see if their course meets the educational requirements and whether they will be eligible to sit the NDHCE. They are also advised that they will have to successfully complete a clinical competency evaluation. Once these students successfully complete the NDHCE, they are invited to a jurisprudence presentation which provides them with information about the application process and information about the clinical competency evaluation which they are required to complete.

Internationally trained applicants normally refer to our website for information and may contact the NDHCB prior to contacting the CDHO directly for further information. The Career Map on the CDHO website provides detailed information on the registration process and outlines what requirements must be met. The Career Map was developed in consultation with the Ministry of Citizenship and Immigration specifically to assist internationally educated applicants understand the registration process. It was designed to be user friendly.

Information about the clinical competency evaluation is outlined on our website and the various forms required can be downloaded. These applicants also attend a jurisprudence presentation, which includes a section on the application process. The application form is reviewed with the attendees and the CDHO representative is available to answer any questions that applicants may have. If an internationally trained applicant calls or visits the CDHO, the registration process and requirements are explained to them.

The third stream is for those applicants from other Canadian jurisdictions that apply under the OLMA. The College obtained a legitimate objective respecting those applicants who graduated from a non-accredited dental hygiene program. These applicants are required to successfully complete a clinical competency evaluation. Information about the registration process is provided on the CDHO website specifically for registrants/licensees in other Canadian jurisdictions.

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

Applicants must be the holder of the NDHCE Certificate. Graduates of accredited dental hygiene programs are permitted to take the NDHCE without evaluation of their credentials and can sit the NDHCE within four months of graduation. Most Canadian and US dental hygiene programs are accredited. The NDHCB coordinates with the dental hygiene programs directly to arrange for students in the Canadian dental hygiene programs to sit the NDHCE. Therefore, the students are made aware of this requirement prior to graduating from their program.

Graduates of non-accredited programs (international and provincial programs) must have their programs of study evaluated by the National Dental Hygiene Certification Board (NDHCB) to ensure that the program meets the educational standards. The program must be at least two academic years in length. The CDHO accepts the evaluation criteria established by the NDHCB, which are competency based, and if an applicant is deemed eligible to sit the NDHCE, no further educational assessment is required.

In accordance with the Ministry of Training, Colleges and Universities' direction, students in non-accredited dental hygiene programs in Ontario are made aware of this requirement at the beginning of their program. These students are also advised that they will have to successfully complete a clinical competency evaluation in addition to the NDHCE.

A Career map is available on the CDHO website to assist internationally trained applicants under the requirements that must be met.

CDHO Staff are also available to answer specific questions relating to the registration process, by phone, fax, e-mail or in person.

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

There is no work experience required for registration with the CDHO beyond the practical/clinical work built into the course of study of approved dental hygiene programs. However, if an applicant has not practised dental hygiene within the previous three years, s/he must successfully complete an approved refresher course prior to obtaining her/his certificate of registration. This requirement is addressed in the application packages as well as on our website.

Part of the registration process includes attendance at a CDHO jurisprudence presentation to familiarize applicants with the rules and regulations which govern dental hygiene in Ontario. Information respecting upcoming presentations is available on the CDHO's website.

e) requirements that may be satisfied through acceptable alternatives

If an applicant is not eligible to participate in the NDHCE, s/he may apply to have her/his course of study reviewed by the CDHO Registration Committee. As the process for assessing the course is based on the same criteria as the NDHCB, it is unlikely that the applicant will meet the educational requirements. However, sometimes an applicant may present additional information relating to other courses of study taken that may be relevant to dental hygiene which were not reviewed by the NDHCB. Applicants who are deemed to be close to having an approved course of study by the Registration Committee are usually required to successfully complete a course to address the deficiencies noted. If an applicant's course of study is considered equivalent, s/he will be permitted to sit the CDHO written examination. Information respecting this process is available on the CDHO's website and in the applicable applications packages.

This issue is specifically addressed in the Career Map for internationally trained applicants. To date, this alternative has been utilized by international applicants only. Staff are available to answer specific questions

relating to this process, by phone, fax, e-mail or in person

f) the steps in the assessment process

If an applicant is eligible to participate in the National Dental Hygiene Certification Examination, there is no need for further assessment by the Registration Committee with respect to their course of study. Information on what documentation is required by the NDHCB is outlined on its website. The registration guides on the CDHO website provides direct links to the NDHCB website.

An applicant who requires an assessment of her/his course of study must submit her/his transcripts of results, along with a detailed course description including the number of hours spent in each subject, information on the number of hours spent specifically on dental hygiene procedures and the dental hygiene process of care along with information on how many and what types of clients s/he was required to perform these procedures on. Information on the assessment process is available on the CDHO's website and in the application packages.

This issue is specifically addressed in the Career Map for internationally trained applicants. To date, this alternative has been utilized by international applicants only. Staff are available to answer specific questions relating to this process, by phone, fax, e-mail or in person.

g) the documentation of qualifications that must accompany each application; indicate which documents, if any, are required only from internationally trained applicants

The CDHO application requires an official transcript of results to be submitted from the educational institute of graduation for all applicants. This is addressed in the CDHO's guides to registration and on the CDHO website. A checklist is included with all application packages to assist the applicants in ensuring that they have submitted all the documents required.

Graduates of non-accredited dental hygiene programs, which includes internationally and provincially trained applicants, must have their course of study assessed to ensure that it meets the educational requirements. This evaluation is conducted by the NDHCB. Information on what documentation is required by the NDHCB is outlined on its website. The registration guides on the CDHO website provides direct links to the NDHCB website.

Additional information respecting educational qualifications is only required by the CDHO if an applicant is not eligible for the NDHCE and requests a review by the Registration Committee. This issue is specifically addressed in the Career Map. If an international applicant was not eligible to sit for the NDHCE and requests a review of their course of study by the Registration Committee, they may be required to submit additional information on the content of their course. However, it is likely that this information was already forwarded to the NDHCB, who would forward it to the CDHO to assist in its assessment.

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

Where there are mitigating circumstances where an applicant cannot obtain documentation, the Registration Committee determines, on a case by case basis, whether an alternative document can be substituted. In some

cases, the Registration Committee has used documentation relating to a course of study from information that has been submitted by another applicant. In other cases, a representative of the CDHO has written directly to the applicant's educational institution to assist in obtaining documentation.

Documentation that has been provided to the NDHCB will also be accepted. This alleviates the need for the applicant to obtain duplicate information for both the NDHCB and the CDHO.

In some cases, the Committee has accepted explanations as to why certain documents cannot be provided by the applicant, e.g. certificate of professional conduct.

Information on acceptable alternatives is available on the CDHO's website and in the application packages.

i) how applicants can contact your organization

Applicants can contact CDHO by phone, fax, e-mail or in person.

j) how, why and how often your organization initiates communication with applicants about their applications

Inquiries respecting registration are usually responded to within three business days. During peak periods, such as renewal time, it may be five business days before a request is responded to. Contact is usually in the manner that the inquiry was initiated e.g. by phone or e-mail. Most applicants contact the CDHO by e-mail.

When a completed application is received, it is processed within 10 business days and the certificate of registration is mailed out.

If an incomplete application package is received, the applicant is contacted within three to five business days to acknowledge receipt of the documentation and advised what is required to complete her/his application.

k) the process for dealing with documents provided in languages other than English or French

The CDHO requires an official translation of documents submitted in languages other than English or French.

This does not only apply to the internationally trained applicants. There are many graduates in Ontario who lived elsewhere and some of the documentation required to complete their application form, e.g. information relating to their previous practice, name change, is in a language other than English or French. This is addressed on the CDHO's website and in the application packages.

l) the role of third-party organizations, such as qualification assessment agencies, organizations that conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

The CDHO utilizes the National Dental Hygiene Certification Board (NDHCB), which administers a national examination and conducts educational evaluations, as part of the registration process. There are direct links from the CDHO's website to the NDHCB website, which outlines what is required to apply to sit the NDHCE or to have an evaluation of a program of study.

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

If an applicant has not practised in the previous three years, s/he must successfully complete a refresher course.

Both the NDHCE and provincial examinations are limited to four attempts before an applicant would have to obtain another diploma in dental hygiene.

These issues are addressed on the CDHO's website and in the information for candidates of the clinical competency evaluation.

n) the amount of time that the registration process usually takes

Information on timelines is available on the CDHO's website and in the application packages.

For graduates of accredited programs, applicants could have their application forms ready upon receipt of the results of their NDHCE or at the time of their graduation, if the NDHCE results are posted prior to their graduation. A completed application is processed within 10 business days.

Graduates of non-accredited programs, whether from Ontario or internationally trained, take longer to meet the requirements as they must successfully complete a provincial clinical competency assessment once they have successfully completed the NDHCE. If an applicant is successful on the first attempt at the NDHCE and the clinical competency evaluation, the process would take approximately six to eight months. The CDHO has tried to accommodate the increase in the number of non-accredited dental hygiene graduates. A number of private educational institutions have begun to provide courses of study in dental hygiene in Ontario. Many of these programs are non-accredited and their graduates must first be assessed by the NDHCB and they must also successfully complete the clinical competency evaluation. The failure rate for these applicants is high and, therefore, the registration process takes longer. For example, in 2009, the CDHO held clinical competency evaluations for 326 candidates. Of these approximately 30% failed.

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

Information on fees is available on the CDHO's website and in the application packages. The fees are also listed in the CDHO's bylaws which is also available on the CDHO website.

p) accommodation of applicants with special needs, such as visual impairment

Special accommodations have been provided to applicants with special needs both at the NDHCB and the CDHO.

Information on accommodations is available on the NDHCB website, including a Testing Accommodation Application Form which can be downloaded from the website.

Requests for special accommodations for the clinical competency evaluation administered by the CDHO are

considered on a case by case basis. Most of the accommodations are for left-handed dental units. Other accommodations have been made for applicants who have documented physical, mental or emotional concerns. A letter of verification is required from the applicant's physician. Examples of special accommodations have been the use of a dental chair in a quieter part of the test clinic, where available, increased time to complete the assignment, and use of a dental operatory with an increased turning radius.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The fees were increased from \$350 to \$500 for the CDHO clinical competency evaluation. This reflected the increased cost of conducting the clinical evaluations on such a large scale due to the increase in the number of candidates. Increased evaluative and administrative personnel has been required.

OMLA received Royal Assent and therefore a separate application package had to be developed for registrants/licensees of other Canadian jurisdictions

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Amount of Fees (2 / 13)

Are any of the fees different for internationally trained applicants? If yes, please explain.

The CDHO has an assessment fee of \$250. Graduates of non-accredited dental hygiene programs (international or provincial) are required to have an assessment of their course of study to ensure that it meets the educational requirements. The NDHCB conducts an evaluation of an applicant's course of study which is acceptable to the CDHO. If an applicant does not meet the evaluation requirements of the NDHCB and requests an assessment by the Registration Committee of the CDHO, they are required to pay the \$250 fee. However, if the applicant's course of study is considered substantially equivalent, this fee is applied towards their certificate of registration. To date, the only applicants who have had assessments conducted by the Registration Committee are internationally trained. In 2009, there were no requests for an assessment of a course of study.

This issue is addressed on the Career Map on the CDHO website and in the application guide for internationally trained dental hygienists.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The fee for the clinical competency evaluation which graduates of non-accredited dental hygiene programs (international and provincial) are required to successfully complete was increased from \$350 to \$500. This reflected the increased cost of conducting the clinical evaluations on such a large scale due to the increase in the number of candidates. An increase of both evaluative and administrative personnel has been required.

Provision of Timely Decisions, Responses and Reasons (3 / 13)

a) What are your timelines for making registration decisions?

NDHCB (third party timelines)

The NDHCB evaluates courses of study from non-accredited dental hygiene programs (international and provincial). An evaluation of a course of study by the NDHCB takes approximately 8-10 weeks, once all the required documentation has been received. This is posted on the NDHCB website. Graduates of accredited programs do not require an evaluation of their course of study and are can sit the NDHCE within the four months prior to graduation.

CDHO Timelines

If a completed application is submitted and the applicant meets all the requirements, the application is processed within 10 business days and a certificate of registration is mailed to the applicant. There is no formal decision for this issue.

If the Registrar refuses to register an applicant, a notice of referral is sent to the applicant, within 10 business days, stating why the application is being referred and advising that s/he has the right to make submissions on the issue. Depending on the reason for referral, the timeline for making a decision may vary. For example:

- a) A Registration Committee decision regarding the assessment of a course of study, once all the required documents have been received from the applicant, is finalized within approximately three months.
- b) A Registration Committee decision regarding a declaration on an application (e.g. declarations of criminal or civil offences), once all the required documents have been received, is finalized within two to four weeks.
- c) The results of the clinical competency evaluations are mailed within three weeks of the date of the evaluation.
- d) The Registration Committee makes best efforts to finalize its decision regarding a clinical competency evaluation appeal within 45 business days.

b) What are your timelines for responding to applicants in writing?

In many cases, as the process is quite straightforward, contact will be made with applicants by telephone, mail or e-mail advising them of what is outstanding on their application. This is usually done within three business days of determining what is outstanding. During peak periods (e.g. renewal time), this timeline may increase to five business days.

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

If an assessment of a course of study is required by the Registration Committee, the decision is usually finalized in three months or less once all the required documents have been received. In some cases, after its initial review, the Committee requires additional information, the process may take longer.

If the matter refers to a request from an applicant for acceptance of alternative documentation or waiving an exemptible requirement, the matter can usually be dealt with in about two to four weeks by teleconference or by e-mail without waiting for a formal Registration Committee meeting, if one is not scheduled. The same timeframe exists for applicants who make declarations of criminal or civil offences on their application forms.

There are also appeals related to the CDHO's clinical competency evaluation. An applicant has 30 days to appeal the results of a clinical competency evaluation. In accordance with the process approved by the Registration Committee, the decision will be provided to the applicant within 45 days after receipt of the appeal.

All decisions handed down by the Registration Committee are appealable to the Health Professions Appeal and Review Board (HPARB) directly and must be submitted within 30 days of the applicant receiving the decision.

d) Explain how your organization ensures that it adheres to these timelines.

One of the recommendations from the audit finalized in December 2009 was that, once every six months, files are reviewed at random to ensure the published timelines are met by the CDHO. This recommendation has been implemented. In January 2010, 10 files were randomly selected and reviewed. All 10 files had met the published timeframes.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

In 2009, the Registration Committee amended its appeal procedures for the clinical competency evaluation. The Committee now only conducts formal reviews of the evaluation results. Prior to the change, a Panel of the Committee would conduct an informal assessment and if, the candidate was not satisfied with the decision, a different Panel of the Committee would conduct another review which would be appealable to the the Health Professions Appeal and Review Board (HPARB). With the increase in the number of candidates for the evaluation and the high failure rate, informal reviews became impractical and also delayed a candidate from appealing directly to HPARB if s/he was not satisfied with the informal decision.

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Access to Records (4 / 13)

a) Describe how you give applicants access to their own records related to their applications for registration.

There are very few requests from applicants to access their application file as most of the information is submitted by the applicant. There was one request in 2009 relating to information respecting the clinical competency evaluation. The request was granted the same day and a copy of the requested documentation provided to the applicant.

In cases where documentation relating to course descriptions is submitted directly by the College of graduation, a copy is automatically forwarded to the applicant and s/he is asked to advise the CDHO if the documentation does not accurately reflect her/his course of study.

If an applicant requests an appeal of a Registration Committee's decision, a copy of all the documentation upon which the decision was based is provided to the applicant.

b) Explain why access to applicants' own records would be limited or refused.

To the best of my knowledge, an applicant has never been refused access to her/his application file. Each request is considered on an individual basis. Reasons to limit or refuse access would include public or personal safety issues. However, these concerns have not been an issue for any requests received to date.

c) State how and when you give applicants estimates of the fees for making records available.

The CDHO has no fee for providing an applicant with a copy of her/his application file.

d) List the fees for making records available.

The CDHO has no fee for providing an applicant with a copy of her/his application file.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

The CDHO has no fee for providing an applicant with a copy of her/his application file.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

No changes were made respecting this issue.

Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

The CDHO provides application packages to potential applicants. Information respecting the registration process and the clinical competency evaluation is available on the CDHO website. A Career Map is also posted on the CDHO website to assist internationally trained applicants.

Students in Ontario accredited dental hygiene programs are provided with application packages prior to their graduation so that they are aware of what documents and/or requirements need to be submitted/met in advance of their graduation

The NDHCB has documents available to assist an applicant prepare for the NDHCE. These documents include an examination blueprint and a guide to candidates for the examination. The NDHCB has also developed a 75-item preparatory test available to examination candidates at a cost of \$20.

The CDHO provides a Registrant's Handbook to applicants and conducts jurisprudence presentations to assist applicants in becoming familiar with the rules and regulations that govern dental hygiene in Ontario. Part of this presentation addresses preparing for the clinical competency evaluation for graduates of non-accredited programs. There were 14 presentations conducted in various locations around Ontario in 2009.

b) Describe how your organization provides information to applicants about these resources.

Students in Ontario accredited dental hygiene programs are provided with application packages prior to their graduation so that they are aware of what documents and/or requirements need to be submitted/met in advance of their graduation.

Applicants of non-accredited dental hygiene programs usually contact the CDHO prior to or upon completion of the NDHCE to obtain information on the clinical competency evaluation. Information on the clinical competency evaluation is available on the CDHO website.

The NDHCB refers candidates for its examination to the regulatory bodies for information on registration. There is a link to the CDHO website on the NDHCB website.

The CDHO Registrant's Handbook is provided to applicants once they have registered for a CDHO jurisprudence presentation or while they are a student in an accredited dental hygiene program in Ontario. The handbook is also available on-line as are the CDHO guidelines and practice standards.

The NDHCB Blueprint, Candidates' guides and application forms along with the preparatory test are available from the NDHCB website.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Additional information respecting the clinical competency evaluation was posted on the CDHO website, including all the forms required to be completed respecting the client's oral health care. Candidates for the evaluation can download the application form directly from the website. This change facilitates candidates by providing them with the specific information required for the clinical competency evaluation and eases the

process for registering for the evaluation.

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Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

The CDHO refers to matters that have been referred to the Registration Committee due to concerns relating to an applicant's registration form (e.g. declaration of a criminal/civil offence, unable to obtain certain documents required, or requests to waive exemptible requirements) or requests for an assessment of a course of study as reviews. The CDHO uses the term appeals for candidates who are not satisfied with the results of their clinical competency evaluation. These are also referred to the Registration Committee.

If the matter refers to a request from an applicant for acceptance of alternative documentation or waiving an exemptible requirement, the matter can usually be dealt with in about two to four weeks by teleconference or by e-mail, without waiting for a formal Registration Committee meeting. The same timeframe exists for applicants who make declarations of criminal or civil offences on their application forms.

An applicant has 30 days to appeal the results of a clinical competency evaluation. In accordance with the process approved by the Registration Committee, best efforts will be made to provide the decision to the applicant within 45 days after receipt of the appeal.

All Registration Committee decisions are appealable to the Health Professions Appeal and Review Board and must be submitted within 30 days of the applicant receiving the decision.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

Of the 11 cases that were dealt with by the Registration Committee, one case relating to an appeal of the clinical competency evaluation exceeded the timelines.

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

No cases relating to internationally trained applicants exceeded the timelines.

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

In the notice of referral, the applicant is advised that they have the right to make submissions. The applicant is advised if the Committee has any follow-up questions or requires further information, and provided with a further opportunity to make submissions.

With respect to the clinical competency evaluation appeal, the candidate is provided with an opportunity to make a written submission outlining the reasons why they are dissatisfied with the results of the evaluation. The submission is provided to the appeal panel in conjunction with the evaluators' results of the clinical competency evaluation.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

The CDHO requests the submission in writing, either by mail, fax or e-mail.

Applicants who are referred to the Registration Committee for an assessment of their course of study are advised in writing that they have the right to make submissions.

Applicants who are referred because of declarations on their application form or because they have difficulty obtaining documents required are usually advised verbally as they call to ask what the process is. If the applicant does not call or follow-up with the appropriate document or submission, the matter is followed up by mail or e-mail depending on the applicant's choice of correspondence .

All candidates who are unsuccessful on the clinical competency evaluation are advised by mail that they have the opportunity to appeal the results of the evaluation within 30 days. They are also provided with a copy of the appeal process. In addition, those candidates who are considering an appeal usually contact the Registrar for further clarification on the process.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a decision-maker in an internal review or appeal of the same registration decision.

Members of the Registration Committee who have had prior involvement with the applicant/candidate would be excluded from sitting on the Panel dealing with the current issue. For example, a member of the Registration Committee who was involved in a former appeal from a candidate who failed the clinical competency evaluation candidate would not sit on a future Panel dealing with a subsequent appeal by the same candidate.

e) Describe your internal review or appeal process.

In a review process, an applicant is advised that the matter is being referred to a Panel of the Registration Committee for consideration. The applicant is provided with an opportunity to made written submissions to the Committee.

In an appeal process (related to clinical comptency evaluation). A Panel of the Registration Committee would review the submission made by the candidate, the submissions made by the evaluators and the clinical evaluation previously provided to the candidate.

All formal Registration Committee decisions are appealable to the Health Professions Appeal and Review

Board.

f) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

There are six members on the Registration Committee, four professional members and two public members appointed by the Ministry of Health and Long-Term Care.

In 2009, three of the four professional members who sat on the Registration Committee were full time dental hygiene educators and one was a part-time dental hygiene educator. With the exception of one, who graduated from a dental hygiene program in the United States, the professional members graduated from Ontario.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

In 2009, the Registration Committee amended its appeal procedures for the clinical competency evaluation. The Committee now only conducts formal reviews of the evaluation results. Prior to the change, a Panel of the Committee would conduct an informal assessment and if, the candidate was not satisfied with the decision, a different Panel of the Committee would conduct another review which would be appealable to the the Health Professions Appeal and Review Board (HPARB). With the increase in the number of candidates for the evaluation and the high failure rate, informal reviews became impractical and also delayed a candidate from appealing directly to HPARB if s/he was not satisfied with the informal decision.

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Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

If a Registration Committee decision is negative, the covering letter, enclosing a copy of the decision, advises the applicant of her/his right to appeal to the Health Professions Appeal and Review Board (HPARB) and the timeframe s/he has in which to appeal (30 days). It also includes a copy of the section of the Act relating to the appeal procedures along with the appropriate address and the contact information of where to submit the request for an appeal.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

There were no changes to this section in 2009.

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Assessment of Qualifications (8 / 13)

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

The applicant must

- a) have graduated from a two year accredited dental hygiene program or one considered equivalent.
- b) successfully complete the National Dental Hygiene Certification Examination (NDHCE) or, if an applicant is not eligible to take the NDHCE and the Registration Committee determines that they meet the educational requirements, a provincial written examination.
- c) successfully complete a clinical competency evaluation if s/he graduated from a non-accredited dental hygiene programs.
- d) successfully complete an approved dental hygiene refresher course or professional competency assessment if s/he has not practised dental hygiene in the previous three years.
- e) be reasonably fluent in either English or French
- f) be authorized to practise dental hygiene in Canada
- g) declare any previous offences (professional and/or criminal)
- h) hold professional liability insurance

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

If an applicant is eligible to take the NDHCE, the educational program completed by the applicant is deemed to have met the educational requirements and no further assessment by the Registration Committee is necessary.

Those applicants who are not eligible to sit the NDHCE and request a review of their course of study are referred to the Registration Committee. A Panel of the Committee reviews all the documentation submitted by or on behalf of the applicant to determine whether the applicant's course of study meets the educational requirements. The complete application file is forwarded to the Panel in advance of the meeting. The Panel reviews the information submitted and completes a worksheet consistent with established criteria. At the meeting, the members of the Panel discuss their findings and determine whether the course of study is substantially equivalent.

c) Explain how work experience in the profession is assessed.

There is no requirement for work experience. However, to ensure competency and currency in the profession, an applicant is required to successfully complete an approved dental hygiene refresher course or professional competency assessment if s/he has not practised dental hygiene in the previous three years in a recognized jurisdiction.

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

In most cases, the diploma/degree and documentation submitted provides information about the type of educational institution where the course was completed, e.g. formal, non-formal. The CDHO conducts very few assessments as it accepts the evaluations/assessments conducted by the National Dental Hygiene Certification Board (NDHCB). The NDHCB requires an educational credential evaluation prior to evaluating a course of study.

When the Registration Committee does conduct an assessment, it requires the documentation relating to the course of study to be submitted directly from the applicant's educational institution and relate to the year of graduation. There were no assessments completed in 2009 by the Registration Committee with respect to new applicants. However, a current member applied for registration with a specialty certificate of registration based on a course of study taken outside of Canada. The Panel agreed that the course of study was equivalent and she was granted an opportunity to take the restorative competency evaluation.

The CDHO has submitted a proposal to amend its registration regulations to require an external verification of the course of study for those applicants requiring an assessment of their course of study by the Registration Committee.

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

Each application is considered on its own merit. The Registration Committee recognizes that courses of study can change over time and that applicants could have taken different courses (electives) within the same program of study. However, where there is previous information available that was submitted by another applicant from the same jurisdiction or institution, the Committee will review it to ensure consistency.

f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

An approved dental hygiene program must be given in a formal structured, supervised and comprehensive

educational setting. According to the Commission on Dental Accreditation of Canada:

"foundational knowledge must be integrated throughout the program and must be of sufficient depth, scope, quality and emphasis to ensure achievement of the program's defined objectives and outcomes. Particular attention must be given to the interrelationship of knowledge, especially to the application of theoretical and empirical information into the clinical and community health curricula, so that the program comprises a related body of knowledge rather than a collection of individual and separate subjects. The sequencing of learning experiences must be managed in a rational and logical way. Foundation knowledge must be established early in the dental hygiene program, and must be of appropriate scope and depth to permit students to demonstrate competence in all defined program competencies." (section 2.3.2, Accreditation Requirements for Dental Hygiene Programs).

Therefore, the status or type of institution where the program was completed would have a bearing on the Registration Committee's decision. For example, an institution that provided on-the-job training in dental hygiene, rather than in a supervised educational setting, would not be acceptable.

g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

Accommodations have been made for candidates for the clinical competency evaluation. Clinical accommodations for left-handed units are made providing the candidate informs the CDHO in advance. Other accommodations for physical, mental or emotional reasons have been made available upon receipt of a verifying physician's letter. Such accommodations may be extra time to complete the clinical assignment, location in the clinic away from distractions or the opportunity to use a clinical operatory that has additional space.

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

It is difficult to estimate the time from initial contact to a registration decision as it sometimes takes an applicant time to gather or arrange for documents to be submitted. Sometimes, the delays are because the applicant has not followed up with the application for reasons other than difficulty in obtaining documentation.

Generally the following timelines apply to the different registration streams:

Graduates of accredited dental hygiene programs - 10 business days after graduation or receiving their NDHCE results and submitting a completed application.

Graduates of non-accredited dental hygiene programs who are eligible to sit the NDHCE - approximately six to eight months after graduation assuming that they successfully complete the NDHCE and the clinical competency evaluation first time and submit a completed application.

Graduates of non-accredited dental hygiene programs who are not eligible to sit the NDHCE and request an assessment of their course of study by the Registration Committee - approximately nine-twelve months after submission of the documentation required to conduct an assessment. This timeline assumes that their course of study is considered equivalent, they successfully complete the CDHO written and clinical competency evaluations first time and submit a completed application. No applicants fell into this stream in 2009.

i. State whether the average time differs for internationally trained individuals.

Unless an international applicant required an assessment of her/his course of study, the timeframe would not differ from that of a graduate from an Ontario non-accredited dental hygiene program. If the applicant is considered eligible to take the NDHCE, the CDHO does not conduct a further assessment of their credentials. Two of the three internationally trained applicants in 2009 were considered eligible to sit the NDHCE and did not require a further assessment of their course of study. Therefore, the timeframe for these applicants did not differ from that of graduates of Ontario non-accredited dental hygiene programs. The third applicant was in the process of having their course of study evaluated by the NDHCB in 2009.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

In 2009, the timeframe did not differ. However, if an international applicant was not eligible for the NDHCE and requested an assessment of her/his course of study by the Registration Committee, this would lengthen the time by three months from the time s/he submitted the documentation required to conduct an assessment. There were no such requests in 2009.

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

In most cases, the diploma/degree and documentation submitted provides information about the type of educational institution the course was completed in, e.g. formal, non-formal. The CDHO conducts very few assessments as it accepts the evaluations/assessments conducted by the National Dental Hygiene Certification Board (NDHCB). There were no assessments of this kind in 2009.

ii. Describe the criteria that are applied to determine equivalency.

The Committee established an equivalency process based on a review of the applicant's documents for consistency with:

1. Accreditation Requirements for Dental Hygiene Programs, 2005
Commission on Dental Accreditation of Canada (CDAC)
2. Accreditation Standards for Dental Hygiene Education Programs
Commission on Dental Accreditation, American Dental Association, 2006
3. College of Dental Hygienists of Ontario (CDHO)
Dental Hygiene Standards of Practice, 1998
4. Dental Hygiene Program Standard
College Standards and Accreditation Council (CSAC), June 1996
5. National Dental Hygiene Certification Examination - Blueprint - 2005

The dental hygienist must be educated to be able to fulfill responsibilities in the areas of:

1. Clinical therapy

2. Health promotion
3. Education
4. Administration, and
5. Research

The Curriculum must include foundation knowledge in the following areas:

- a) Behavioural sciences
- b) Biomedical sciences
- c) Oral Health sciences
- d) Dental hygiene theory and practice

This foundation knowledge must be integrated throughout the program and of sufficient depth, scope, quality and emphasis to ensure achievement of the program's defined abilities. Particular attention must be given to the interrelationship of knowledge, especially to the application of theoretical and empirical information into the clinical and community health curricula, so that the program comprises a related body of knowledge rather than a collection of individual and separate subjects.

The dental hygiene process of care involves procedures and activities that are undertaken in four phases:

1. Assessment/Diagnosis
2. Planning
3. Implementation
4. Evaluation

The equivalency process developed by the Registration Committee is divided into six sections. This process assists the Registration Committee to look at individual competencies. However, the Registration Committee then has to assess the entire picture. The dental hygiene process of care, commonly referred to as ADPIE, must be an integral part of the entire course. The term ADPIE refers to the five steps of the dental hygiene process of care which is the foundation of professional dental hygiene practice. The five steps are: assessment to include the systematic collection of data to identify client problems, needs, and strengths; diagnosis to include the identification of client oral health problems that dental hygiene interventions can improve; planning to include the establishment of dental hygiene interventions that can move a client closer to optimal oral health; implementation to include the process of carrying out the dental hygiene care plan designed to meet the needs of the client and; evaluation to include the measurement of the extent to which the client has achieved the goals specified in the plan of care. The dental hygiene process provides a framework for delivering quality dental hygiene care to all types of clients in any environment. The process requires decision making and assumes that dental hygienists are responsible for identifying and resolving client problems within the scope of dental hygiene practice. (Darby, M., Walsh, M., (2003) Dental Hygiene Theory and Practice, ED 2. USA: Saunders)

The sections established by the Committee are as follows:

- 1) BIOMEDICAL SCIENCES: - Anatomy (gross), Physiology, Microbiology and Immunology, Embryology and Histology, Pathology, Pharmacology and Nutrition
- 2) ORAL HEALTH SCIENCES: - Anatomy, (Head & Neck, Oral and Dental), Oral Pathology, Periodontology, Radiology (Imaging technique and Interpretation)
- 3) ORAL HEALTH SPECIALTIES: - Pedodontics, Orthodontics, Geriatrics, Endodontics, Oral and Maxillofacial Surgery, Prosthodontics and Restorative
- 4) BEHAVIOURAL SCIENCES:- Communication, Psychology and Sociology, Community Dental Hygiene, including Program Planning and Community Placement, Epidemiology, Statistics and Teaching Techniques.
- 5) PROFESSIONAL AND SAFE PRACTICE: - Professional practice including Ethics and Jurisprudence, Dental Hygiene Materials, Medical Emergencies, Infection Control, Radiation Safety, Documentation, Periodontal charting and symbols, including oral hygiene and periodontal indices.
- 6) DENTAL HYGIENE PRACTICE:- Pre-clinic Practice, Dental Hygiene Process of Care, comprised of Assessment, including Medical, Dental and Social Histories, Extra and Intra Oral Assessment, Periodontal Assessment, Dental Hygiene treatment planning, Implementation including Oral Health Education, Manual instrumentation, Powered instrumentation, use of Topical Agents, Client Comfort Management and Evaluation on Diverse Client Populations.

iii. Explain how work experience is taken into account.

Work experience is not considered when determining whether a course of study is equivalent to an accredited dental hygiene program. As stated in the registration regulations, it is a non-exemptible requirement that an applicant must have successfully completed a course of study in dental hygiene of at least two years at an educational institution outside of Ontario that the Registration Committee considered to be the equivalent to an accredited dental hygiene program. Work experience is not considered a substitute for training in a formal, supervised educational setting. Work experience does not provide the structure, supervision, evaluation and feedback that is part of an educational program. For example, work experience can simply reinforce learning gaps or bad habits.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

The CDHO conducts clinical competency evaluations for candidates from non-accredited schools. The evaluation is conducted clinically with a client of the candidate's choosing. The criteria for the client selection are posted on the CDHO website. The candidate is evaluated on client selection, assessment, planning, implementation and evaluation. Client safety is paramount at all times and undue tissue trauma constitutes an unsuccessful result. Evaluators work in teams of two, and each candidate's work is evaluated independently by each member of the team. The evaluation session is timed and candidates are required to complete their assigned work within that timeframe. The candidate is asked at the mid-point if s/he is able to complete the assigned treatment area. The assignment may then be reduced. Self-evaluation by the candidate is a critical component of the evaluation.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

At each clinical evaluation session the Chief Evaluator conducts a calibration exercise with the evaluators. If the members of the evaluation team of two do not agree on the candidate's result, then the Chief Evaluator will conduct a third assessment.

At the conclusion of the session, a debriefing occurs and improvements are made to the system where required. Any new forms or components of the evaluation are posted on the CDHO website prior to the next clinical evaluation session.

iii. Explain how work experience is used in the assessment of competency.

Work experience is not taken into consideration in the clinical competency evaluation. The clinical evaluators do not know if the candidate is a new graduate or an experienced clinician.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

The CDHO does not conduct prior learning assessments.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

The CDHO does not conduct prior learning assessments.

iii. Explain how work experience is used in the assessment of prior learning.

The CDHO does not conduct prior learning assessments.

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

The CDHO has a written competency evaluation for those candidates who have been approved by a Panel of the Registration Committee but who are not eligible to write the NDHCE.

The evaluation (examination) format consists of case studies followed by multiple choice questions. A pass of 66% is required. The evaluation is updated on an as needed basis. It has not been utilized since 2007. A candidate may attempt the exam a maximum of four times.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

The CDHO written competency evaluation is rarely required. The evaluation is updated on an as needed basis. It has not been utilized since 2007. When required, the evaluation would be reviewed and updated by an external expert.

iii. State how often exam questions are updated and the process for doing so.

As this written competency evaluation is rarely used, it is only updated when required.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

There were no changes to this section in 2009.

Third-Party Organizations (9 / 13)

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

The National Dental Hygiene Certification Board (NDHCB), which administers a national written examination.

The Commission on Dental Accreditation of Canada (CDAC), which grants accreditation to dental hygiene programs in Canada

American Dental Association/Commission on Dental Accreditation (ADA/CODA), which grants accreditation to dental hygiene programs in the United States.

The CDHO recognizes the ADA/CODA as a parallel organization to the CDAC because the two commissions recognize each other and have a reciprocity agreement. The reciprocity agreement is based on the fact that both the CDAC and the ADA/CODA conduct site-visits to programs and follow the same process. Also, representatives from Canada and the USA participate yearly in each other's process. Therefore, because the process is the same for both the CDAC and ADA/CODA the process has not been repeated below.

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

The NDHCB's policies are transparent and are outlined on its website at www.ndhcb.ca. Applicants are directed to this website by CDHO either by phone or e-mail. There is also contact information provided in our guides as well as a link to the NDHCB from the CDHO's website.

The CDAC's policies and procedures are transparent and available on its website. Potential dental hygiene students are directed to the website to view the accreditation status of the school they are researching. The CDAC mission is to evaluate and improve educational programs located in post secondary institutions that prepare oral health providers to serve the Canadian public.

ii. utilizes current and accurate information about qualifications from outside Canada

The NDHCB requires an external educational credential evaluation from applicants who graduated outside of Canada and the US.

The CDAC evaluates dental hygiene programs in Canada and has a reciprocal agreement with the ADA/CODA. The CDAC does not assess individuals.

iii. provides timely decisions, responses and reasons to applicants

The NDHCB strives to conduct its evaluation of credentials within 8-10 weeks. A member of CDHO administration sits as a Governor on the NDHCB, attends meetings and is provided with monitoring reports on a number of issues including the length of time it takes to conduct evaluations.

The CDAC posts the annual results of its evaluations on its web site by December 1st each year.

iv. provides training to individuals assessing qualifications

A member of CDHO administration sits as a Governor on the NDHCB, attends meetings and is provided with monitoring reports on a number of issues, including information on the the NDHCB's process for assessing qualifications. The NDHCB contracts a dental hygiene consultant to assist with assessing qualifications. This consultant is a former dental hygiene program director, a former Subject Matter Expert and has been a member of the on-site visits for CDAC. The consultant also attended a World Education Service (WES) workshop on internationally credentially equivalency evaluation. An Applications Committee is sometimes used to assess qualifications.

The CDAC has an extensive training session for those individuals who assess programs. The CDAC conducts on-site visits at the educational institutions being reviewed. A representative from CDHO is part of the on-site team for Ontario dental hygiene programs. The CDHO has conducted training sessions for its CDAC representatives to ensure consistency in their approach to the assessment.

v. provides access to records related to the assessment to applicants

When requested by the applicant, the NDHCB has forwarded documents relating to an applicant's course of study to the CDHO to assist the applicant in the CDHO's application process.

The CDAC accreditation is a voluntary process. The educational institutions receive a thorough report including recommendations and suggestions for improving the program.

vi. accommodates applicants with special needs, such as visual impairment

A member of CDHO administration sits as a Governor on the NDHCB, attends meetings and is provided with monitoring reports on a number of issues including the number of requests for accommodations. Therefore, CDHO is aware that in 2009, special accommodations were granted to 21 candidates.

When conducting a site visit the CDAC monitors how educational programs accommodate students with special needs.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

For applicants who graduated from a program outside of Canada or the United States, the NDHCB requires a report for educational credential evaluation covering the country of education, name of the institution(s) attended, the year and the specific credential received (degree, diploma or certificate), the length of the program, the area(s) of specialization and the Canadian equivalency, prepared and submitted directly by an approved credentialing agency.

For applicants from a non-accredited program in Canada or the United States, the NDHCB requires a notarized copy of the written notification confirming that the dental hygiene program is established as a separate school, faculty, division or department recognized by the appropriate government agency in the country where the program is established at a post secondary institution which is also recognized by the appropriate government agency. This document must be submitted directly by the dental hygiene educational institution of graduation.

The CDAC only evaluates entry-to-practice dental hygiene programs. It is the educational institution that determines if it is offering a diploma or degree. The CDAC requires a letter from the Ministry confirming the status/level of the educational institute.

ii. Describe the criteria that are applied to determine equivalency.

The NDHCB has an established review process and application guide respecting the evaluation of academic qualifications of individuals from non-accredited dental hygiene programs for the determination of eligibility to write the NDHCE. Graduates of accredited* dental programs are eligible to write the NDHCE without further evaluation of their academic qualifications.

The evaluation standards are based on current:

1. Commission on Dental Accreditation of Canada's Accreditation requirements for Dental Hygiene Programs;
2. Canadian Dental Hygienists Associations's Policy Framework for Dental Hygiene Education in Canada;
3. Canadian Dental Hygienists Association's Dental Hygiene: Definition, Scope and Practice Standards;
4. Curricula from Canadian Dental Hygiene Programs; and
5. Dental Hygiene Educator's Canada's 2004 Learning Outcomes for Canadian Dental Hygiene Education.

* Accredited shall mean accredited by the Commission on Dental Accreditation of Canada (CDAC) or the American Dental Association Commission on Dental Accreditation (ADA/CODA).

The evaluation process reviews whether an applicant's education is substantially equivalent to the education of a graduate from an accredited dental hygiene program in Canada. The NDHCB evaluation process is built on the following principles:

1. Dental Hygiene is a regulated health profession encompassing the theory and practice of oral therapeutic interventions, preventive interventions and health promotion;
2. Dental Hygiene has a unique body of knowledge, distinct expertise, recognized education and practice standards, and a Code of Ethics;
3. The education and experience of dental hygienists must prepare them to work in a collaborative relationship with the client and other health care professionals and, depending on the jurisdiction, without the direct supervision of a dentist;
4. Dental Hygiene practice utilizes a systems approach to services which includes Dental Hygiene Process (DHP) assessment and Diagnosis, DHP planning, implementation and DHP evaluation; and
5. Applicants for evaluation are not required to meet different standards than those required of dental

hygienists from accredited Canadian programs.

The CDAC criteria are extensive and listed on the website. The first step is to provide documentation to the CDAC to indicate that the program is striving towards meeting the published requirements: curriculum, facilities, faculty and administrative procedures. The CDAC then does a paper review. If the CDAC determines that the submitted documentation appears to represent all of the elements of a dental hygiene program according to CDAC guidelines, then the program will receive notification that it is "Program Status under Review" and will be followed by a on-site visit during the final clinical session of the final year.

The site-visit is to determine if the program is indeed adhering to the CDAC criteria. Following the site-visit the information is evaluated by the CDAC Dental Hygiene Committee which makes a recommendation to the Commission Board for decision. The CDAC then grants or denies the program accreditation status. Subsequent to the initial site visit, the program is visited at defined intervals by the CDAC. All accredited programs are required to provide yearly updates to the Commission.

iii. Explain how work experience is taken into account.

The NDHCB does not take work experience into account when considering whether academic qualifications are substantially equivalent.

As the CDAC does not conduct individual assessments, work experience is not relevant.

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

The CDAC evaluates how competencies are taught in the program and the methods to evaluate those competencies. There is no individual student testing.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

The CDHO has representation on all site teams that visit the educational institutions in Ontario. In addition, the Federation of Dental Hygiene Regulatory Authorities, of which CDHO is a member, has a seat on the CDAC Board. Calibration of processes is conducted annually.

iii. Explain how work experience is used in the assessment of competency.

Work experience is not considered when assessing competency.

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

The CDHO does not rely on a third party to conduct prior learning assessments.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

The CDHO does not rely on a third party to conduct prior learning assessments.

iii. Explain how work experience is used in the assessment of prior learning.

The CDHO does not rely on a third party to conduct prior learning assessments

f) If your organization relies on a third party to administer examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

The NDHCE is a written examination that tests the candidate's ability to apply her/his knowledge as a beginning practitioner to solve oral health care problems and answer questions related to dental hygiene practice. The content of the examination is based on dental hygiene competencies (eg. knowledge, abilities, skills, attitudes, and judgement) required for safe and effective dental hygiene practice.

The NDHCE was developed to measure an explicitly defined content area, which consists of the competencies in dental hygiene practice (Dental Hygiene Process (DHP): Assessment & Diagnosis, DHP: Planning, DHP: Implementation, DHP: Evaluation). These competencies, and the guidelines and specifications that outline the way they should be measured on the examination, are presented in the NDHCB Blueprint for the National Dental Hygiene Certification Examination (2005).

There are about 225 to 250 multiple-choice questions on the NDHCE. The questions are divided in two booklets and the examination is administered in one day, in a morning and an afternoon session, each 3 hours in length. Case study test items consist of a description of a client in a clinical or community health situation followed by a series of three to six multiple choice test items. The description in the case study will be entirely written information, and may include radiographic material.

The standard for the examination is established by using the professionally accepted and widely used modified Angoff method and/or Statistical Equating. The Examination Approval Subject Matter Experts (SME) will set the specific passing (cut off) score for each version of the NDHCE using that method. The modified Angoff method is based on the concept of the borderline or minimally competent candidate. The minimally competent candidate is one who possesses the minimum level of knowledge and skills necessary to perform at a certified level.

The examination is computer scored by the testing agency contracted by the NDHCB. To confirm that the examination meets or exceeds professional standards, a comprehensive statistical analysis is conducted on the examination. Items that do not meet established criteria are not used in calculating candidates' scores.

A candidate will be allowed a maximum of four opportunities to write the NDHCE

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

The NDHCB implements a rigorous test development process that meets all professional standards as specified in the most recent edition of American Psychological Association Standards for Standards for Educational and Psychological Testing including the requirements of periodic evaluation. This test development process is summarized below.

Competency Study

As the foundation for a criterion-referenced examination, the competencies (i.e., knowledge, skills, abilities, attitudes, and judgments) required for the safe and effective practice of an entry-level dental hygienist were identified by NDHCB SMEs (subject matter experts). The competencies undergo an extensive review by focus groups of other SMEs from across Canada (i.e., educators, practitioners, administrators, researchers) to establish their validity. The dental hygiene competencies undergo a regular periodic review to ensure that the competency profile for entry-level dental hygiene practice remains current.

Blueprint Development

An examination Blueprint outlining the content to be tested in the examination was developed and is reviewed periodically by the NDHCB. The Blueprint includes the competencies - that is, the content domain that forms the basis for test development. It also specifies variables that provide structure for the examination, as well as guidelines and specifications for weighting the competencies to ensure that the examination accurately reflects the domain of entry-level dental hygiene.

Item Development

Examination items are developed by SMEs who are trained in item writing. The examination items measure the specified competencies in accordance with the guidelines identified in the examination Blueprint. After an item is developed, it is evaluated and refined by the group of SMEs, and sent for review by different SMEs.

Item Review

Other SMEs (Item Appraisers), from different regions across Canada review each new item to ensure that they measure content that is consistent with current Canadian entry-to-practice standards as well as regional standards of practice for entry-level dental hygiene practitioners. They also ensure that that stereotypes are not found in the items and that examinees are not disadvantaged by the examination content.

iii. State how often exam questions are updated and the process for doing so.

An Examinations Committee meets annually to set the examination for the following year. Item writing workshops are held to develop new questions for the dental hygiene item bank. The new items are sent to teams of nine dental hygiene educators across Canada who either reject the item or accept it with or without modifications.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

There were no changes to the use of third party organizations in 2009.

Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

There is an annual orientation session provided to all members of the Registration Committee which addresses the criteria used by the Registration Committee in determining whether an applicant meets the requirements for registration, the methodology of conducting assessments and issues related to making registration decisions. As well, there is always at least one dental hygiene educator on the Committee who can provide guidance on issues relating to course content.

A Registration Committee Resource Manual is provided at the orientation, for reference purposes.

Where appropriate or where there may be special considerations, legal counsel has been invited to meet with the Registration Committee to address specific issues.

ii. individuals who make registration decisions

There is an annual orientation session provided to all members of the Registration Committee which addresses issues related to making registration decisions.

iii. individuals who make internal review or appeal decisions

There is an annual orientation session provided to all members of the Registration Committee which addresses issues related to making registration decisions. The review/appeal process is reviewed at the orientation session.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

There were no changes to this section in 2009.

Agreements on the Recognition of Qualifications (11 / 13)

Examples of agreements on the recognition of professional qualifications include mutual recognition,

reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

The CDHO participated in a Mutual Recognition Agreement (MRA) that included all Canadian jurisdictions with the exception of Quebec, New Brunswick and Nunavut. However, the MRA expired on April 1, 2009 in accordance with the Agreement on Internal Trade (AIT).

The Ontario Labour Mobility Act (OLMA) received Royal Assent in December 2009. The OLMA facilitates the registration of those applicants who are registered as dental hygienists in other Canadian jurisdictions without the requirement of assessment of their course of study in dental hygiene or further examinations. However, the CDHO was granted a legitimate objective with respect to graduates of non-accredited dental hygiene programs. These graduates must have successfully completed a clinical competency evaluation set or approved by the CDHO even if they are currently registered in another Canadian jurisdiction.

Currently, all Canadian jurisdictions who require a clinical competency evaluation accept the clinical competency evaluation conducted in other Canadian jurisdictions. However, not all Canadian jurisdictions require completion of a clinical competency evaluation.

b) Explain the impact of these agreements on the registration process or on applicants for registration.

The implementation of the OLMA permits applicants who are registered in any other Canadian jurisdictions to register in Ontario without further assessment or competency examinations/evaluations. This means that some applicants from jurisdictions which do not require the NDHCE can register with the CDHO without fulfilling this requirement if they are currently registered/licensed in that jurisdiction.

The exception to this is that graduates of non-accredited dental hygiene programs must successfully complete an approved clinical competency evaluation.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

The application package for applicants from other Canadian jurisdictions was implemented in December 2009 when the Ontario Labour Mobility Act, 2009 (OLMA) received Royal Assent.

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Data Collection (12 / 13)

Languages in which application information materials are available

a) Indicate the languages in which application information materials were available in the reporting

year.

Language	Yes/No
English	Yes
French	Yes
Other (please specify)	

Paid staff employed by your organization

b) 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, 1 full-time employee and 1 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	13
Staff involved in appeals process	3
Staff involved in registration process	6

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants* were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
Korea	1

U.K.	1
Iran	1
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	

*Persons who have applied to start the process for entry to the profession.
 Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

Jurisdiction where members were initially trained

d) Indicate where your members* were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31st of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31st of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	10179	367	641	143	0	11330

* Persons who are currently able to use the protected title or professional designation of the profession.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

The above figures include registrants who hold an inactive certificate of registration. Although these

registrants cannot practise dental hygiene in Ontario, they are entitled to use the title "dental hygienist".

Applications your organization processed in the past year

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

from January 1 st to December 31 st of 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)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	1072	12	18	3	0	1105
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	1087	12	18	3	0	1120
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	50	0	0	0	0	50
Applicants who became members	929	9	8	2	0	948
Applicants who were authorized to receive an alternative class of licence* but were not issued a licence	n/a	n/a	n/a	n/a	n/a	0
Applicants who were issued an alternative class of licence*	n/a	n/a	n/a	n/a	n/a	0

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

If an applicant's file has been inactive for one year, the file is closed. This does not preclude the application being re-activated at a later date. The figures in the inactive statistics above are those applicants who were active in 2008 but did not pursue their application in 2009. Inactive applications prior to January 01, 2008 would be considered closed.

	Class of licence	Description
a)	n/a	n/a
b)		
c)		
d)		
e)		
f)		
g)		
h)		
i)		
j)		

Reviews and appeals your organization processed in the past year

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

from January 1 st to December 31 st of 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)					
	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	1	0	0	0	0	1
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

In 2009, the Registration Committee amended its appeal procedures for the clinical competency evaluation. The Committee now only conducts formal reviews of the evaluation results. Prior to the change, a Panel of the Committee would conduct an informal assessment and if, the candidate was not satisfied with the decision, a different Panel of the Committee would conduct another review which would be appealable to the the Health Professions Appeal and Review Board (HPARB). With the increase in the number of candidates for the evaluation and the high failure rate, informal reviews became impractical and also delayed a candidate from appealing directly to HPARB if s/he was not satisfied with the informal decision.

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Certification (13 / 13)

I hereby certify that:

- I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- All information required to be provided in the Report is included.
- The information contained in the Report is accurate.

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

Title: Deputy Registrar

Date: February 26, 2009

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