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Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

Organization: College of Dental Hygienists of Ontario
Name of the regulated profession: Dental Hygiene
Contact Name: Keisha Simpson, Manager, Registration
Contact Email: ksimpson@cdho.org
Contact Phone Number: 416-961-9234, Extension 244

Q2

Section 1 - During the reporting period (January 1st– December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

Yes,

Description of change/improvement that would impact fair registration outcomes:

The Council of the College adopted the updated national entry-to-practice competencies developed by the Federation of Dental Hygiene Regulators of Canada. The updated competencies will be used as a benchmark for the National Dental Hygiene Certification Examination in 2026. Canadian dental hygiene programs will also be revising their curriculum in preparation for the impending changes. The College initiated a review and update to its jurisprudence education examination questions, which had not been fully updated since 2016. The old examination questions will be retired in 2023 and replaced with a new set of questions, currently under development. There is no change to the requirement for applicants to complete the jurisprudence examination, which retains the same format.

Q3

New or consolidated class of certificates or licenses

No

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Q4 Assessment of qualifications	Yes, Description of change/improvement that would impact fair registration outcomes: The Canadian Performance Examination in Dental Hygiene (CPEDH) is a practical examination that measures clinical competency in dental hygiene required of applicants who did not graduate from an accredited dental hygiene educational program. In 2021, the College transferred its share of ownership (intellectual property) in the CPEDH to the National Dental Hygiene Certification Board, which subsequently amalgamated with the Federation of Dental Hygiene Regulators of Canada. The Federation will now be responsible for the ongoing administration and future development of the CPEDH.
Q5 Timelines for registration, decisions and/or responses	No
Q6 Registration and assessment fees	No
Q7 Resources for applicants	No
Q8 Changes to internal review or appeal process	No
Q9 Access by applicants to their records	No
Q10 Mutual recognition agreements	No
Q11 Training and resources for staff regarding registration	No
Q12 Relationship with third party service provider(s)	No

Q13
Accreditation of educational programs

Yes,
Description of Change/Improvement that would impact Fair Registration Outcomes:
In 2020 several dental hygiene programs modified their graduation requirements due to the closure of dental hygiene clinics in response to the COVID-19 pandemic. In light of these restrictions, the College asked Ontario dental hygiene programs to provide an update on the graduation requirements for their 2021 graduates who completed their programs since the last update they provided in 2020. The Registration Committee reviewed all modifications to ensure that graduates sufficiently demonstrated clinical competency prior to graduation. This approach is consistent with the approach being applied by all provincial dental hygiene regulators across Canada. There is a reciprocal agreement between the provinces to accept the assessments completed by the province where the dental hygiene program is located. While adjustments were made in all educational programs in keeping with public health restrictions, there were no changes to the clinical competencies expected of graduates.

Q14
Technological or digital improvements

Yes,
Description of Change/Improvement that would impact Fair Registration Outcomes:
The College began the process of moving to a fully online application process, which is expected to be completed in 2023. No physical copies of documents (e.g., identification, transcripts, etc.) will be required once upgrades to the online application portal are complete.

Q15
Anti-racism and inclusion-based policies and practices

Yes,
Description of Change/Improvement that would impact Fair Registration Outcomes:
The Council of the College, including those members who serve on the Registration Committee, participated in training on the topics of diversity and inclusion offered by the Canadian Centre for Diversity and Inclusion in June 2021.

Q16
Organizational structure

No

Q17
Contingency or continuity of operations plans

No

Q18

Documentation requirements for registration

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

Applicants were no longer required to submit a hard copy of their transcripts from their educational programs and certificates of professional conduct from other regulators. The College began to accept electronic copies of these verifying documents.

Q19

English / French language proficiency testing

No

Q20

Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

1

Maintaining the expeditious review and processing of applications for registration despite changes to the work environment effected by the pandemic.

2

Planning a fulsome internal review of registration processes (completed in 2022), to identify areas for improvement to be implemented in future years.

3

Providing timely, helpful responses to applicants despite an overall increase in call and e-mail volume.

Q21

Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

1

Risk: Change in the distribution and timing of applications because of the deferred 2020 national entry to practice exam resulting from the pandemic.
Mitigation Measure: Maintaining adequate staff capacity to handle atypical application cycles; deferring other internal projects as needed to ensure application timelines are met.

Q22

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

No

Q23

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

**English ,
French**

Q24

Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	390
Total Female	13949
Total Non-binary	0
Gender not provided	0
Overall Total	14339

Q25

In relation to your members: Do you collect race-based data?

No

Q26

Do you collect other identity-based or demographics data?

No

Q27

Do you plan to collect race-based data in the future?

No

Q28

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	12943
Provisional/Limited License/Certificate	0
Emergency License/Certificate	0
All other classes	1396
Overall Total	14339

Q29

Jurisdiction where members were initially trained As of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	13505
Other Canadian Provinces and Territories	285
USA	446
Other Countries	101
Multiple and/or Unspecified Jurisdiction	2
Total	14339

Q30

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	United Kingdom - 58
2	Colombia - 11
3	Israel - 8
4	South Africa - 6
5	South Korea - 5
6	China - 3
7	Iran - 3
8	Denmark - 2
9	Japan - 2
10	Netherlands - 1
11	Armenia - 1
12	Sweden - 1

Q31

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	38
Total Female	720
Total Non-binary	0
Gender not provided	0
Overall Total	758

Q32**No**

In relation to the applications, you received: Do you collect race-based data?

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Q33

No

Do you collect other identity-based or demographics data?

Q34

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

7

Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of Applicants	729
Number of Applicants Licensed/Certified	619
Average Time to Process Application in Weeks from First Point of Applicant Contact	4
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

Number of applicants	6
Number of applicants fully licensed/certified	6
Average Time to Process Application in Weeks from First Point of Applicant Contact	5
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	20
Number of applicants fully licensed/certified	13
Average Time to Process Application in Weeks from First Point of Applicant Contact	8
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

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Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	751
Number of applicants fully licensed/certified	636
Average Time to Process Application in Weeks from First Point of Applicant Contact	4
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

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Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q42

Please provide any additional comments you may have for questions 33-41.

(1) Applicants who applied in 2021, but who were granted a certificate of registration in 2022 or who had not completed their application by December 31st are excluded from "Number of applicants fully licensed/certified"; (2) Unaccredited educational programs in Canada or the USA are no longer accepted by the College as of March 26, 2015; however, applicants who completed an unaccredited program before that date may still apply (e.g., past registrants of the College). A total of four applicants who had formerly graduated from an unaccredited Canadian post-secondary institution applied in 2021, two of these applicants became fully licensed/ certified with the College.

Q43

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	United States of America - 3
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Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

640

Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

0 – less than 3 months	638
3 months – less than 6 months	0
6 months – less than 12 months	2
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0

Q46

Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

118

Q47

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	93
3 months – less than 6 months	8
6 months – less than 12 months	17
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0
TOTAL	118

Q48

Other Licenses/Certificates of Registration Processed Please indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

Q49

Other Licenses/Certificates of Registration Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

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Q50	Ontario	0
Other Licenses/Certificates of Registration	Other Canadian Provinces	0
Processed	and Territories	0
Please indicate the number of Provisional	Certificate to Certificate	0
license/certificate or alternative class of license/certificate	(Labour Mobility)	0
holders who were fully licensed/certified by your	USA	0
organization which were processed in the reporting year	Other International	0
(January 1-December 31, 2021). Enter the data by the	Multiple and/or Unspecified	0
jurisdiction where applicants were initially trained in the	Jurisdictions	0
profession, i.e. before they were granted use of the	TOTAL	0
protected title or professional designation in Ontario.		

Q51	Ontario	7
Number of Reviews and Appeals Processed	Other Canadian Provinces	0
State the number of reviews and appeals that your organization	USA	0
processed in the reporting year (January 1-December 31,	Other Countries	0
2021). For applicants who were subject to an internal	Multiple and/or Unspecified	0
review or who were referred to a statutory committee of	Countries	0
your governing council, such as a Registration Committee.	TOTAL	7
Enter the data by the jurisdiction where applicants were		
initially trained in the profession, i.e. before they were		
granted use of the protected title or professional		
designation in Ontario.		

Q52	Ontario	0
State the number of reviews and appeals that your	Other Canadian Provinces	0
organization processed in the reporting year (January 1-	USA	0
December 31, 2021). For applicants who initiated an	Other Countries	0
appeal of a registration decision. Enter the data by the	Multiple and/or Unspecified	0
jurisdiction where applicants were initially trained in the	Countries	0
profession, i.e. before they were granted use of the	TOTAL	0
protected title or professional designation in Ontario.		

Q53	Ontario	0
State the number of reviews and appeals heard in the	Other Canadian Provinces	0
reporting year (January 1-December 31, 2021). Enter the	USA	0
data by the jurisdiction where applicants were initially	Other Countries	0
trained in the profession, i.e. before they were granted use	Multiple and/or Unspecified	0
of the protected title or professional designation in Ontario.	Countries	0
	TOTAL	0

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Q54

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q55

List the top three reason for appeals (by percentage) of a registration decision

1	0
2	0
3	0

Q56

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1	0
2	0
3	0
4	0
5	0

Q57

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1	0
2	0
3	0
4	0
5	0

Q58

Please provide any additional comments you may have:

The College does not offer provisional or alternative classes of licenses.
