

Fair Registration Practices Report

Dental Hygienists (2012)

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

Answering Inquiries (Registrants, Applicants or General Inquirers)

The College of Dental Hygienists of Ontario (CDHO) is available to answer inquiries pertaining to Registration matters that include: new applications, change of status, change in category of registration, resignation and registration requirements.

CDHO can be contacted by phone, fax, mail, e-mail, or in person during office hours, Monday to Friday (business days), 8:30 am to 4:30 pm EST.

Information on Registration matters can be also accessed 24 hours a day, 7 days a week on the CDHO website at www.cdho.org.

Process to answer and/or redirect Registration Inquiries

When an inquirer contacts the CDHO by mail, e-mail, fax or in person for Registration matters, the inquiry is automatically directed to the appropriate staff at CDHO, namely

- If in person, the inquirer is directed with detailed instructions to visit the CDHO website for information on Registration requirements and forms. If the inquirer states not having access to a computer or printer, the CDHO staff provides the inquirer with a hard copy of the registration information applicable to the inquiry.
- If by phone, the inquirer is directed with detailed instructions to visit the CDHO website for information on Registration requirements and forms.
- If by e-mail, mail or fax, the inquiry is directed to the Registration staff, who may contact the inquirer by phone first and provide directions as outlined above. When appropriate and relevant, the phone conversation is followed by an email or letter (whatever is more appropriate) to the inquirer outlining all details and

instructions provided during the phone conversation.

Online Registration Guides and Application Packages

The CDHO website has available five registration guides for applicants or inquirers:

- New applicants of accredited dental hygiene programs;
- New applicants of non-accredited dental hygiene programs;
- Registrants who have been previously registered as a Dental Hygienist in Ontario;
- Registrants of another dental hygiene regulatory body in Canada applying under the AIT; and
- A Career Map to assist inquirers who have graduated (or have been trained) outside Canada.

As for application packages, the CDHO website has available the following sets of documentation:

- New applicants of accredited and non-accredited dental hygiene programs;
- Past Registrants with CDHO;
- Applicants under AIT (Agreement on Internal Trade);
- Change of Registration Status;
- Certificate in Specialty, and
- Reinstatement of registration.

All guides and packages in the website are available in English and French.

Update of Registration Information

Information is updated whenever changes in forms and registration requirements occur.

As reported previously, much of the Registration information was updated in April 2010 when the on-line Jurisprudence Education Module was introduced.

Historical background and additional information

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.

Applying for a CDHO Certificate of Registration - With the exception of applications under OLMA (Ontario Labour Mobility Act, 2009), the first step to begin the registration process is when the applicant successfully completes the National Dental Hygiene Certification Examination (NDHCE). The CDHO website (registration section) provides inquirers with a link to access information about the NDHCE.

All students enrolled in Ontario's accredited dental hygiene programs -- prior to their graduation -- are referred to the CDHO website for registration guides and application packages in order to be aware of requirements and documentation needed when applying for a certificate of registration with the CDHO.

Students enrolled in Ontario's non-accredited dental hygiene programs -- after successful completion of the Clinical Competency Assessment -- are referred to the CDHO website for registration guides and application packages in order to be aware of requirements and documentation needed when applying for a certificate of registration with the CDHO.

In addition, applicants (including those outside of Ontario and internationally trained) are informed of the requirement to complete online the Jurisprudence Education Module, available 7 days a week, 24 hours a day, through the CDHO website.

b) requirements for registration

Answering Inquiries

The College of Dental Hygienists of Ontario (CDHO) is available to answer inquiries on registration matters Monday to Friday (business days), 8:30 am to 4:30 pm EST by phone, fax, mail, e-mail, or in person. Information on requirements for Registration can be also accessed 24 hours a day, 7 days a week on the CDHO website at www.cdho.org.

When an applicant/registrant contacts the CDHO by mail, e-mail, fax or in person with an inquiry on requirements for Registration, the inquiry is automatically directed to the appropriate staff at CDHO, namely

- If in person, a CDHO staff in Registration attends the inquirer and provides the information verbally and/or in a written manner with detailed instructions if needed.
- If by phone or e-mail, a CDHO staff in Registration responds to the inquiry verbally and/or in a written manner with detailed instructions if needed.
- If by mail or fax, the inquiry is directed to the Registration staff, who will contact the inquirer by phone first and provide directions as outlined above. When appropriate and relevant, the phone conversation is followed by an email or letter to the inquirer outlining all details and instructions provided during the phone conversation.

Registration Eligibility

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

First Stream: graduates from accredited programs who are automatically eligible to take the National Dental Hygiene Certification Examination (NDHCE). All students enrolled in Ontario's accredited dental hygiene programs -- prior to their graduation -- are referred to the CDHO website for registration guides and application packages in order to be aware of requirements and documentation needed when applying for a certificate of registration with the CDHO. Students in this stream are permitted to take the NDHCE up to four months prior to graduating. Therefore, if successful on the NDHCE and provided that there are no other concerns respecting the application (e.g.; declaration of criminal offence), these students can submit a completed application immediately after graduation and be registered within ten business days.

Second Stream: graduates from non-accredited dental hygiene programs, including internationally and provincially trained applicants.

In accordance with the Ontario Ministry of Training, Colleges and Universities' direction, students in non-accredited dental hygiene programs in Ontario are made aware of the registration requirements in 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 whether it meets the educational requirements, and whether they will be eligible to sit the NDHCE. Students are also advised that they will have to successfully complete a clinical competency evaluation. Internationally trained applicants normally refer to the CDHO website for information, and may contact the NDHCB directly for further information prior to contacting the CDHO. 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 to understand the registration process, and it was designed to be user friendly. If an internationally trained applicant contacts the CDHO, he/she is informed of the registration process and mandatory requirements. Information about the clinical competency evaluation process and forms are outlined on the CDHO website. Once these students successfully complete the NDHCE and are registered to participate in the clinical competency evaluation, they are invited to a presentation outlining further information about the evaluation process.

Third Stream: 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 process. Information about the registration process and requirements is also 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 from accredited dental hygiene programs are permitted to take the NDHCE without evaluation of their credentials and can sit the NDHCE up to four months prior to graduating. 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 from 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. In accordance with the Ontario 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.

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.

A Career Map is available on the CDHO website to assist internationally trained applicants understand the requirements that must be met. The file is currently being updated for posting on April 1, 2013.

The College of Dental Hygienists of Ontario (CDHO) is available to answer inquiries Monday to Friday (business days), 8:30 am to 4:30 pm EST by phone, fax, mail, e-mail, or in person. Information on Registration can be also accessed 24 hours a day, 7 days a week on the CDHO website at www.cdho.org.

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

*** SAME AS LAST YEAR ***

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.

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.

If an applicant's course of study is considered equivalent, s/he will be permitted to sit the CDHO written competency evaluation. Information respecting to this process is available on the CDHO website and in 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.

The College of Dental Hygienists of Ontario (CDHO) is available to answer inquiries Monday to Friday (business days), 8:30 am to 4:30 pm EST by phone, fax, mail, e-mail, or in person. Information on Registration can be also accessed 24 hours a day, 7 days a week on the CDHO website at www.cdho.org.

f) the steps in the assessment process

If an applicant is eligible to participate in the NDHCE, there is no need for further assessment by the Registration Committee with respect to her/his course of study. Information on what documentation is required by the NDHCB is outlined on its website. The registration guides on the CDHO website also provide 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 provided 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.

The College of Dental Hygienists of Ontario (CDHO) is available to answer inquiries Monday to Friday (business days), 8:30 am to 4:30 pm EST by phone, fax, mail, e-mail, or in person. Information on Registration can be also accessed 24 hours a day, 7 days a week on the CDHO website at www.cdho.org.

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

Accredited Programs

CDHO application requirements include an official transcript of results to be submitted from the educational institute of graduation for all applicants. This is also addressed in the CDHO's guides to registration as well as in the CDHO website. In addition, an applicant's checklist is embedded with all application packages to assist the applicants in ensuring that they submit all the documents required.

Non-Accredited Programs

Graduates from non-accredited dental hygiene programs, either internationally or provincially trained applicants, must have their course of study assessed to ensure that it meets the educational requirements. The evaluation process is conducted by the NDHCB -- information on what documentation is required by the NDHCB is also outlined on its website. The CDHO registration guides (available in the CDHO website) also

provide direct links to the NDHCB website.

There are no additional documents required from internationally trained applicants.

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

Whenever mitigating circumstances prevent an applicant from obtaining documentation, those situations are reviewed by the Registration Committee on a case-by-case basis, and 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 the applicant's educational institution seeking direct assistance in obtaining documentation. In addition, documentation that has been provided to the NDHCB can also be accepted by the CDHO. This process alleviates the need for the applicant to obtain duplicate information for both the NDHCB and the CDHO.

In others cases, the Committee has accepted explanations as to why certain documents cannot be provided by the applicant as, for example, a certificate of professional conduct.

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

i) how applicants can contact your organization

The College of Dental Hygienists of Ontario (CDHO) is available to answer inquiries Monday to Friday (business days), 8:30 am to 4:30 pm EST by phone, fax, mail, e-mail, or in person. Information on Registration can be also accessed 24 hours a day, 7 days a week on the CDHO website at www.cdho.org.

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

Inquiries

E-mail inquiries pertaining to registration are usually responded:

- on the same or next business day, if by phone, during business hours, Monday to Friday, 08:30 am to 04:30 pm EST; OR
- within three to five business days, if by e-mail, fax or mail.

In general, most applicants contact the CDHO by email.

Applications Packages

When a completed application is received, it is processed within ten business days, followed by a confirmation letter of registration mailed together with the certificate of registration. If an application package is received incomplete, the applicant is contacted within three to five business days to be informed the documentation was received and be advised of what documents or information has been deemed outstanding.

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), is in a language other than English or French. This is also addressed on the CDHO 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 relies on the National Dental Hygiene Certification Board (NDHCB), which administers a national examination process and conducts educational evaluations, as part of the registration process. The CDHO website offers direct links to the NDHCB website, which outlines application requirements to sit for 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

These requirements are addressed in the CDHO's website through the application packages, and in the information for candidates of the clinical competency evaluation. These details would also be explained to the applicant when contacting the CDHO directly.

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

Information on registration timelines is available on the CDHO's website, as well as in the application packages.

For graduates from 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 ten business days.

Graduates from 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 dates of upcoming NDHCE are posted on its website and the clinical competency evaluation is posted on the CDHO website.

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 registration fees is available in the CDHO's website, as well as in the application packages.

Registration fees are outlined in the CDHO's bylaws, 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 that 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. Candidates requiring left handed units are advised in the written materials provided to them to inform the CDHO in advance of the evaluation, so that the accommodation needs can be addressed.

Other accommodations have been made for applicants who have documented physical, mental or emotional concerns. As a requirement, a letter of verification from the applicant's physician should be submitted with the request. Examples of special accommodations have been (1) where available, the use of a dental chair in a quieter part of the test clinic, (2) increased time to complete the assignment, and (3) use of a dental operator 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.

Any changes in Registration practices implemented in 2012 are already reflected above.

[BACK TO INDEX](#)

Amount of Fees (2 / 13)

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

There are no fees specific only to internationally trained applicants. However, there is a \$250 fee for assessing an applicant's course of study (regardless of the country of origin). To date, these assessments have been conducted for internationally trained applicants only.

Graduates from 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 assessment of an applicant's course of study which is acceptable to the CDHO. If an applicant does not meet the requirements of the NDHCB and requests an assessment by the Registration Committee, the applicant is required to pay a \$250 fee. However, if the applicant's course of study is considered substantially equivalent, this fee is applied towards the applicant's certificate of registration. The last assessment by the Registration Committee was completed in 2008.

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 registration practices in this section in 2012.

[BACK TO INDEX](#)

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

a) What are your timelines for making registration decisions?

An application that is received by CDHO by mail, e-mail or fax (depending on the type of application) and the applicant meets all the requirements, the application is processed within ten business days. A confirmation of registration and certificate of registration are mailed to the applicant afterwards. There is no formal decision for this issue.

If the Registrar wishes to refuse registering an applicant, a notice of referral to the Registration Committee is sent to the applicant, within ten business days after the application is received. The notice of referral will outline the Registrar's reasons for the referral, and advising the applicant of the right to make written submissions to the Registration Committee in support of the application. Depending on the reason for referral, the timeline for making a decision may vary. For example:

- a) a Registration Committee decision for 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 offense) -- 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 to the applicant within three weeks of the date of the evaluation; and
- d) the Registration Committee makes its 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?

*** SAME AS LAST YEAR ***

Applicants are responded to within three 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 finalized in

approximately three months. The decision and reasons for the decision are mailed to the applicant within the next week.

If the matter refers to a request from an applicant for acceptance of alternative documentation, or waiving an exemptible requirement, or related to declarations of criminal or civil offense, the decision is made within two to four weeks and mailed to the applicant within a week of the decision being made.

With respect to appeals of the results of a clinical competency evaluation, the decision and reasons will be provided to the applicant within forty five days after receipt of the appeal.

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

One of the recommendations from the OFC 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 and the files that were randomly selected met the published timeframes. Between 2011 and 2012 CDHO added two staff members (Registration Coordinator and Registration Manager) to our Registration department, which has improved processing time to below what was already within the timeframe we published.

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

Any changes in Registration practices implemented in 2012 are reflected above.

[BACK TO INDEX](#)

Access to Records (4 / 13)

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

There have been very few requests from applicants to access their application file given that most of the information is submitted by the applicant.

As per our records, the last request is dated to 2009 and it pertained to a clinical competency evaluation. The request was granted the same day with copy of the requested documentation provided to the applicant.

Whenever documentation relating to course descriptions is submitted directly by the College of graduation, a copy is automatically forwarded to the applicant, who 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, the CDHO provides the applicant with a copy of all the documentation considered by the committee for its deliberation.

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

To the best of CDHO knowledge, an applicant has never been refused access to her/his application file. Each request is considered on an individual basis, and 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.

*** SAME AS LAST YEAR ***

There is no fee charged to an applicant for providing a copy of her/his application file.

d) List the fees for making records available.

*** SAME AS LAST YEAR ***

There is no fee charged to an applicant for providing 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.

*** SAME AS LAST YEAR ***

There is no fee charged to an applicant for providing 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.

*** SAME AS LAST YEAR ***

There were no changes to the registration practices in this section.

[BACK TO INDEX](#)

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.

Through CDHO website, applicants have immediate and ongoing access to all relevant application packages to apply for a certificate of registration, along with a guide for the registration process. In addition, information pertaining to the registration process and the clinical competency evaluation is also available in the CDHO website.

The CDHO website also includes a Career Map to assist internationally trained applicants.

All students enrolled in Ontario's accredited dental hygiene programs -- prior to their graduation -- are referred to the CDHO website for registration guides and application packages in order to be aware of requirements and documentation needed when applying for a certificate of registration with the CDHO.

The National Dental Hygiene Certification Board (NDHCB) has documents available to assist candidates preparing for their examination, including an examination blueprint and a guide to candidates for the examination. The NDHCB has also developed two 75-item preparatory tests available to examination candidates at a cost of \$20 and \$30.

The CDHO website has available an online Jurisprudence Education Module, mandatory item for certain registration requirements.

Presentations are also conducted to prepare candidates for the clinical competency evaluation.

Once the certificate of registration is issued, CDHO provides the registrant with a USB stick called the Registrants' Resource, which contains relevant information to assist registrants in becoming familiar with the rules and regulations that govern dental hygiene in Ontario.

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

All students enrolled in Ontario's accredited dental hygiene programs -- prior to their graduation -- are referred to the CDHO website for registration guides and application packages in order to be aware of requirements and documentation needed when applying for a certificate of registration with the CDHO.

Applicants from non-accredited dental hygiene programs usually contact the CDHO prior to or upon completion of the National Dental Hygiene Certification Examination in order to obtain information on the clinical competency evaluation. Information on the clinical competency evaluation is also available on the CDHO website.

The National Dental Hygiene Certification Board (NDHCB) refers candidates for its examination to the regulatory bodies for information on registration, as well as embedded a link in the NDHCB website for applicants to access the CDHO website.

The CDHO Registrants' Resource is provided to all registrants, and information is also available on the CDHO website. Applicants can also contact the CDHO by phone, fax or e-mail, during business hours 08:30 am to 04:30 pm EST.

The NDHCB Blueprint, Candidates' guides, application forms and preparatory test are available to applicants directly from the NDHCB website.

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

*** SAME AS LAST YEAR ***

There were no changes to the registration practices in this section.

[BACK TO INDEX](#)

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 reviews matters that have been referred by the Registrar to the Registration Committee due to concerns relating to an applicant's registration form (e.g. declaration of a criminal/civil offense, unable to obtain certain documents required, or requests to waive exemptible requirements), or requests for an assessment of a course of study as internal reviews.

The CDHO uses the term "appeals" for candidates who are not satisfied with the results of their clinical competency evaluation. These matters are also referred by the Registrar to the Registration Committee.

If the matter refers to a request from an applicant for acceptance of alternative documentation or to waive 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 offenses 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 written receipt of the appeal is on CDHO record.

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

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

There are no events to report for 2012.

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

There are no events to report for 2012.

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

The CDHO notifies the applicant in writing to confirm the referral to the Registration Committee, and advise the applicant of his/her right to tender written submissions in support of the referral (i.e.; application) to the Committee. Whenever required, the applicant is advised in writing if the Committee has any follow-up questions, or requires further information, providing the applicant with opportunity to tender further submissions.

With respect to the clinical competency evaluation appeal, the candidate is provided with an opportunity to tender a written submission outlining the reasons why the candidate is dissatisfied with the results of the evaluation. Written submissions are forwarded 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 applicants to tender submissions always in writing, either by mail, fax or e-mail (addressed to the Registration Committee).

Applicants who are referred to the Registration Committee for an assessment of their course of study are advised in writing of their right to tender written submissions in support of their request.

Applicants who are referred to the Registration Committee because of declarations on their application form, or because they have difficulty in obtaining required documents, are advised verbally as they usually call to inquire about the referral process. 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 preferred 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 of the notice, together with a copy of the appeal process. In addition, candidates 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 would not sit on a future Panel dealing with a subsequent appeal by the same candidate. Prior to an internal review or an appeal, administration reviews Panel members past involvement with the applicant/candidate to ensure that there are no conflicts of interest.

e) Describe your internal review or appeal process.

In a review process, an applicant is advised in writing that the matter is being referred to a Panel of the

Registration Committee for consideration. The applicant is provided with an opportunity to tender written submissions to the Committee. The Panel reviews the application and submission(s) made by the applicant and renders a decision.

For example, in a case where the applicant has declared a criminal offense, the Panel looks at what the offense was, the circumstances surrounding the offense, how long ago the offense took place, whether there was a pattern of behavior, and determines whether the offense would affect the applicant's suitability to practise dental hygiene in Ontario.

Another example is when reviewing cases related to the submission of alternative documents or inability to submit documents. The Panel reviews the applicant's submission, along with the CDHO's history relating to applicants from the same jurisdiction, and determines whether it is reasonable and fair to exempt the requirement.

Another example, in an appeal process (related to an candidate's failure to successfully complete the clinical competency evaluation), a Panel of the Registration Committee would review the submission made by the candidate, the submissions made by the clinical evaluators, the Clinical Calibrator and the clinical evaluation previously provided to the candidate. The Panel consists of a public member and at least one dental hygiene educator plus a dental hygiene clinician. Members of the Panel cannot have prior history of the candidate. The Panel reviews all of the documentation provided by both the candidate and the evaluators and then renders a decision.

All formal Registration Committee decisions are appealable to the Health Professions Appeal and Review Board (HPARB).

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 (one a non-council member) and two public members appointed by the Ministry of Health and Long-Term Care. In 2012, two of the four professional members who sat on the Registration Committee were/are full time dental hygiene educators. The other two professional members were/are part-time practicing dental hygienists.

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 review or appeal processes in 2012.

[BACK TO INDEX](#)

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 applicant receives a covering letter outlining the decision, enclosing a copy of the decision and reasons for the decision, and informing the applicant of the right to appeal to the Health Professions Appeal and Review Board (HPARB) within 30 days of the date of the letter. The applicant also receives (attached to the letter) a copy of the section of the Act relating to the appeal procedures along with the appropriate address and 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 have been no changes to this practice in 2012.

[BACK TO INDEX](#)

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, complete a provincial written competency evaluation.
- c) successfully complete a clinical competency evaluation if the applicant graduated from a non-accredited dental hygiene program.
- d) successfully complete the Jurisprudence Education Module.
- e) 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.
- f) be reasonably fluent in either English or French.
- g) be authorized to practise dental hygiene in Canada.
- h) declare any previous offenses (professional and/or criminal).

i) 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 National Dental Hygiene Certification Examination (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 the applicant 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 last assessment was conducted in 2008.

The NDHCB requires an educational credential evaluation prior to evaluating a course of study. The NDHCB evaluation process is based on the current accreditation standards, which are updated regularly.

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. The criteria used is based on the current dental hygiene competencies, standards of practice and the current accreditation requirements. The process was last updated in 2008 which was when the last assessment by the Registration Committee took place.

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

*** SAME AS LAST YEAR ***

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 provided that 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 by the applicant to CDHO to a registration decision as it sometimes takes an applicant time to gather or arrange for documents to be submitted. During that time, applicants may call CDHO for clarification or request additional instructions. Conversely, delays in processing applications (once received) may also be a result of the applicant not following up with the application for reasons other than difficulty in obtaining documentation.

Generally the following timelines apply to the different registration streams:

Graduates from accredited dental hygiene programs - ten business days after graduating or receiving their NDHCE results and submitting a completed application;

Graduates from 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 the first time each exam is attempted and then submit a completed application; and

Graduates from 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 attempt and submit a completed application.

No applicants fell into this stream in 2012.

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 National Dental Hygiene Certification Examination (NDHCE), the CDHO does not conduct a further assessment of their credentials. Therefore, the timeframe for these applicants did not differ from that of graduates of Ontario non-accredited dental hygiene programs.

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 2012, the timeframe did not differ. However, if an international applicant was not eligible for the National Dental Hygiene Certification Examination (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 2012.

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 and the type of diploma/degree conferred).

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 2012.

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, 2008, 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; and
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; and
- 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; and
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:

1. assessment to include the systematic collection of data to identify client problems, needs, and strengths;
2. diagnosis to include the identification of client oral health problems that dental hygiene interventions can improve;
3. planning to include the establishment of dental hygiene interventions that can move a client closer to optimal oral health;

4. implementation to include the process of carrying out the dental hygiene care plan designed to meet the needs of the client; and
5. 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 Clinical Calibrator 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 Clinical Calibrator 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.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

The CDHO does not conduct prior learning assessments.

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

*** SAME AS LAST YEAR ***

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 National Dental Hygiene Certification Examination.

The evaluation (examination) format consists of case studies followed by multiple choice questions. A pass of 66% is required. A candidate may attempt the evaluation 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. An external consultant with expertise in the dental hygiene field and familiarity with examination development would be contracted to update the evaluation. The written competency evaluation has not been used since 2007.

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

As the written competency evaluation is rarely used, it is only updated when required. An external consultant with expertise in the dental hygiene field and familiarity with examination development would have been contracted to update the evaluation.

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 practices in this section for 2012.

[BACK TO INDEX](#)

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

The 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 National Dental Hygiene Certification Board (NDHCB) 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 the CDHO guides as well as a link to the NDHCB website 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 USA.

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 does not provide individual assessments; it posts the annual results of its evaluations of educational institutions on its website 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 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 credential 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. To date, the NDHCB has always followed through on these requests.

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.

Guidelines regarding testing accommodations for candidates with disabilities are available on the NDHCB website under the exam application section. Candidates considered include individuals who have any temporary or permanent physical impairment, or any persistent cognitive, psychological, sensory or learning impairment; and/or who believe that they would be considered disadvantaged in relation to other candidates for testing purposes.

There are no events to report in 2012. As previously reported, in 2011, the NDHCB received 18 requests for special accommodations and granted all but 2 because of lack of proper substantiation and supporting documentation. The NDHCE was offered through proctored computer-based testing to all candidates except for 2 individuals who needed special accommodations (one received a paper-only version and the other used a Kurzweil machine and a paper version). Other accommodations included: a) extended time for candidates to complete the examination; b) permitting a candidate to take the examination in a separate room with a separate invigilator; c) ensuring special (natural) light in the exam room; d) use of a reader (a person); and e) use of a recorder (a person).

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 from accredited* dental programs are eligible to write the NDHCE without further evaluation of their academic qualifications.

As previously reported, the evaluation standards were based on:

1. Commission on Dental Accreditation of Canada's Accreditation requirements for Dental Hygiene Programs;
2. Canadian Dental Hygienists Association'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;
5. Dental Hygiene Educator's Canada's 2004 Learning Outcomes for Canadian Dental Hygiene Education; and
6. Entry-To-Practice Competencies and Standards for Canadian Dental Hygienists (2010).

* 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.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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 two seats on the CDAC Board. Calibration of processes is conducted annually. All site visitors receive a detailed handbook on how to conduct a site visit. In addition, a member of the CDAC staff accompanies the team on each visit. Prior to the site visit, each team member participates in a conference call to discuss preliminary concerns as noted in the self-study document provided to the CDAC by the institution being evaluated. The on-site team then questions faculty, administration and students regarding the accuracy of the documentation and the actual experiences. Team members review client charts, clinical facilities, classrooms and students locker rooms to determine if the program meets published criteria. Members of the site team then make recommendations and suggestions to the program. These are all discussed with the Dental Hygiene Program Head/Director at the exit conference. The site visitors write their report, send it to the program for verification and then the program may choose to send an update of the program to the CDAC prior to the November Board Meeting.

CDAC requirements, timelines and the accreditation status of dental hygiene programs are available on the CDAC web site.

Each discipline at the CDAC (dental assisting, dental hygiene, dentistry, dental specialties, and hospital dentistry) have a committee that reviews their respective site visit reports. Members of each committee are discipline specific and national in scope. Members of the committee who have been a site visitor at a specific program may not speak to the report at committee. The committee members review each report, including the update supplied by the program and recommend an accreditation status or in the case of a new program, whether or not the program should be granted accreditation. Those recommendations are then sent to the CDAC Board for discussion and decision. A member of the public is also a Commissioner. Each committee within the CDAC conducts a calibration exercise each year and membership on the committee is rotational so that there are always experienced members on the committee.

Decisions are then sent to the program on December 1st each year. Programs have the right of appeal and must request an appeal within 30 days. Appeals are heard in March. There is a formal reciprocal agreement between the Commission on Dental Accreditation, American Dental Association and the Commission on Dental Accreditation of Canada.

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

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

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 delivered in electronic form in computerized centers across Canada. It 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 (e.g.; knowledge, abilities, skills, attitudes, and judgment) 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 (2011).

The exam is comprised of a sufficient number of multiple choice test items to ensure validity and reliability. This four-hour exam consists of 2 two-hour sessions delivered back to back but with a compulsory 15 min break in between. 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 is 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. Several item writing workshops were held in 2012 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.

*** SAME AS LAST YEAR ***

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. The orientation session 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 to each member at the orientation, so that they can use it as a reference tool during their term.

When available, all Committee members are provided with an opportunity to attend a Fair Registration Practices and Procedures seminar conducted by Steinecke Macuire Leblanc.

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

*** SAME AS LAST YEAR ***

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

*** SAME AS LAST YEAR ***

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.

*** SAME AS LAST YEAR ***

[BACK TO INDEX](#)

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.

*** SAME AS LAST YEAR ***

The *Ontario Labour Mobility Act (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.

*** SAME AS LAST YEAR ***

The implementation of the OLMA permits applicants who are registered in any other Canadian jurisdiction to register in Ontario without further assessment or competency examinations/evaluations. This means that some applicants from jurisdictions which do not require the National Dental Hygiene Certification Examination (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.

*** SAME AS LAST YEAR ***

[BACK TO INDEX](#)

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	18
Staff involved in appeals process	4
Staff involved in registration process	5

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants¹ 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
U.S.	10
Japan	1
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	
n/a	

¹Persons 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 members² 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	11984	0	604	134	0	12722

² 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:

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	626	24	10	1	0	661
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	770	24	10	1	0	805
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	42	0	0	0	0	42
Applicants who became FULLY registered members	686	0	6	0	0	692
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were						

issued an alternative class of licence³	0	0	0	0	0	0
---	---	---	---	---	---	---

³ An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

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:

	Class of licence	Description
a)		<input type="text"/>
b)		<input type="text"/>
c)		<input type="text"/>
d)		<input type="text"/>
e)		<input type="text"/>
f)		<input type="text"/>
g)		<input type="text"/>
h)		<input type="text"/>

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	13	0	0	0	0	13
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

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.

There were no changes to the registration practices relevant to this section in 2012.

[BACK TO INDEX](#)

Certification (13 / 13)

I hereby certify that:

- i. I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- ii. To the best of my knowledge:
 - all information required to be provided in the Report is included; and
 - the information contained in the Report is accurate.

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

Title: Registration Manager

Date: March 1, 2013

[BACK TO INDEX](#)