

## Authorized Prescribers List

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## What Happens When You Report Charges to the College?

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## Setting the Record Straight on Infection Prevention and Control — The Facts About Steam Chemical Indicators

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For more information on Council and Council Meeting Dates, please go to [www.cdho.org](http://www.cdho.org).





# President's Message

Heather Blondin RDH, BSc

*The following is an excerpt from the President's opening remarks at the fourth CDHO Council meeting of 2017.*

In Ontario, the *Regulated Health Professions Act, 1991* (RHPA) requires all health regulatory colleges to develop and to maintain a quality assurance program to ensure the provision of optimal quality care to the public and to promote continuing quality improvement among its members. The role of the CDHO is to assure the public that dental hygiene care is safe, ethical, effective and of high quality.

Dental hygienists are competent professionals whose goals include maintaining and improving their level of competence based on accepted standards of practice. Through ongoing self-evaluation, dental hygienists monitor their own compliance with standards and determine goals for maintaining their competence.

*...we too as the Governing Council must embark on self-evaluation. This will be a crucial element to the ongoing improvement of our capacity to govern.*

The CDHO governing Council has a responsibility to govern well, and as dental hygienists have a responsibility for self-monitoring, we too as the Governing Council must embark on self-evaluation. This will be a crucial element to the ongoing improvement of our capacity to govern.

In September, Council conducted a review of its Ends policies; Ends statements in policy governance describe the intended results of an organizational effort. Ends have three elements: (1) a benefit, (2) who experiences that benefit (the beneficiaries), and (3) the worth or relative priority of that benefit. The real power of Ends lies in their function as a delegation tool from Council to our Registrar. We use Ends to describe the results that must be accomplished (for whom, at what worth), and monitor accomplishment of a reasonable interpretation of those Ends through our Registrar's monitoring reports. The strategic plan to achieve those Ends lies with our Registrar and the staff of the College.

*...continued on page 5*



# Registrar's Message

Lisa Taylor RDH, BA, MEd, MCOB

*I believe that expanding the scope of practice for dental hygienists to include prescribing, dispensing and selling designated drugs, as limited as they are, is a positive step for oral health care in Ontario.*

On September 29, 2017 the regulation to permit dental hygienists to prescribe, dispense and sell fluoride and chlorhexidine was passed by government. This means that dental hygiene clients who would benefit from these drug therapies as part of a home regime will not have to see a dentist for a prescription. This saves time and cost for the client and considers clients who may not have access to or wish to visit a dentist.

I do not have to convince my readers who are dental hygienists that this increased scope benefits the public of Ontario. You know the benefits these drugs have on the oral health of your clients and you know challenges you have had getting prescriptions for your clients. This is especially true if you provide services outside a dentist-owned practice.

*...the majority of oral health services are not publicly funded and do not significantly factor into the budgets. — Review of Oral Health Services in Ontario, 2014*

Convincing government that this and other expansion of scope is in the public interest is not as easy. Especially when there are self-interest groups set to argue against scope increase; and especially when the public who are said to benefit, are silent on the issue and oral health services are predominantly privately funded. In other words, there is no presumption that regulators know what is in the best interest of the public unless there is hard evidence to show that it addresses a publically identified need or that an alternative delivery of services can save government spending. Please note that a publically identified need is different than a professionally identified need.

*...the last few years have seen a strengthening of Ontario's resolve to undertake health system reform to ensure population needs are met within a sustainable health system. Oral health services have not figured prominently in this agenda or the health policy discussions it has created; this is expected, because the majority of oral health services are not publicly funded and do not significantly factor into the budgets. — Review of Oral Health Services in Ontario, 2014*

I know that many of you reading this may be thinking that prescribing was a long time coming and are sensitive to the lesser scope of practice dental hygienists have in Ontario. Dental hygienists who have practised in other provinces, and this is becoming an increasingly mobile profession, have injected local anesthetic, delivered nitrous oxide, initiated radiographs and prescribed a more robust list of drugs safely in those provinces. However, once registered in Ontario, are restricted to the Ontario scope of practice. The scope of practice disparities between the provinces was noted in the Review of Oral Health Services in Ontario commissioned by the College in 2014 and is a much discussed topic at the Federation of Dental Hygiene Regulators of Canada (FDHRC) meetings. With national trade agreements promoting the mobility of professions between

provinces, it would seem to make sense that scopes be aligned for the professions especially when curriculums and entry-to-practice examinations are based on national competencies. While promoting this may be better driven by the profession, I believe the profession has the support of dental hygiene regulators across Canada, who when approached by their respective provincial governments, will not place barriers on activities that do not put the public at risk. But this is for the future. Today, I will celebrate, happy that your clients who would benefit from a home regime of fluoride and/or chlorhexidine can receive that prescription or product from you. I believe that expanding the scope of practice for dental hygienists to include prescribing, dispensing and selling designated drugs, as limited as they are, is a positive step for oral health care in Ontario. **CDHO**

## President's Message...continued

Also, as part of Council's commitment to self-monitoring, post-meeting evaluations are conducted to determine how well we have lived up to our 'governance style' commitments during our Council meetings.

As we continue to move forward with the implementation of policy governance, we will also continue to regularly monitor our compliance with all Council policies (our standards). It is important that all Council members participate in Council's self-monitoring. It is not a task that should be delegated to one person or one committee.

September's Council meeting agenda included the first in a schedule for monitoring of Council's own performance. Prior to that meeting, Council members were asked questions based on written criteria from within policy; an evaluation that focuses on our own governance performance.

Another agenda item for that meeting of Council was the appointment of an Ownership Linkage committee. Council views our 'owners' as the people on whose behalf we determine what benefits the CDHO should produce, who those benefits are for and how much they are worth – as a Governing Council we view our 'owners' to be the public of Ontario. This committee will assist the Council in fulfilling its responsibilities regarding connection with the owners (the public of Ontario), which will be important to the determination of our Ends policies.

Over the past two years, the CDHO governing Council has been committed to the development of policy and the principles of policy governance. We believe we exist as Council to serve as the informed voice and agent of the public in Ontario, to be accountable to the public that the CDHO is successful as a regulatory college, to speak with one voice and to use Ends policies to describe what success looks like (what is the direction of the College in terms of benefits for our owners, the public of Ontario?).

As the Governing Council of the CDHO, we are entrusted with the stewardship of resources on behalf of someone else (the public of Ontario). We have a moral obligation to use those resources in the most effective way while demonstrating our accountability for the College as a whole.

Council self-monitoring is a way to assure ourselves as Council members and our ownership, the public of Ontario, that we take our accountability seriously. Similar to the work of dental hygienists as they describe the results they want for each year of their professional portfolios and monitor their individual progress towards meeting their goals.

Our legislative framework in the RHPA is meant to protect the public, so let us all remember that self-monitoring and continued quality improvement is a crucial step in serving the public interest. **CDHO**



# CDHO | Council Highlights

September 15, 2017


A public meeting of Council was held on September 15, 2017 at the Intercontinental Hotel Yorkville. Heather Blondin, College President, chaired the meeting and a number of guests were in attendance. The following contains highlights from that meeting.

The Decisions and Reasons for the discipline hearing, *CDHO v. Melissa Kapralos*, held on June 20, 2017 has been published on the CDHO website. You can read the summary of the decision on page 36.

The **Inquiries, Complaints and Reports Committee (ICRC)** reported that since the June Council meeting, it has received 5 complaints and 8 Registrar Reports. In the period June to September, the ICRC was working to complete 48 cases. Of those, 26 remained in progress at the time of the Council meeting and 22 were closed.

The **Quality Assurance Committee (QA)** reported that of the 1453 registrants who were assessed as part of the 2017 Quality Assurance Program, 97% had successfully completed their assessment.

The **Registration Committee** reported the following statistics since the June report to Council: 291 applications were received; 263 new applicants were registered to practise; 1 registrant was suspended for failure to have adequate liability insurance; 15 registrants resigned and 67 registrants were authorized to self-initiate.

The Registrar announced the September launch of a **social media campaign** that included four (two English and two French) short videos that speak to what you can expect from your dental hygienist and how the College regulates the profession to protect the public. 

## Council Meeting Dates for 2018

Friday, January 19, 2018 (*Election of the Executive Committee*)

Friday, March 9, 2018

Friday, June 1, 2018

Friday, September 21, 2018

Friday, December 7, 2018

Location: To be determined at a later date

# Drugs in Dental Hygiene Practice

The authority to prescribe, dispense and/or sell anticariogenics and antimicrobials is found in the CDHO Designated Drugs Regulation of the *Dental Hygiene Act, 1991*. The regulation describes the conditions that must be met in conjunction with prescribing, dispensing and/or selling drugs:

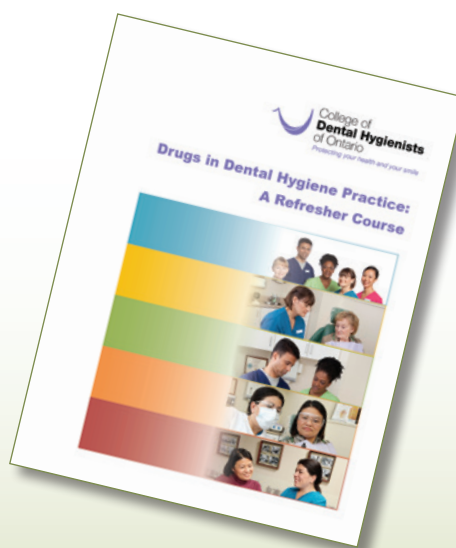
- Successfully complete the **CDHO Drugs in Dental Hygiene Practice Examination (DDHPE)**.
- Do not delegate prescribing to another person.
- Do not recommend, prescribe, dispense, sell and/or use a drug that results, directly or indirectly, in a personal or financial benefit.
- Only recommend, prescribe, dispense, sell, and/or use a drug that is in compliance with all applicable federal and provincial laws and is approved for use in Canada.
- Do not recommend, prescribe, dispense, sell and/or use drugs for off-label use.
- Do not prescribe drugs for personal use.
- Only prescribe, dispense, and/or sell drugs to family members if they are clients of record and they are required to help treat an oral condition.

## The Future Is Here!

- Designated Drugs Regulation
- Prescribing rights for dental hygienists
- Prepare for the qualifying exam NOW

## Drugs in Dental Hygiene Practice: A Refresher Course

- Self-Study
- Online
- Free to registrants
- Use towards QA requirements
- Self-build study guide



To access the course, go to:  
[www.cdho.org/my-cdho/continuing-education/drug-course](http://www.cdho.org/my-cdho/continuing-education/drug-course)





# Setting the Record Straight on Infection Prevention and Control

## The Facts About Steam Chemical Indicators

by Giulia Galloro RDH, BSc(DH)

In order to protect the public, the College has a code of ethics, regulations and standards of practice that ensures all dental hygiene clients receive the care they deserve. These standards of practice apply equally to all registrants, regardless of their practice setting. The CDHO expects all registrants to follow the most current standards and guidelines on infection prevention and control from the Public Health Agency of Canada, the Canadian Standards Association (CSA) and the Provincial Infectious Disease Advisory Committee (PIDAC). Every dental hygienist should have written policies in place that follow the most current evidence-based research on Infection Prevention and Control. Anyone involved in the infection prevention and control procedures, should be properly trained on how to use the reprocessing equipment in the office and be informed of the manufacturer's instructions on how to clean, disinfect and sterilize all equipment, instruments and medical devices used in their practice.

*Every day, practice advisors at the College receive calls from dental hygienists and the public asking for clarification on what sterilization practices should be followed and how they should be monitored. This article will address one of the most common inquiries that the College receives pertaining to sterilization monitoring.*

All sterilization processes must be monitored using physical, biological and chemical parameters. One of the most common inquiries that the College receives pertaining to sterilization monitoring is on the use of **steam chemical indicators**. For sterilization monitoring, the CDHO always recommends that you follow the manufacturer's instructions for the type of sterilizer you are using.

*The CDHO expects all registrants to follow the most current standards and guidelines on infection prevention and control from the Public Health Agency of Canada (PHAC), the Canadian Standards Association (CSA) and the Provincial Infectious Disease Advisory Committee (PIDAC).*

### What the Dental Hygienist Needs to Know About Chemical Indicators

A Chemical Indicator (also referred to as a CI) is a monitoring system that responds to a change in one or more pre-defined variables, based on a chemical or physical change resulting from exposure to a process. There is no hierarchical significance in the classes of indicators (see Table 1 on page 10). The choice of indicators should be based on the parameters being measured, as each class has its own unique characteristics and intended use. For example, Class IV is not superior to Class I; they simply measure different variables.

Chemical indicators (internal and external) use sensitive chemicals to assess physical conditions such as time, temperature and presence of steam. Chemical indicators must be used on the inside and outside of **each** package to show that it has undergone a sterilization cycle. The colour change alone, indicating a passed test is not enough to prove that sterilization has been achieved. The person responsible for sterilization must check the physical, biological and chemical parameters to ensure the sterility of items has been achieved.

*Chemical Indicators do not indicate that a device is sterile and should not replace the use of biological indicators.*

■ **External chemical indicators** are intended to indicate that the unit has been directly exposed to steam for a minimum amount of time and is used to distinguish between processed and unprocessed items. **Each plastic/paper pouch or wrapped cassette must have an externally visible Class I indicator.** Class I indicators respond to one or more critical process variables. One example of a Class I chemical indicator is indicator tape that is applied to the outside of a package and primarily used to secure wrapped cassettes of instruments. Once the **plastic/paper pouch or wrapped cassette** are removed from the sterilizer, the external chemical



indicator should have changed colour indicating the items were exposed to steam and processed.

- **Internal chemical indicators** respond to a change in one or more pre-defined process variables with a chemical or physical change. An internal chemical indicator must be placed in **each** plastic/paper pouch or wrapped cassette undergoing sterilization. Placement of the chemical indicator strip should be in an area judged to be least accessible to steam penetration. Placing an internal chemical indicator in each **load** is not sufficient. Rather, at **minimum an internal Class IV chemical indicator strip must be used, and placed inside each package.**

Class IV chemical indicator strips are multi-variable indicators and react to two or more critical variables in the sterilization cycle as specified by the manufacturer. When using Class IV chemical indicator strips, it is recommended that instrument loads are not used until the results of the BI spore test are known and have passed for that day. This may require between 12 and 24 hours of quarantined instruments after processing the BI, depending on the spore test being used. Internal Class IV chemical indicators are to be checked at the point of use, prior to using the instruments. Results must be recorded in a sterilization log book.

*In the event that external or internal chemical indicators indicate inadequate processing, items in the package must not be used until after investigation, the problem is corrected and the package is successfully reprocessed.*

### What if it Is Not Possible to Quarantine Your Instruments?

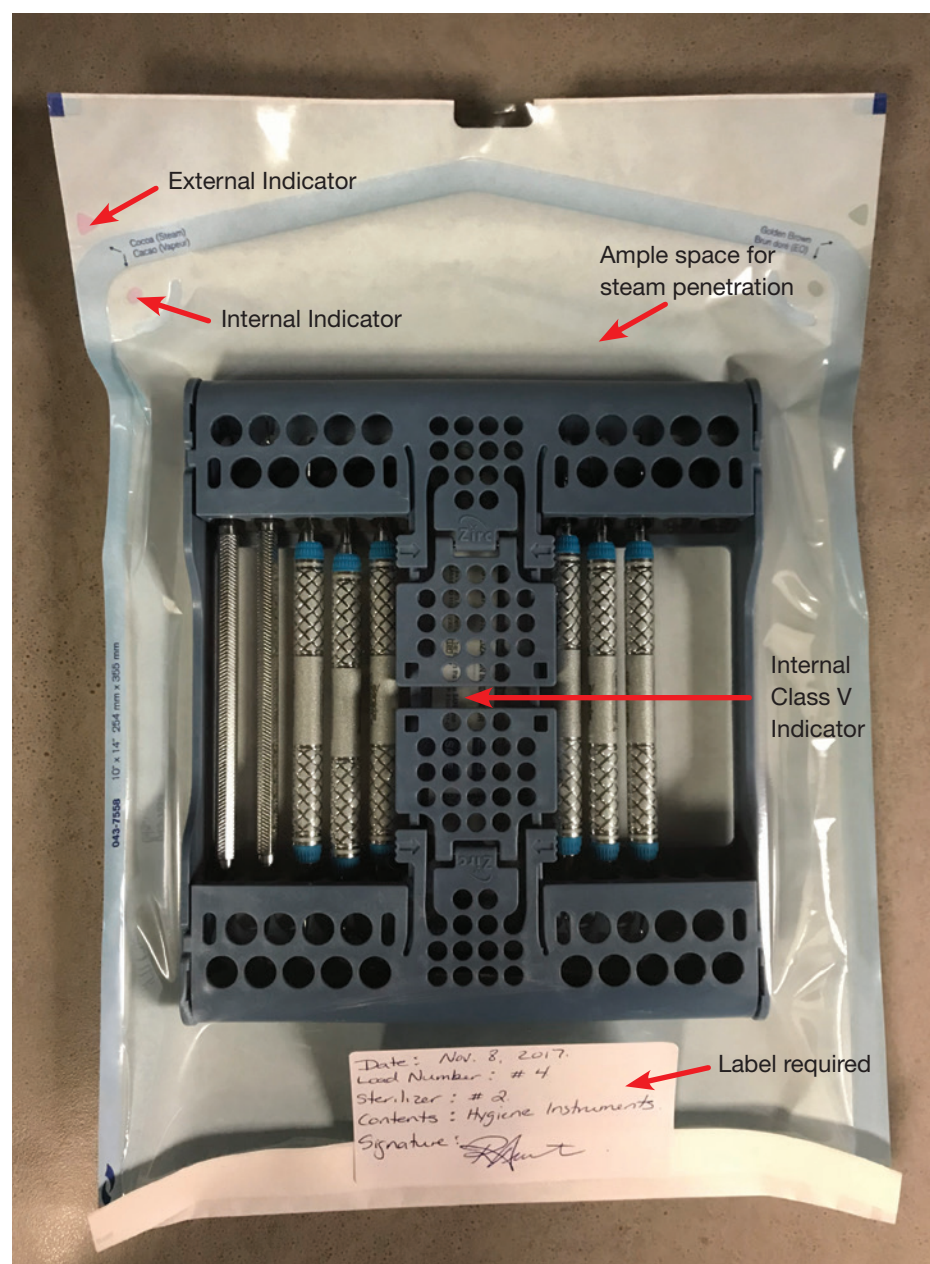
If it is not possible to quarantine instruments until the biological indicator result is known, then the use of an internal **Class V chemical integrator indicator**

**strip or Class VI emulating indicator must be placed inside every plastic/paper pouch or wrapped cassette** you wish to release. A Class V integrator strip reacts to time, temperature and steam and closely resembles the performance of the BI in saturated steam. Class VI emulating indicator strips react to time, temperature and steam for a specified cycle. A passed Class V or VI chemical indicator result and the physical parameters (time, temperature, pressure) being met, may be used to justify the immediate routine use of those instruments. Internal chemical indicators are to be checked at the point of

use, prior to using the instruments. These results should be recorded in a sterilization log book.

*Class I external chemical indicators and Class IV internal chemical indicators, are the mandatory requirements for sterilization. If instruments cannot be quarantined until the biological indicator results are available, then at minimum an internal Class V or VI chemical indicator strip **must** be used.*

*...cont'd on next page*



## Why Use a Daily Biological Spore Test in Addition to Chemical Indicators?

Chemical indicators do not indicate that a device is sterile and should not replace biological indicators. The biological spore test is still the gold standard and the most accepted means for monitoring sterilization. The biological indicator test consisting of bacterial spores demonstrates the actual killing of an organism against a control test containing viable bacteria. A sterilizer should be tested (challenged) using a biological indicator each day the sterilizer is used as well as tested for each type of cycle (i.e. wrapped and plastic) that is used that day. These results must be recorded in the log book. In the event of a failed biological spore test, you would need to recall the instruments that were used on each client and determine the cycle, load and sterilizer affected.

*A written protocol must be established to recall all improperly reprocessed devices and instruments. All items being reprocessed should be recorded and tracked in the event of a failed biological spore test.*

**Table 1: Classes of Chemical Indicators**


Class	Description	Common Uses
Class I: Process Indicators	Used to differentiate processed from non-processed items	Responds to one or more critical process variables Usually applied to the outside of packages  E.g. Peel back pouches usually have a chemical indicator manufactured on the paper side of the package and chemical indicator tape is also available
Class II: Specific Test Indicator	Indicator is used in specific tests or procedures to evaluate sterilizer performance  Its purpose is to evaluate proper air removal from the sterilizer	To be used with dynamic air removal (pre-vacuum) sterilizer and should be performed each day the sterilizer is used  E.g. Bowie-Dick Test
Class III: Single Variable Indicator	Reacts to a single critical process variable (i.e. temperature or time)	Exposure control monitoring in a specific location  Rarely used in dental settings
Class IV: Multi-Variable Indicator	Indicator reacts to two or more critical variable in the sterilization cycle  The manufacturer specifies the conditions under which the parameters are met	May be used for process control  E.g. Indicator strips are manufactured inside on the paper side of the peel back pouches
Class V: Integrating Indicator	Responds to all critical variables in the sterilization process (i.e. time, temperature, presence of steam)	Used as an internal CI process control  Responds to all critical variables in the same way that a BI responds  May be used as an additional monitoring tool to release loads that do not contain implants  E.g. Indicator strips
Class VI: Emulating Indicator	Indicator reacts to all critical variables (time, temperature and presence of steam) for a specified sterilization cycle (i.e. 10 min, 18 min, 40 min)	Used as an internal CI process control  A different Class VI emulating indicator is required for each sterilization cycle time and temperature used  May be used as an additional monitoring tool to release loads that do not contain implants

Ontario Agency for Health Protection and Promotion (Public Health Ontario). Provincial Infectious Diseases Advisory Committee. Best practices for cleaning, disinfection and sterilization of medical equipment/devices. 3<sup>rd</sup> ed. Toronto, ON: Queen's Printer for Ontario; May 2013.






## The CDHO's Role in **Infection Prevention** and **Control**

The CDHO took part in a working group with Public Health Ontario and the RCDSO, and collaborated on new checklists for reprocessing of dental/medical equipment and devices and the core elements of infection prevention and control in dental/dental hygiene practice settings. These checklists may be used by registrants to ensure they are keeping the public safe and complying with public health standards. We will notify you as soon as they are released.

Also, CDHO is going back on the road to set the record straight on infection prevention and control. The College recognizes that dental hygienists in Ontario are often challenged by the diversity and number of rules and expectations that apply to the practice of dental hygiene. Infection control and prevention, including the reprocessing of instruments, is just another aspect of dental hygiene practice that is in place to keep your clients safe. Watch out for more details to come.

In the meantime, if you have any questions/concerns relating to infection prevention and control, call the CDHO and speak with a practice advisor at 416-961-6234 (outside Toronto: 1-800-268-2346) or email [Advice@cdho.org](mailto:Advice@cdho.org). 

## Take the **Drugs in Dental Hygiene Practice Examination** for **Free until September 30, 2018**

-  Complete the self-study course and guide
-  Log in to the **Self-Service Portal** (registrant's login)
-  Click on the link to the Drugs in Dental Hygiene Practice Examination (DDHPE)
-  Ensure you have set aside 2 hours to complete the examination
-  Have your study guide and drug references with you

**Success** = authorization to prescribe/dispense/sell designated drugs  
= name included on prescribers list



# What It Means to Be Authorized to Self-Initiate

## Your Questions Answered

by Roula Anastasopoulos RDH, BEd



Since September 2007 dental hygienists have been granted authorization to self-initiate the controlled act of scaling and root planing. In Ontario, dental hygienists must get authorization to perform any controlled acts that they have within their scope of practice. Controlled acts are specified in the *Regulated Health Professions Act, 1991* (RHPA) as acts which may only be performed by authorized regulated health professionals because they are actions that are considered to be potentially harmful if performed by unqualified persons.

The *Dental Hygiene Act, 1991* (DHA) lists scaling teeth and root planing, including curetting surrounding tissue as part of a dental hygienist's scope of practice. Authorization to perform scaling teeth and root planing, including curetting surrounding tissue can be obtained in two ways:

1. by a member of the Royal College of Dental Surgeons of Ontario (RCDSO) through the use of an 'order'; or
2. by the College of Dental Hygienists of Ontario (CDHO) through authorization for self-initiation.

### Authorization Through the Use of an 'Order'

For those who have not achieved authorization to self-initiate, the authorization, known as an 'order', must come from a member of the RCDSO. A dental hygienist can obtain the 'order' in one of two ways:

1. by way of a client-specific order; or
2. by way of a standing order or standing protocol.

A client-specific order is when a dentist gives authorization for a specific client before a dental hygienist can proceed with the controlled act of scaling teeth and root planing, including curetting surrounding tissue. The client-specific order must be recorded in the client's chart every time the client presents to the office and should be signed/initialed by the dentist.

A standing order (also known as a standing protocol) is a written protocol where the dentist outlines certain conditions that must be met prior to proceeding with scaling teeth and root planing, including curetting surrounding tissue. This standing order, which must be signed by both the dentist and dental hygienist, gives authorization to the dental hygienist to proceed with the controlled act, provided there are no contraindications to treatment. If there are potential contraindications to treatment, the dental hygienist is required to obtain a client-specific order from a member of the RCDSO unless the standing order allows the dental hygienist to receive medical clearance from a member of the College of Physicians and Surgeons of Ontario (CPSO) or

a nurse practitioner who is a member of the College of Nurses of Ontario (CNO). The dental hygienist must reference the standing order in the client record every time the controlled act of scaling teeth and root planing, including curetting surrounding tissue, is performed. The length of time for which a standing order is valid is at the dentist's discretion or until either the dental hygienist or dentist who signed it is no longer associated with the specific practice location for which it was used. The dental hygienist should keep a copy of any standing order she or he signed. While a standing order may form part of a dental hygienist's employment contract, it is important to note that an employment contract is not considered a standing order.

### Authorization for Self-Initiation

Authorization for self-initiation allows dental hygienists to perform the controlled act of scaling teeth and root planing, including curetting surrounding tissue on their own initiative (if there are no contraindications as prescribed in the CDHO Contraindications regulation). If a dental hygienist has been authorized by the CDHO for self-initiation, she or he is the source of authority to provide the controlled act of scaling teeth and root planing, including curetting surrounding tissue and therefore does not need to reference an order for this act in the client record. Currently, there are approximately 45% of Ontario dental hygienists who are authorized for self-initiation.

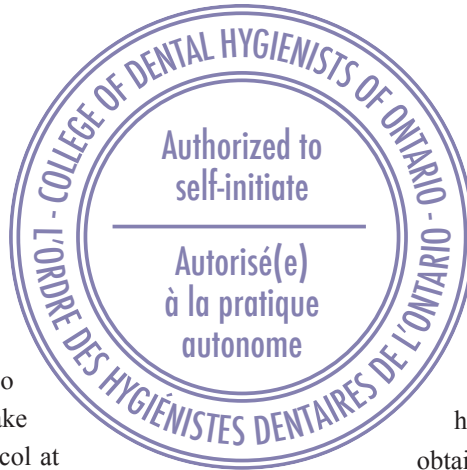
The College often receives calls from dental hygienists, dentists and members of the public inquiring about procedures that can be performed by a dental hygienist who is authorized to self-initiate. Some examples of these questions are:

#### 1. Now that I am authorized to self-initiate can I diagnose periodontal disease?

**Authorization to self-initiate the controlled act of scaling and root planing does not** permit dental hygienists to communicate a diagnosis of periodontal disease. Communicating a diagnosis identifying a disease or disorder as the cause of symptoms is a controlled act that is not within a dental hygienist's scope of practice. However, this does not prevent a dental hygienist from identifying the signs and symptoms of periodontitis and/or gingivitis and communicating the results of his/her assessment findings.

#### 2. Now that I am authorized to self-initiate, can I take radiographs without a prescription from a dentist?

**Authorization to self-initiate the controlled act of scaling and root planing does not** change the requirement for a dental hygienist to obtain a client-specific prescription from a dentist



in order to take radiographs. This also means that dental hygienists may not take radiographs on a standing order or protocol at any time as this is contradictory to the HARP Act. A dental hygienist is deemed by the HARP Act as a practitioner qualified to operate an x-ray machine. Dental hygienists do not require supervision to take radiographs, however, the HARP Act does require that a client-specific prescription be obtained by an appropriate prescriber such as a dentist for every radiograph that is taken.

### 3. As a self-initiating dental hygienist, can I perform orthodontic procedures?

The DHA permits dental hygienists to be involved in performing orthodontic procedures. In order to perform an orthodontic procedure, a client-specific order from a member of the RCDSO is required. **Authorization to self-initiate the controlled act of scaling and root planing does not** change the requirement for a dental hygienist to obtain a client-specific order by a dentist in order to perform any orthodontic procedures. The CDHO considers the dentist's orthodontic treatment plan as evidence of the client-specific order when dealing with orthodontic procedures. Standing orders for orthodontic procedures are not acceptable as they do not satisfy the authorization required in the regulation.

### 4. I have authorization to self-initiate so does that mean I can perform restorative procedures?

Dental hygienists who hold a specialty certificate of registration are authorized to place restorations of a permanent nature. However, to do so, they must obtain appropriate authorization by a member of the RCDSO. The authorization must be in the form of a client-specific order. Similar to documentation required to perform orthodontic procedures, the CDHO considers the dentist's restorative treatment plan as evidence of the client-specific order. Standing orders for restorative procedures are not acceptable as they do not satisfy the authorization required in the DHA. **Authorization to self-initiate the controlled act of scaling and root planing is not** a specialty certificate and

does not change the requirement for a dental hygienist who holds a specialty certificate to obtain a client-specific order by a dentist to perform any restorative procedures.

### 5. Now that I am authorized to self-initiate, can I treat my spouse?

All registered dental hygienists, whether **authorized to self-initiate or not** CANNOT TREAT THEIR SPOUSES. According to the RHPA it is considered to be SEXUAL ABUSE.

### 6. With my authorization to self-initiate, can I prescribe CHX?

Now that the drug regulation has passed, a dental hygienist can prescribe, sell and dispense drugs after they have successfully passed the CDHO Drugs in Dental Hygiene Practice Examination. **Authorization to self-initiate the controlled act of scaling and root planing does not change this requirement.**

All dental hygienists who have not received authorization from the College to self-initiate are required to:

- work under an order from a member of the RCDSO;
- have a hard, accessible copy of all standing orders;
- have documentation to support specific orders; and
- record a reference to the order in each client entry when performing the controlled act of scaling teeth and root planing, including curetting surrounding tissue.

In order to self-initiate the Controlled Act of scaling teeth and root planing, including curetting surrounding tissue, dental hygienists must apply for, and receive, authorization from the CDHO to do so. Requests for information on the requirements for the Application for Authorization to Self-Initiate process can be directed to the Registration department at [registration@cdho.org](mailto:registration@cdho.org). **CDHO**



# CDHO Peer Mentorship Program

Since the inception of the Peer Mentorship Program, there have been many incredible stories of success. We hear from both mentors and mentees who have grown personally and professionally from the experience. Mentors and mentees speak positively about their weekly discussions, continuing education events they've attended together and networking opportunities at local society meetings. In addition, mentees have reported that mentors have visited them in practice and even worked alongside them in volunteer clinics. The commitment to this program from both the mentors and the mentees is the main reason this program has become so successful. The College gratefully acknowledges the dedication of its mentors.

Introducing the newest graduates of our Peer Mentor Training Program.



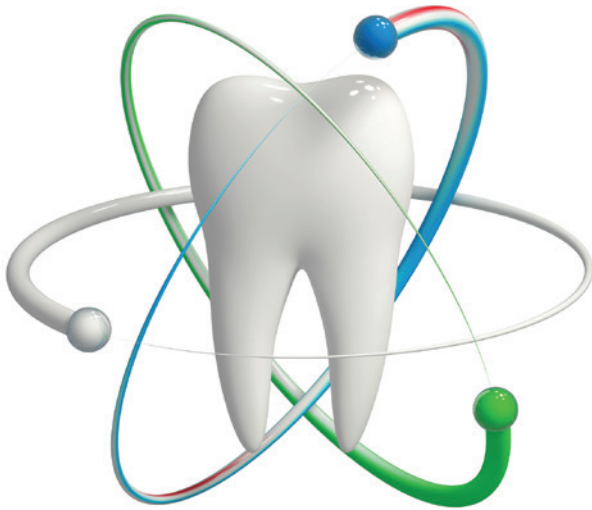
Back Row/Left to Right: Kristen Donovan, Kim Veeneman, Laurie Davis, Sara Schizkoske, Rosemary Falconi, Brooke Thompson, Amy Gibson, Fiona Mattrasingh and Chris Lattimore.

Front Row/Left to Right: Kathleen Jacob, Marcie Rutledge, Jeannine Foisy and Sharan Lall.

For more information, contact Roula Anastasopoulos at [RAnastasopoulos@cdho.org](mailto:RAnastasopoulos@cdho.org). 

# Drugs in Dental Hygiene Practice

## A Refresher Course



### Course Description

The self-study course provides an update in key aspects of recommending, prescribing, dispensing, selling and using drugs in the context of dental hygiene practice. The importance of resourcing appropriate drug reference materials and applying the information to support safe, effective client care will be emphasized.

### Course Format

- [Course Outline](#) (pdf)
- Self-paced study
- Learning activities using text and/or Internet, and/or other health professionals
- [Self-Build Study Guide](#) (pdf)

### Prerequisite Learning

The College's entry-to-practice requirements include an evaluation of the applicant's dental hygiene curriculum, and all dental hygiene programs must include an acceptable pharmacology component. As such, all Registered Dental Hygienists have the prerequisite knowledge to be successful in the DDHPE but some may require a refresher that includes new changes to legislation, principles of prescribing, dispensing and selling, and groups of pharmaceuticals used to treat general and oral health problems.

For dental hygienists who wish to upgrade their pharmacology knowledge beyond the refresher course prior to taking the DDHPE and/or self-study component, dental hygiene pharmacology courses are available through [OntarioLearn.com](https://www.ontariolearn.com).

### Distance Learning

The refresher course and DDHPE can be completed entirely on-line. The self-study course and the self-build study guide are downloadable files that can be saved and also printed. The examination is administered online and can be completed from any computer.

#### Required Resources

### Important Information

The Drug Regulation passed on September 29, 2017. Dental hygienists wishing to include prescribing, dispensing or selling drugs in their practice must successfully complete the **Drugs in Dental Hygiene Practice Examination (DDHPE)**. The Drugs in Dental Hygiene Practice: A Refresher Course was designed to aid Ontario dental hygienists in preparing to write the DDHPE.

#### About the Examination



# 2018 Renewals

by Terri-Lynn Macartney BA (Hons)

**R**enewals for 2018 will be available online beginning on November 15<sup>th</sup>. **Your renewal is due on or before January 1, 2018.** To access the online renewal, log in to your Self-Service account using your six-digit registration ID number and your password. Once logged in, you will see the link to renew available in your menu under the Registration heading. If you do not renew on time, a \$100 late penalty fee will apply effective January 2<sup>nd</sup>.

## Resigning from the College

If you do not intend to renew for 2018, you need to resign your certificate of registration by January 1, 2018. Failing to renew is not the same as resigning from the College, so be sure to complete your resignation in your Self-Service account by clicking on the Resign link available under the Registration heading in your menu.

## Suspension for Non-Payment


Failure to either renew or resign will result in the suspension of your certificate of registration. A suspension for non-payment is displayed permanently in your registration history on the Public Register and published in *Milestones*. You are not permitted to practise dental hygiene in Ontario while your certificate is suspended. There is a \$500 penalty fee for reinstating a suspended certificate of registration, in addition to paying any outstanding registration fees.

## Professional Liability Insurance

If you will be renewing with a general or specialty certificate, you need to ensure that you have suitable insurance for 2018 **prior to renewing**. It is a condition of registration for those holding a general or specialty certificate of registration that you have insurance that meets the Bylaws of the College, even if you are not yet practising. When you complete your renewal, you will be asked whether you have this insurance. Indicating that you have insurance when you have not yet obtained it would be providing false information to the College, which is considered professional misconduct.

If you are not sure whether your insurance meets the requirements of the College, please review CDHO Bylaw No. 5, Article 7.3, and speak with your insurance provider.

## 2018 Insurance Audit

In 2018, CDHO will proceed with the annual insurance audit. This audit helps protect the public by ensuring that all registered dental hygienists have suitable insurance that complies with the Bylaws of the College. Once again, 5% of registrants holding a general or specialty certificate will be randomly selected for participation in the audit. Because the audit is entirely random, you could be selected again even if you participated last year. Unless you have indicated that you prefer correspondence by mail, notice of selection for the insurance audit will be sent by email. If you haven't already done so, add [insurance@cdho.org](mailto:insurance@cdho.org) to your list of safe senders and then watch your inbox for the selection notice in the spring! 



# Prevention of Sexual Abuse of Clients

by Giulia Galloro RDH, BSc(DH)

*The College has a policy of **zero tolerance** for sexual abuse of clients.*



**NO**

**SEXUAL  
ABUSE**

The College of Dental Hygienists of Ontario regulates the practice of dental hygiene in the interest of the overall health and safety of the public of Ontario. The public can and should expect a certain level of trust and professionalism from their dental hygienist. Under the *Regulated Health Professions Act, 1991* (RHPA), the College is mandated to develop a sexual abuse prevention program which is overseen by the College's Patient Relations Committee. The primary focus of this program is to develop and implement measures for preventing and dealing with sexual abuse of clients. With the passing of Bill 87, several legislative changes have been made and are now or soon to be in force. This information is intended to assist dental hygienists in treating their clients responsibly, consistent with the RHPA, and in a manner that reflects the profession's commitment to respecting the personal dignity of every individual who is entrusted to their care.

A major theme of the Regulated Health Professions Act is the eradication of sexual abuse of clients by registered health practitioners.

### Sexual Abuse Defined

Any sexual behaviour in the presence of a client, including making a coarse or sexually disrespectful comment, whether consensual or not, constitutes sexual abuse. Under the RHPA, sexual abuse of clients by a health care practitioner is defined as:

- sexual intercourse with a client
- touching of a sexual nature including touching of a client's genitals, anus, breasts or buttocks
- genital to genital, genital to anal, oral to genital, or oral to anal contact
- masturbation of the member by, or in the presence of, the client
- masturbation of the client by the registrant
- encouragement of the client by the registrant to masturbate in the presence of the registrant
- Making comments of a sexual nature\* to a client or in the presence of a client

***These acts are subject to a mandatory revocation of registration for five years.***

*\* "sexual nature" does not include touching, behaviour, or remarks of a clinical nature appropriate to the service provided.*

### Treatment of Spouses Is Not Allowed

The status of the **proposed** spousal exception regulation is unchanged. ***Dental hygienists cannot treat their spouses.*** The

treatment of spouses is considered sexual abuse and constitutes professional misconduct. Neither a pre-existing spousal relationship nor a consenting spouse/partner alters the definition of sexual abuse contained in the RHPA.

If it is alleged that you treat or have treated your spouse, you may be investigated. The case may be referred to the Discipline Committee of the College. If the Discipline Committee finds that you treated your spouse, the mandatory penalty is revocation of the dental hygienist's certificate of registration for a minimum of five years. Your colleagues are obligated to report to the CDHO that you have done so, and would be subject to a fine if it is found that they did not report.

The mandatory penalty for a finding of sexual abuse, even where the client is one's spouse, is revocation of the dental hygienist's Certificate of Registration for a minimum of five years.

### Dating a Client Is Not Allowed

If you are considering dating a client, you must first terminate the professional relationship and clearly document this termination in the client's chart. Arrangements should be made for another dental hygienist to take over the client's treatment. At present, the College has not defined the time period which would indicate the end of the professional relationship. The recommendation was to wait an "acceptable time" before beginning to date the client. Once the new RHPA provisions are in force however, a one year cooling off period is advised and will be considered the minimum amount of time required before contemplating dating a client.

If you terminate a dental hygienist/client relationship in order to date a client, it would be wise to never treat that client again, even in the event that your intimate relationship with that former client does not flourish or ceases.

### If an Intimate Relationship With a Client Is Consensual, Is This Still Considered Sexual Abuse?

Yes, due to the power imbalance that exists between a registered dental hygienist and their clients. A registered dental hygienist is privy to a client's personal information which makes their client vulnerable and creates a power imbalance between a registrant and their client. This position of power is further enhanced by working in a client's personal space (professional intimacy) along with a dental hygienist's knowledge and expertise.

It is up to the dental hygienist as the regulated health professional to set appropriate boundaries with their clients and ensure that the lines of the dental hygienist-client relationship do not become

blurred. There is no reasonable defense even if the client initiates the intimate/personal contact.

If a dental hygienist is aware of a health care professional that is treating a client and is involved in a sexual relationship with that client (even if consensual) then according to the RHPA, the dental hygienist is obligated to submit a mandatory report to the appropriate regulatory college.

A sexual relationship with a client cannot be consensual in a professional context because of the existence of the power imbalance.

### Mandatory Reporting of Sexual Abuse by a Regulated Health Professional

Under the RHPA, regulated health care professionals in Ontario, including registered dental hygienists, are subject to what are called Mandatory Reporting Requirements. A mandatory report is notification that must be sent to the CDHO about a registered dental hygienist. It is professional misconduct to fail to make a mandatory report.

Any registrant of the CDHO or another health care college who has reasonable grounds to suspect sexual abuse by a registered dental hygienist is obligated to report it to the CDHO. The

identity of the client, however, should not be disclosed unless you have the written consent from the client to do so.

A report of sexual abuse under the *Regulated Health Professions Act* must be made within 30 days unless there are reasonable grounds to believe that additional abuse may occur, in which case the report must be made immediately.

Failing to report sexual abuse of clients is an offence under the RHPA. The penalties for failing to report sexual abuse of clients have increased. The maximum fine for a first offence for failing to make a mandatory report relating to sexual abuse has doubled to \$50,000. For corporations it has been quadrupled to \$200,000.

Under the RHPA, sexual abuse of clients is an act of professional misconduct and requires a mandatory reporting of sexual abuse by health professionals.

### Therapy and Counselling for Persons Alleging Sexual Abuse by a Registrant

The Patient Relations Committee is responsible for administering funds for therapy and these are made available to any client who alleges sexual abuse by a dental hygienist. This means clients will no longer have to wait for a verdict in order to seek out help and therefore may access the help they need sooner.



## Important Points to Remember

- If you are considering dating a client, you must wait a minimum of one year from when the professional relationship ends.
- It's NEVER ok to have an intimate relationship with your client, that is why your spouse, common law partner, boyfriend or girlfriend CANNOT and should not be a client.
- If you know of a dental hygienist who is treating their spouse, common law partner, boyfriend or girlfriend, then under the RHPA you have a mandatory obligation to report this to the College.
- If you have reasonable grounds based on information received while practising your profession, of another regulated health professional who has sexually abused a client, then you have an ethical, legal and mandatory obligation to file a report with the appropriate regulatory body.
- Don't rely on your colleagues to determine what's allowed or not. If you are unsure or have questions, call the CDHO and speak with a practice advisor at [Advice@cdho.org](mailto:Advice@cdho.org) or 416-961-6234 (outside Toronto: 1-800-268-2346). **CDHO**



# Do I Need To Be Registered?

by Terri-Lynn Macartney BA (Hons) and Robert Farinaccia RDH, BSc

## Do I Need to Be Registered to...

- ✓ Train Another Dental Hygienist at Work?
- ✓ Work as a Treatment Coordinator in a Dental Office?
- ✓ Teach Theory Courses in a Dental Hygiene Program?
- ✓ Work as a Claim's Adjuster for an Insurance Company?
- ✓ Take Radiographs?
- ✓ Work in an Administrative Role?
- ✓ Provide Dental Hygiene Volunteer Services?
- ✓ Work as a Sales Rep for a Dental Company?

With renewals due online by January 1<sup>st</sup>, we are often asked around this time of the year whether a particular type of work is considered practising dental hygiene for the purposes of requiring a general or specialty certificate of registration. Whether in the context of renewing as inactive or resigning from the College, the answer is the same: If you will be working in any capacity as a dental hygienist, you must be registered with a general or specialty certificate.

Practising dental hygiene is not limited to working clinically. Non-traditional roles such as working as a claims adjuster with an insurance company or working in administration may be considered practising dental hygiene, depending on the specific circumstances of the job. Often you are asked to use your professional judgment in determining whether you are practising or not.

To judge whether your work would be considered practising dental hygiene, ask yourself the following questions:

- Does the job posting specify that you need to be a dental hygienist in order to apply for the job?
- Does the job description indicate that the person in the role must be a dental hygienist?
- Does the job description indicate that you will be providing dental hygiene consultations, advice, or expertise?
- Are you using your education and training as a dental hygienist to perform the role?

If you answered “**Yes**” to any of the above questions, then you are practising dental hygiene and you need to hold a **general** or **specialty** certificate of registration.

If you decide to renew as **inactive** this coming year, remember that means that you **cannot practise** dental hygiene in this province. You are still permitted to refer to yourself as a dental hygienist, but you cannot work as a dental hygienist in Ontario in any capacity. If you resign from the College, then you can no longer practise dental hygiene or refer to yourself as a dental hygienist since this is a protected title. **CDHO**



## DID YOU KNOW?

If you hold a general or specialty certificate of registration, you need to have valid insurance — even if you are not practising! Valid insurance is a condition of the general/specialty certificate of registration, not related to your employment status.



# Quality Assurance Matters

by Robert Farinaccia RDH, BSc

## Update on 2017 Quality Assurance (QA) Assessments

In January of 2016, notice was sent to 1447 registered dental hygienists in the province (whose registration number ended in either “4” or “9”) requesting submission of their QA records for assessment due January 31, 2017.

Of the 1447 records requested (as of October 13, 2017):	Path Not Yet Selected	Path 1 (Learning Portfolio + Practice Profile)	Path 2 (NDHCB QA Written Assessment + Practice Profile)	Path 3 (NDHCB QA Written Assessment + On-site Practice Review)	Deferred to Another Assessment Period	Resigned	Totals
Met the Assessment Guidelines	N/A	654	245	0	1	248	1148
Met the Assessment Guidelines with an Additional Submission	N/A	260	23	0	N/A	N/A	283
On-site Practice Review Conducted	N/A	1	2	4	N/A	N/A	7
Still in Assessment Phase	1	2	1	2	N/A	N/A	6
In Remediation	N/A	6	2	2	N/A	N/A	10

As of October 30, 2017

## 2018 Mandatory Self-Assessment

The 2018 Self-Assessment Tool will be available in the SMILE Portal in mid-November and is mandatory to complete for every dental hygienist registered in Ontario, regardless of their registration status or employment situation (i.e., active, inactive, working in dental hygiene, not working in dental hygiene or living outside of the province). It must be completed before **January 31, 2018**.

The 2018 Self-Assessment can be accessed in the SMILE Portal by selecting “2018” in the “Select Year To View” drop-down menu on the dashboard. You will be asked to verify your employment status and practice address. Once this step is completed, your 2018 Self-Assessment will become available as Step 2. In the table that appears in this Step, click on the blue hyperlink [#1:General](#) to open up your Self-Assessment. Educators are required to complete an additional Self-Assessment that will appear as [#2:Educator](#).

The general Self-Assessment contains 109 questions and the additional Self-Assessment for Educators contains 32 questions. The Self-Assessment should take approximately 15–20 minutes to complete. Once ALL of the questions are answered, you must select the **“I’m all done”** option on the bottom of the page for it to be considered complete. Your dashboard in the SMILE portal will reflect completion of your Self-Assessment.

As per the Quality Assurance Committee’s decision, those registrants who fail to complete their 2018 Self-Assessment by the January 31<sup>st</sup> deadline can expect notification from the College that they will be asked to participate in the 2019 Quality Assurance Peer and Practice Assessment period (regardless of the last digit of their registration number).

## Are you submitting your Quality Assurance records in 2018?

For registrants who were selected to submit in January of 2018 (i.e., your registration number ends in either “3” or “8” and you received notice from the College) you are required to submit your Quality Assurance records via the SMILE Portal by **January 31, 2018**. The SMILE Portal will allow you to submit beginning January 1, 2018. You will be asked to read and check off a declaration before you are able to submit your records for assessment. **This year, you will receive email confirmation (by Skilsure) when the College has received your Quality Assurance records.** Your dashboard in the SMILE Portal will also reflect the submission of your records.

## Who will be assessing my Quality Assurance records?

The College Assessors are practising dental hygienists and reflect the diversity of the registrant base, electoral districts and practice environments. Quality Assurance Assessors will:

- Review your Quality Assurance records using CDHO assessment guidelines
- Conduct telephone interviews (if required) during the assessment process
- Coordinate and carry out scheduled On-site Practice Reviews with assigned registrants
- Ensure that the assessments are completed within the specified timelines
- Complete an assessment report describing key observations and findings.

## Why would an Assessor contact me?

**Do not assume that an Assessor contacting you indicates that there are deficiencies in your Practice.** If an Assessor has questions or requires further clarification regarding what you reported in your Practice Profile, he or she will call or email you to first set up an appointment time to speak with you. The Assessor will never ask you questions about your Practice Profile on their initial contact with you. Scheduling a time to speak will give you the opportunity to have your Practice Profile available for your conversation with the Assessor. If after a telephone interview the Assessor’s questions are still unanswered, the Assessor will not be able to complete their report until an on-site is conducted.

An Assessor will not contact you if there are deficiencies in your Learning Portfolio. You will be notified of this when your assessment report is mailed to you. Assessors will provide comments at the bottom of the report that will help you to understand what is missing or what additional information is needed in order to complete your assessment. If you have deficiencies in your Learning Portfolio, you will be given an opportunity to make a submission to the Quality Assurance Committee for their consideration. Examples of a submission may be:

- evidence that the deficiency has been corrected
- an explanation to the circumstances surrounding the noted deficiency
- clarification or additional explanation of the Assessor’s finding
- a learning plan directed at correction of the deficiency.

The Quality Assurance Committee will review the Assessor’s report and your submission and will decide on an appropriate course of action.

## When can I expect the results of my assessment?

The College will mail out all assessment results by April 30, 2018.

## 2019 Selection

The Quality Assurance Committee will draw two numbers from the remaining numbers 0, 1, 2, or 6 (i.e., these numbers were not chosen in 2015, 2016 or 2017). If your registration ID ends in either of the two numbers that are drawn, and you meet the criteria (i.e., you did not submit in 2015, 2016, 2017 or were part of the 2018 Peer Assessment) you will be notified in January of your requirement to submit your Quality Assurance records for the 2019 Peer and Practice Assessment (due January 31, 2019). More information regarding the 2019 selection will be communicated in the College’s e-brief in January 2019. As well, the dashboard of your SMILE Portal will indicate **QA Records Due: Jan. 31, 2019**, if you have been selected.

**Please do not call the College to ask if you have been selected to submit your Quality Assurance records for 2019 until after the selection notices have been sent out (February 1, 2019).**

**CDHO**





# Authorized Prescribers List

Current to October 25, 2017

*The following dental hygienists have been authorized to prescribe, dispense and sell designated drugs under the Designated Drugs Regulation.*

<b>A</b>			
Abbruscato, Anna Marie	007183	Barros Pencarinha, Diana	009198
Abdy, Arzoo	016769	Barssom, Mona	017370
Abrahimzada, Gullali	014428	Basta, Angela	006794
Acker, Amanda Lindsey	008286	Batalion, Stacey Anne	007394
Acosta, Donna Marie	010964	Battiston, Ida Maria	003213
Adams, Natalie Sophie	009973	Beauchamp, Sophie	016743
Affeldt, Colena Nicole	007967	Bedard, Chelsea Tiffany	014133
Ahmad, Fawad	016275	Beeson, Sandra J	006730
Akbari, Nilofar	018115	Begin, Michele P	003586
Alexopoulos, Anna Maria	009273	Behroozneia, Babak	009744
Alidina, Fahrin	012442	Belanger, Joanne Madeleine	002558
All-Said, Mina	015986	Belanger, Caroline Louise	005158
Almeida, Fernanda Maria	003051	Bell, Kelly	016250
Alves, Sara	016989	Bell, Megan	016874
Amein, Kanar	015241	Bellon-Roxas, Rachel	009294
Ammonn, Sandra Lynn E	006623	Benayon, Orlee	006589
Anand, Joraj Kaur	014513	Benbow, Paula	012512
Anastasopoulos, Roula	008147	Benedet Khaki, Laura Maria	011410
Anderson, Lori	005725	Bennett, Sara	018091
Andrews, Wendy Lynn	005430	Benson, Darlene Margaret	008834
Angilletta, Stefano	017491	Bernst, Kelly Mary Ann	003480
Arcand, Brigitte	009929	Betsis, Diana	010546
Armstrong, Jennifer	009393	Bettencourt, Jennia	013693
Arnold, Lindsey Elaine	009880	Bevilacqua, Erin Michelle	010454
Arnold, Jessica	017269	Biebersdorf, Nicole Renee	005364
Arora, Ramneet	015919	Biesma, April Mary-Anne	012419
Ashby, Alica	016863	Birch, Victoria Ann	003477
Ashley, Sara	002018	Birks, NataLee	010380
Ashmore, Nicole	006072	Birtles, Nicola Anne	007170
Askes, Jillian	018088	Bissett, Keri-Lyn	017042
Asmati, Susan	017966	Black, Susan Lynn	002825
Aube-Walter, Danielle Ann	005043	Blakely, Kate	012725
Audet-Albert, Louise Marie-T	004372	Blanchard, Melanie Marie	000775
Aujla, Pavan	012525	Blinkhorn, Deborah Ann	002902
<b>B</b>		Blue, Natasha	009365
Baak, Michele	015434	Blundon, Arlene Marie	009565
Badhan, Gurvinder Kaur	013689	Boardman, Kelly	010425
Badhwar, Manvi	016502	Bocknek, Reah Sharon	002790
Badurina, Ashley	015004	Bodendistel, Janet	005560
Bagley, Arden Lynn	001163	Boem, Juliana Faye	004413
Bahadir, Perihan	015313	Boissonneault, StEphanie	018299
Bahmani, Nasim	018161	Boisvert, Amanda Mae	012343
Bailey, Bronwen	014217	Bol, Leslie Ann	009830
Baker, Caroline Rita	002988	Bolduc, Stefanie Lynne	008841
Balasuntharam, Sayanthika	015357	Bollozos, Caridad	016879
Balatsos, Anastasia	009070	Bommarito, Maria Antonella	012577
Bannister, Sara Ann Beth	011261	Boni, Sabrina	010058
Bapna, Michelle	015800	Boniface, Benjamin	017586
Barber, Kirsten	012065	Boodoo-Cutbush, Kushma Tara	008390
Barcic, Shannon	016616	Booroff, Julia Christine	002437
Barclay, Valerie Mae	002591	Borabo, Rosana	011387
Barker, Claire	003780	Borrie, Jackie	015326
Barriffe, Raymond Arthur	006062	Borthwick, Karyn Leigh	002999
		Boseovski, Nalani Vanessa	009292
		Bostock, Tara-Lee	013124
		Boudreau, Josee Deborah	008620
		Bourgon, Marie-France	008861
		Bourre, Terra Leanne	007058
		Box, Kirsten Ann	010069
		Boychuk, Inna	016826
		Boyes, Melanie Cora	003200
		Braber, Nicole	017036
		Brennan, Cassandra	014095
		Brooks-Wallace, Sharon Lee	005427
		Brouwer, Tabitha	016359
		Brown, Allison Lois	005383
		Brown, Alison	013765
		Brucki, Dorota Maria	009829
		Bruneau-Benvenuto, Aude	017049
		Brunsting, Lauren Meredith	015963
		Bryson, Dianne Louise	004335
		Buckmire, Wendy Ann	009624
		Buczolits, Cheryl Grace	003304
		Buczynski, Jessica Marie Mae	009225
		Bugden, Carol	008046
		Burke, Carrie Anne	005635
		Burke, Stephanie	014659
		Burns, Jennifer	010725
		Burtiak, Natalie	015909
		Bushby, Ruth Lynn	003134
		Busque, Claudine	007977
		Bustos, Frederlyn F	010679
		Byrnes, Catherine Lea	004505
<b>C</b>			
		Cabugao, Mary Jean	017512
		Cacioppo, Rosanne Marie	008431
		Camara, Sandra	013059
		Cameron, Cinzia	008997
		Campbell, Connie Ann	002804
		Campbell, Cheryl Kathryn	004491
		Campbell, Christine Anne	005934
		Campbell, Leighton	011702
		Campbell, Shany	014082
		Campbell, Kristy Patricia	014171
		Campbell, Lori Lynne	014455
		Campbell, Natalie	015499
		Campbell-Mione, Nancy Lee	004554
		Campos, Maria Emilia	016227
		Canape, Jovie Ann	018908
		Cane, Catherine Ann	005935
		Canestraro, Stefanie Ann	009575
		Canfield, Kerry Joel	010019
		Caparas, Kathleen	014294
		Capule, Ryan	017324
		Carcich, Elizabeth P	005253
		Carlomusto, Lisa	012783
		Carlson, Christina Rae	011253
		Carroll, Yvonne Marjory	008633
		Carter, Joy	005559
		Carter, Stephanie A	008222
		Carver, Diana Lynn	004359

Cashman, Katharine Paula	002780	Cruz, Luzminda	004824	Donnan, Sandra Jane	009738
Casier, Kimberly Jean	004282	Cundari, Mary Patricia	001869	Donovan, Kristen Sarah	009568
Castano, Michelle Catherine	007416	Cureton, Kim	010501	Dorado, Jerlyn	010401
Castro, Melani	016575	Currie, Amber Blair	010692	Douglas, Shannon Anne	017208
Catherwood, Laura	015924	Currie, Mallory	016113	Dowhos, Vicki	006388
Catterson, Chelsea	011956	<b>D</b>		Downing-Lagace, Monika	018009
Cave, Jashona Sharese Alana	017529	Daher, Marianne	012321	Draper, Kelli Lynette	012016
Cesarini, Miriam	005472	Dahl-Kirwin, Sherri Ann	003735	Draper Swit, Julie Ann	002026
Chambers, Trudy-Ann	016699	Dalalahmadkashahri, Mitra	018099	Drost, Gini	014080
Champs, Jasmin	002918	Dalton, Linda Ann	001826	D'Souza, Prema Susan	010670
Chan, Josephine Wan Sheung	012565	Daly, Perla	018558	Dubec, Jazmyne Krystle	016626
Chandi, Punam	016276	Dang, Jacquie	015723	Dufour, Krista	015833
Chandler, Lisa Rose Michelle	010483	Danielak, Christine Karen	002019	Dunlop, Elizabeth Anne	005653
Chang, Anthea	015470	Daniels, Debbie Susan	007675	Dunn, Ann	008434
Channa, Manminder	005674	Danylchuk, Betty-June	001432	Dunnett, Angela	005503
Charbonneau, Samantha	015785	Darsono, Benson	016565	Dunnett, Glenda	005909
Cheema, Asha	017381	daSilva-Horvat, Anabel	006614	DuQuesnay, Jeanine Marie	010833
Chiaramonte, Helen Therese	006436	Davis, Janice Pearl	004064	Duquette, Michelle	010351
Chiew, Karen	016566	Davis, Laurie Lynne	011024	Dwyer, Virginia Lee	003942
Childs, Ann Helen	003853	Dawidow, Julia	008067	Dyack, Andrea Marie	013183
Chin, Christine A.M.	011990	Dawson, Mary Anne	001931	Dykeman, Lisa Anne	003103
Chornous, Leigh-Ann	007100	De Angelis-Eaton, Romina	012426	<b>E</b>	
Chow, Ashley	016671	de Boer, Toby	007373	Eccles, Eryl	009625
Chrysler, Susan	005323	De Ciantis, Jennifer	012608	Eckert, Shelby	015815
Chung, Lynn	009671	De Vos, Briana Leigh	016904	Egher, Tania	010893
Church, Jessica	016048	DeBruyn, Katherine E	007148	Eilat, Miriam	017349
Churchill, Heather	003071	Deckers, Alison	005606	El Naggar, Eman	018003
Cicccone, Lucia	006988	DeCorte, Clayton Arthur	007615	Eles, Jillian	010970
Ciltea, Delia Cristina	008541	Deguire, Stefanie	011179	Elie, Marilyn	001634
Cino, Maria	004215	DeHoog, Patricia Joyce	004577	Elliott, Pamela Dawn	003805
Cipolla, Julie Anne	011863	DeJonge, Margaret	016136	Elliott, Meredith	015616
Clarke, Carol Vera	003145	Dela Cruz, Veronica	007413	Ellis, Fiona	001688
Clement, Michelle Louise	003803	Den Harder, Jena	008936	Embree, Christine Margaret	010494
Cleroux, Jane	018863	Deng, Hui	012808	Esmaeili, Mehrnaz	016735
Cleveland, Jessica-Claire	018130	Dent, Susanne Gemini	006291	Esmail, Rishma	005603
Clubine, Angela Anne Helen	012109	Dent, Sabrina	017644	Ezzeddine, Mariam	017196
Cochrane, Kelly	012237	DeRose, Lynda Wanda	001233	<b>F</b>	
Cockburn, Leona Islay	000785	DeRose, Giovanna	014920	Facchin, Kailyn	015422
Coderre, Nadine RenEe	007941	Derue, Tabbitha Marie	016548	Fan, Yuen Yee	009379
Coe, Sandra Lea	003801	DesChamps, Alyssa Leigh	015286	Fang, Yi	018126
Cohen, Melanie Frances	001754	DesChene, Rhiannon	018015	Farella, Jacqueline	015885
Cohen, Carolyn Sachiko	013260	Desforages, MElanie	014084	Farinaccia, Robert	009251
Colborne, Theresa E	011590	Desmarais, Lisa	013062	Fast, Leah	016051
Cole, Erin	017703	Devcich, Michelle	017780	Feasey, Melissa Louise	010376
Coleman, Carole Marie	002324	Dhillon, Sukhdeep	014494	Fehr, Amanda Annistyn Kate	017956
Collins, Sharon Ann	007544	Dhir, Indu	005752	Fenner, Debbie	002788
Commission, Mallory Joni Kasia	012778	Di, Jie Hang	014362	Fernandes, Custodia Barros	005620
Coniam, Karen	011092	Di Bartolomeo, Maria	013850	Fernandez-Trinidad, Maricel	013138
Conley, Jodie	009560	Di Massa, Natalie	011221	Figueiredo, Kamila	018527
Consiglio, Giulio	006142	Di Paolo, Diana Lynne	009814	Filipovic, Joanne	011448
Consoli, Milena	009286	Dicks, Grace Marion	016981	Filson, Caroline Maria	003691
Conway, Melanie Dawn	006049	Diemert, Rebecca Rowena	004637	Fiதாகis, Dimitra	005393
Cook, Sarah	013211	Diotte, Roxanne	006254	Fisher, Kelsey	016125
Copic, Milica	017961	Dirken, Peggy Ann	003089	Fitzgerald, Gabrielle Katie	002978
Copp, Joan Teresa	004144	Disera, Cathy Anne	001621	Fleming, Jennifer	008260
Corning-Hamilton, Deborah Anne	002762	Ditta, Kristen Lindsay	008939	Fletcher, Jennifer	008426
Cortes, Michelle Lorena	010614	Dixon, Alycia Dawn	008403	Flint, Marjorie Sherene	004977
Corvaro, Elaine Susan	006888	Dixon, Kimberley	010206	Flood, Mackenzie	018085
Cote, Robert Joseph	003718	Do, Phuong Sophia	018389	Flower, Valerie	009166
Couch, Anna Maria	003248	Dobes, Barbara Joan	017785	Flynn, Jayne	013276
Coutu, Valerie	017564	Dobrich, Mimi	005748	Focsa, Liliana Daniela	011101
Couture, Isabelle	010274	Dobrowsky, Katrinna Nadine	008771	Fois, Cathrine	007311
Cowley, Ashley Catherine	012407	Docherty-Smith, Kimberly Ann	004508	Foisy, Jeannine J M	004751
Coyne, Bernadette Mary	002748	Doci, Tijana	015964	Fontaine, Catherine Nicole	018490
Cramer Schein, Jennifer	014259	Dolan, Mary	003542	Forbes, Lisa	006360
Cringle, Katie	017201	Dolan, Cheryl Anne	004924	Forgues, Tracy Lynn	006289
Critchlow, Anita	004024	Dolan, Christina	016866	Francisty, Sonia	008890
Croft, Ashley	013160	Dolasinski, Iwona	015471		
Croll-Pavelic, Sondra Marie	004053	Donaldson, Laura-Lee	010983		
Croteau, Therese Elaine	003724				

Fraser, Barbara Anne	003021
Fraser, Kristi	008945
Frech, Jamie L	004019
Frise, Mardi Lynn	007061
Frolov, Oleksandr	016771
Frolova, Olena	015560
Fuhr Presswood, Leah Erika	014167
Fulford, Margaret Ann	007224
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Gale, Alannah Elizabeth	016914
Gallinger, Patricia Mary	000954
Gallucci, Samantha	017242
Galvez, Mary Rosalynn R	011924
Gamble, Jessica B	007722
Gamo, Marie Charmel Lacsina	013662
Ganis, G Judy	006438
Gao, Chun Lei	012443
Garas, Vivian	008806
Gardiner, Jennifer Aline	005978
Garfinkle, Suzanne Ilana	005626
Gauthier, Suzanne Laurette	006852
Gazzola, Kristy	016357
Gerdli, Meaghan	017883
Gervais, Kara S	008204
Gervais, Rebecca	013047
Getty, Shelley Jean	005541
Ghoneim, Abdulrahman	017795
Ghulami, Fahima	011734
Gibson, Amy Elizabeth	008876
Gibson, Laura Patricia	017468
Gill, Shaili Meenu	012161
Gill, Rupinder	015441
Gillani, Shairose	006728
Gillis, Carolyn Faye	003521
Gilmer, Vilma	011519
Giorgi, Melissa	018342
Giudice, Maryanne	006876
Glock, Michelle	012532
Gobbi, Caitlin Elizabeth	011605
Godin, Rozanne Crystal	005863
Godwin, Lesley Caroline	002166
Goerick, Linda	010292
Gohn, Kathleen Christine	017482
Gold, Carrie	003132
Goldberg, Cathy Ann	000953
Golinsky, Adele	001839
Gonzales, Maria Criselda	018049
Gonzales Logan, Charry Hazel	014043
Gordon, Sara	014305
Gorenc, Diane	005371
Gores, Kimberly Ann	002794
Goulin, Dianne Marie	014899
Gourley, Krystal	014571
Gowing, Lynda Jean	001798
Graham, Allison	007531
Grant, Lori Anne H	007774
Grater-Nakamura, Catherine E	004193
Graup, Margit	004472
Gray, Sherrie Ann	005989
Greco, Maria	003453
Greco, Deborah	003965
Greco, Nicole	017556
Green, Colleen Mary	012578
Green Turney, Tracey	004774
Greene, Joy Yvonne	003060
Greenlaw, Janet	003556
Greenough, Melissa	010768

Gregory, Lisa	017751
Grennan, Beverley Gay	001938
Grewal, Mann	013019
Grewal, Mohinder	017305
Grigoriou, Mary	004849
Grzebien, Jennifer Michelle	015178
Grzela-Dupuis, Diane J	004982
Guanio, Franz Nico	014970
Guanzon, Mary Anne	017582
Gueldner, Ashley Victoria	017505
Guenette, Karen	004983
Guitor-Kehayes, Melissa	018146
Gulam, Farida	014701
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Haddow, Katelyn	017004
Haines, Andrea Dale	008404
Halberda, Kelly	006508
Haley, Lee Ann	002557
Halili, Mary Ann Gazelle	017364
Hamilton, Shelley Lyn	001377
Hamilton, Tracey Lee	005398
Hammond, Rebecca Patricia	002718
Hammoud, Manal	015727
Harford, Jennifer Ellen	006053
Harris, Lindsay Marie	012749
Hartlin, Marie-Anne	012367
Hartnell, Megan Leila	015048
Hasanali, Shanaaz	008069
Hatheway, Tracy	009208
Haugen, Brenna Evelyn	006831
Hawker, Brittany	015733
Hawley, Linda	003460
Hawranek, Janina Barbara	003128
Hayes, Diane	009808
Hebb, Alyssa	018016
Henning, Barbara Rita	002234
Hernandez, Analyn	017724
Heslinga, Amanda	010974
Hickey, Danna Rae	014149
Hicks, Lindsay	009127
Higgin, Kathleen Norma	001056
Hill, Louise Dion	007229
Hill, Jessica Santana	011604
Hills, Cory Seline	003434
Hilmayer, Dianna Jean	009694
Hingston, Melissa	012182
Hishon, Kara	015857
Ho, Carmen	010367
Ho, Diane	017291
Hoang, Miranda Margaret	009795
Hochman, Sharon Leslie	002670
Hodgkinson, Tiffany	018078
Hogarth, Amanda	016990
Hogg, Melissa	016864
Holmes, Melissa	009353
Holmes, Vanessa Elizabeth	012916
Holmes, Farran Leith	017030
Hope, Auberley	017278
Horan, Jessica	017553
Horler, Wendy Anne	005529
Horne, Julia Ruth	006455
Hornyak, Shelly Ann	003530
Hosny, Sherin	004478
Houston, Allison	016637
Howarth, Deanne Lea	009966
Hrkach, Kayla Lynn	016408

Huang, Qian	011124
Hundal, Harmit Kaur	013049
Hunter, Tricia Rhea	007837
Hurley, Melissa	014834
Hussain, Rozina	016149
Hussey, Lorri-Jane	008413
Hutchings, Susanne Jane	003638
Hutchison, Christina Ruth	008829
Huynh, Joey	017421

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Ikkawi, Rola	015076
Ilagan, Samantha	016332
Ito, Mary Jean	004832
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Ivanita, Shannon	011802

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Jandron, Julie Ann	005475
Jane, Kathy Ellen	002621
Jantzi, Leanne Denise	014182
Jasnich, David Vincent	004417
Javed, Anum	017782
Jayne, Kelsey Brooke	009995
Jefferies, Joanne Delphine	003348
Jenkinson, Kristen	009245
Jenney, Kasia	011726
Ji, Yehong	016319
John, Hamid	016672
Johnson, Stevie	008820
Johnson, Shantal	015830
Johnston, Susan Lee	003508
Johnston, Ashley Margaret	012654
Johnston, Nicole	015794
Jones, Shelley	003430
Jones, Cynthia Marie	013311
Jooris, JoAnn	002874
Jowett, Jessica Lynne	017435

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Kang, Gurjot Kaur	010449
Katzman-Little, Jodie	005316
Kaur, Jasvir	010130
Kaus, M Diane	001194
Keenan, Corinne Frances Ann	017509
Keill, Robin	013359
Keir, Jane Ellen	003191
Kelly, Karen R	007513
Kelly, Caitlin	013717
Kelly, Brittney Nicole	016487
Kennedy, Tracey Lynn	007163
Kerek, Amber	015145
Kerenyi, Krisztina	005539
Kerr, Lori L	004479
Kertesz, Janice Louise	005534
Khalid, Ambreen	014905
Khan, Mohammed Asim	005319
Kherani, Sikin	008850
Kidd, Kimberly	015021
Killins, Georgina	008993
Kim, Sarah	016685
Kim, Ahruem	017187
Kimmel, Ella	016244
King, Karen Denise	002710
King, Erica Beth	009858
King-Robbins, Donna Colleen	006294



Kinsman, Molly	017546
Kirupakaran, Kiru	017251
Kisel, Kimberly Phyllis	003343
Klimov, Svitlana	011088
Klippenstein, Alannah J	016936
Klok, Stephanie	015248
Klyss, Jenn	013169
Kochakpour, Nazafarin	016376
Kohli, Kashish	016495
Konecny, Jocelyn Ann	007733
Kopka, Anna	009199
Kosikowski, Martha	009262
Koutsoulianos, Tory	015685
Kovacevic, Lora	015226
Kowall, Nadine Ann	001846
Kozak, Joanna Monika	012325
Kratochvil, Janette Hana	005078
Kristalyn, Leeza	015782
Kristensen, Heather Mary	004629
Kuanysheva, Gainizhan Janna	009071
Kulchar, Kourtney	014236
Kulendran, Vijaya	012614
Kurpejovic, Tea	016205
Kuzmowich, Jennifer Lynne	008899

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Lacelle, Jennifer Barbara Mary	012699
Lachance, Laurie Anne	007039
Lacroix, Lisette D	001402
Laewetz, Maria	006494
Laferriere, Josee Denise	007694
Lall, Sharan Chitura	009787
Lalonde, Guylaine M C	002745
Lalonde, Tracy Anne	003444
Lalonde, Linda Esther	003788
Lalonde, Jennifer	013038
Lamb, Charlotte Eva	017566
Landry, Kerri Lynn	005779
Lapensee, Kaarina	015736
Larmer, Calvin James	007118
Lasci, Lisa Marie	005123
Lattimer, Melissa	016641
Latuszak, Lindsay	009745
Lau, Kim	015068
Laudadio, Anna Gina	005676
Laughton, Muriel Audrey	000994
Laurel, Janna Kathleen	012535
Law, Melissa	011504
Lawrence, Erica Louise Anne	008029
Lawton, Suzanne	018182
Le, Nancy	015866
Le, Lisa	016619
Leal, Shaunna Leahann	003486
Leaver, Leslie Anne	011610
Lebel, Jennifer Suzanne	005105
Leck, Victoria Lynn	004334
Lee, Meghan	007361
Lee, In Se	017110
Lee-Jurewicz, Stephanie	018469
Lehtinen, Maranda J I	007436
Leone, Sarah	016067
Lepere, Margaret Mary	004990
Lepik, Maarika Olivia	013402
Leppala, Wendy	004494
Leroux, Kelsey	015848
Levesque, Louanne Pauline	004756
Levesque, Renee Nicole	011421
Levine, Mindy Michelle	002777
Liao, Sidney	011498

Lichty, Janneith	018732
Liebold-Pope, Birgit Margit	001943
Lin, Xi	013854
Lindsay, Diana Catherine	003165
Lines, Janine	015878
Lipska-Ishmael, Paulina Wanda	008982
Little, Gwen	003084
Littlejohn, Shirley Louise	003762
Liu, Hong Ye	011104
LiVecchi, Joanna Elizabeth	009923
Llewellyn, Christine V	006648
Lloyd, Vanessa Grace	016872
Loghmanpour, Zahra	015747
Loiselle, Carole-Anne	018456
London, Anitra Christine	015939
Long, F Mary	006538
Longman, Janifer Lin	005514
Lord, Lynda	005689
Love, Deborah	002315
Lowe, Rosemarie	006936
Ltaif, Gaby	012759
Lucci, Sladjana	008692
Luetchford, Carolyn Annette	007734
Lumgair, Daphne A	003590
Lumley, Lisa	015814
Lundy, Kristine	014065
Lupenette, Megan	016938
Lupton, Angela D	008239
Lush, Chantal	017578
Lynes, Andrea Marie	007548

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Mabey, Tracy Lynne	005880
Macchione, Elise	014254
MacDonald, Natalie S L	007939
MacDonald, Lisa Ellen	011857
MacDougall, Mark Allen	017028
Mackie-Taylor, Catrina S	002551
Mackinlay, Stephanie	014674
MacLeod, Catherine Monica	009454
MacNamara, Megan Elizabeth	016770
MacNeil, Andra	011920
MacVane-Moore, Ruth C	003323
Maduro, Dominique	015797
Mainville, Krista Brianne	010622
Majid-Agha, Caroline-Nadia	017867
Major, Kelsey	015545
Makarec, Darka	003223
Makowsky, Andrea	016883
Malarz, Michele C	005932
Malcomson, Paula Dale	006327
Mamucod, Mico	019003
Mananquil, Maurice Florencio	018730
Maniate, Susan	014436
Mannarino, Carmela Marisa	003355
Manno, Sofia Alessandra	016622
Marcella, Kathleen Tanja	007746
Marinich, Karen Cozette	002044
Marinzel, Wendy Lynne	003839
Marioukhina, Natalia	009429
Marrelli, Lydia Diana	006804
Marriott, Veronica	004855
Marshall, Merle Joanne	003184
Marshall, Meghan Kara Gunter	008255
Marson, Nicole Carly	016945
Martin, Melanie Sharon	004996
Martin, Debbie	006219
Martins, Lisa	015611
Martins Cardadeiro, Lisa	016322
Martuccio, Antonietta Maria	009174

Marziliano, Antonietta	003280
Masin, Christine Mary	002031
Mason, Jennifer Lynn	007782
Mateo, Megan	016364
Matti, Vivian	008977
Mavriyannakis, Tina	006820
Mayhew, Jennifer Patricia	009903
Mayo, Kelly Elizabeth	005637
Mazal-Kuula, Catherine	003194
Mazer, Shirley	008144
McAdam, Karen Marie	008007
McAuley, Brenda Leanne	010492
McCabe, Donna Louise	004998
McCann, Anna McKinlay	011685
McCarthy, Kimberley A	007962
McCarthy, Leah	017923
McCaughey, Nancy Margaret	007591
McCauley, Tina Darlene	010181
McDaniel, Leah Cortney	016412
McDonald, Robyn L	010124
McDougall, Sarah-Jane	015113
McGill, Louise Diane	001676
McIlmoyle, Jaime	013890
McIntyre, Charmaine Gayle	016964
McKeown, Christy Miyuki	007050
McLean, Sayena	017284
McLeod, Natasha Eugenia	010750
McMullen, Grace Yap	017165
McNamara, Kim	002633
McNulty, Mary Rose	013724
McRobert, Amie Doreen	017092
McTaggart, Robin Sue	002434
McVinnie, Alison Anne	005627
Meade, Kerri Lynn	009809
Mehdizadeh, Jila	017338
Mellon, Jacqueline J	003783
Melnik, Ashley Michelle	015259
Merlino, Lianna Nicole	011328
Meroli Assad, Gabriella	017003
Merritt, Stacey Ann	006268
Mesich, Katharina	006830
Mesich, Mariana	007258
Meyers, Brandi Rose	009545
Micu, Rodica Steliana	013768
Miele, Laura Christine	011263
Mikhail, Adeel	010985
Mila, Sabrina Linda	007264
Miller, Alannah	015902
Mills, Nicole	016956
Miloszewski, Joanna	008250
Milot, Ashley	016749
Mindrila, Angela	016611
Miotto, Sue	004441
Miron, Jennifer Lynn	009867
Mitchell, Krista	015469
Mitri, Susan	007665
Miura, Aya	008503
Moffatt, Patrice	005789
Mohammadi Boghaie, Sakineh	011180
Mohammadian, Farah	015793
Mohan, Luisa	006269
Moir, Mary Christine	002189
Moldowan, Kimberly-Jo	004458
Mollo, Tina Donna May	009652
Montano, Lucy	017474
Montgomery, Denise	006885
Montgomery-Wieler, Dana	006452
Moon, Lisa M	008030
Moore, Jodi Lynn	009006
Moore, Liisa Mary	010574

Moorhouse, Sandra Lynn	003933
Morgan, Jalisa	015161
Morrell, Ainslee E	008040
Mortensen, Louanne Frances	002250
Morton-McFadyen, Samantha	018058
Moura dos Santos, Paula Almeida	008401
Muccini, Andrea	016281
Muccioli Emery, Natalie Maria	009862
Mudrovcic, Nikolina	016299
Mueller, Sarah Lynn	013167
Muffo, Giovina Maria	001876
Muir, Sarah	017088
Munro, Danna E	006972
Murphy, Aileen	003240
Murphy, Angela Marie	004206
Murphy, Claudia	004247
Murphy, Laura	004783
Murphy-Robinson, Kate	006786
Murray, Elena Kaitlyn	016719
Murrell, Sydney Tiana	016876
Murtaza, Najia	009178
Musaraj, Ornela	016887
Myles, Jennifer	016310

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Nagulapalli, Srilakshmi	017153
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Neilly, Alanna Elizabeth	016949
Nenonen, Annette Rose	005985
Ness, Anna	014291
Nguyen, Sang	014478
Nguyen, Lisa	016667
Nichols, Anne Christine	012273
Nicholson, Tabatha Sarah Ann	012187
Nickleson, Karol	008930
Ninan, Vinita Mary	007925
Nitsopoulos, Mitzy Maria	006751
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Nordstrom, Ashlee Dawn	015261
Novack, Bonnie Cheryl	002144
Nurmohamed, Fatma	007330

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Obad, Rose	012612
O'Hallarn, April Aurora	014927
O'Leary, Jill	012270
Oliveira, Kourtney	017077
Olm, Cher Maria	008866
Omer, Maryam	018657
Ong, Bernice	018351
Opoku, Kimberly	011855
Orense, Allison	015929
Orfao, Elisa	016916
Orlovic, Ivana	012043
O'Rourke, Angela M	008033
Orr, Amy	015875
Orson, Francine Elaine	000303
O'Ryan, Angela Dawn S	007875
Ostashkova, Oxana	007643
Osztormayer, Kristen	016356
Owen, Brenda Lynn	005690

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Paczkowski, Meggie	012638
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Paiement, Renee	007168
Palmer, Casey Noelle	017517
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Papacosmas, Tina	009428
Papineau, Jodi Lynn	005527
Papini, Amanda	014929
Paraíso, Claire Marie	018413
Pare, Megan	018292
Parikh, Nipa	015387
Park, Amy	017681
Parsley, Patrice Natasha	016894
Partheniou, Stella	010325
Pasivirta, Diane Lynn	009967
Passafiume, Holly Nadine	005751
Passaro, Piera Sabrina	010256
Patel, Henal	014446
Patenaude, Sandra E	002009
Patenaude, Judith	005547
Patterson, Kelly Lee	009703
Patterson, Julie	017797
Paugh, Tracy	016631
Paul, Catherine Lynn	002638
Peak, Kathryn Ellen	003338
Pedota, Paola	012487
Peels, Olivia C.	016850
Pellegrino, Tina Assunta	007267
Pepin, Stephanie Linda	008248
Peroune, Dawn Allison	002959
Perreault, Michelle Carmen	001993
Perry, Virginia Yvonne	004180
Persaud, Annitra	009010
Persaud, Surujnie Kamalwattie	012579
PÉrusse, Annie	008013
Peters, Lindsay	011182
Peterson, Jackie	010356
Petrina, Gabrijela	018431
Phillips, Lindsey	014775
Pianosi, Rhonda Lee Ann	007884
Pichler, Shawna	013282
Plankova, Larina	009617
Plante, Elaine	007842
Poirier, Sylvie Denise	002746
Poirier, Danielle L	004877
Poleto, Anna Rita	004885
Pong, Kelly Anne	005229
Porter, Katrina Diane	011533
Porter, Elizabeth	015651
Posen, Chana Frumah	008382
Powers, Kayla Marie	017441
Prabhakaran, Sujatha	016569
Prasad, Vikashni Lata	016561
Preece-Keith, Carolyn	003358
Prentice, Serena	006213
Preston, Brenda Ann	004724
Princ-Reid, Nivea Lynn	003359
Proud, April	009087
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Pullen, Ann Marie	005764
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Radhakrishnan, Nirmala	014741
Ræburn-Brown, Sundae	004628
Rahaman-Khan, Aneesa	015844
Rahmati, Tahmineh	018482
Rai, Sandhya	008665
Rainbird, Rachel	018057
Raines, Francine	014916

Rajoub, Moutih	017686
Rama, Albana	015972
Ramsammy, Dhandai	008721
Rankin, Rebecca	018213
Raposo, Tammy	015761
Rashid, Azmina	004953
Rashid, Lalarukh	016927
Raykova, Romina	016618
Regimbal, Stephanie	016912
Renaud, Carmelle Jeanne	002509
Renbaum, Krystyna	017748
Resplandor, Dorothy Ann	014942
Restrepo Correa, Beatriz Amparo	010400
Reza Khanloo, Fariba	018387
Rezaei, Hengameh	018569
Ricafort, Mary Jane	011496
Rice, Tracy Lyn	007469
Richer, Josee Chantal	004671
Rideout, Paula Marie	004370
Riggs, Jenna	014104
Rivett, Chantelle	017040
Roberts, Karen Mae	001513
Roberts, Lori Aichele	004327
Robertson, Kathryn Gayle	001724
Robertson, Heather Lynn	008365
Robichaud, Vicky Marie Nicole	011575
Robidoux, Rebecca Fay Lynn	003195
Robins, Dianne Elizabeth	002170
Robinson, Lori Ann	004595
Robinson, Sharon Joy	008615
Robinson, Amanda	015137
Robinson, Rachel Louise	017455
Rock, Rachel	011853
Rodrigue, Janique Danielle	017426
Rodriguez, Gillian Ross	007150
Rodriguez Lugo, Ayme	018304
Rodriguez-Cortes, Jacquelin	014911
Roesler, Stephanie	016674
Rogers, Tiffany Ann	011701
Rohani, Fariba	016557
Roman, Mary Ann	001799
Rondinone, Maria	003838
Roome, Jacqueline	010305
Ross, Misty	009229
Rosu-Romeo, Dianne	004527
Rotband, Leonardo	016886
Rousseau, Meagan Meysha	009650
Rovet, Andrea Faith	002829
Rowland-Rush, Jennifer	006353
Rubezin, Revital	010567
Rzesotko, Sarah Elizabeth	015418

## S

Sabo, Sheila May	003233
Sabourin, Kathy Lynn	002958
Sadler, Kashia	016969
Saemi, Elahe	011480
Saffari, Porosha	014684
Sager, Jennifer	012526
Salas, Bleshilda Sebastian	017516
Salaverria, Raheleh	012669
Sam, Cheryl Ann	007198
Samcevic, Suzana	007528
Saramak-Paradis, Joanne	003468
Sarkis, Marilyn Mae	003114
Sauer, Melissa Kathleen	008081
Saulnier, Natasha Paulina	013241
Saunders, Karen Marie	005246
Scharf, Kimberly	013035
Scharf, Krystal Lee	014045

Schmoll, Andrea M	007639
Schultz, Diane Hope	002659
Scott, Lindsay Donna	015011
Sech, Jessica	014009
Seewald, Sarah	012297
Seguin, Jessica Marie	012356
Sellitto, Joanne M	003991
Seltzer-Soberano, Laura Michelle	004251
Seperovic, Vahdeta	014283
Seyler, Lindsay Rose	009844
Shah, Minakshi	004893
Shah, Niketa	013834
Shah, Sweetu	016559
Shah, Bhavin Padmakant	017476
Shantz, Catherine Mary	001847
Sharifi, Tabasum	016122
Sharma, Kavita	013217
Sheridan, Andrea Gerda	010525
Shettigar, Sharmila Dinesh	012898
Shouldice, Janelle	010818
Shugg, Patricia Judy	001608
Silva, Paula Roxanne	005164
Silva, Ashley	018572
Simpson, Deborah Ann	004727
Sims, Jill Alexandra	007768
Sisler, Samantha	017532
Sivananthan, Shyamala	009563
Smaggus, Jane-Ann Marjorie	009408
Smiley, Raymonda	005278
Smith, Jeanette	006738
Smith, Claire	008205
Smith, Erin Michele	009599
Smith, Juanita Ashley	009620
Smith, Rebecca Celeste	013798
Soeiro, Rebecca Marie Funk	015150
Somlo, Stephanie	018799
Sopovski, Emilija	011676
Sorger-Bonomo, Katherine M	002035
Soroka, Karen	004226
Sousa, Jennifer	011892
Soussan, Ashley	016579
Southorn, Robin Elizabeth	001748
Spanidis, Michelle	015683
Spano, Anne-Marie	017499
Sparavalo, Lepa	012434
Spartalis, Penny	007305
Spencer, Karen Dawn	005340
St-Amour, Vanessa	015845
Stanley, Nicole Christine Beatrice	016986
Stecjuk, Charlane E	001266
Steele, Adriana	016109
Stephens, Suzanne C	006693
Stephenson, Joanne	002241
Stephenson, Corry-Lin	009228
Stewart-Sabapathy, Susanne E	007486
Stickland, Tanya Jeanne	007218
Stockwell, Summer	017386
Stokes, Melanie Sinika	016646
Strachan, Tamatha Ann	008388
Strader, Jennifer	010478
Strawn, Terri Diane	008804
Suchodolska, Agata	008978
Suitor, Shelley	014006
Sullivan, Trina	013111
Sung-Li, Susan Soo	009564
Sutcliffe, Eileen Anne	006128
Sutherland, Jocelynn	013480
Sweeney, Laura	011691
Sweet, RenÉE	012856
Sykes, Margaret Mary	002344

Szolopiak, Jacqueline D	003321
Szotyori, Matilda Eniko	010026

## T

Tam, Jennifer	013370
Tamburrini, Grace Victoria	010049
Tamo, Jacqueline	017240
Tams, Mona	018802
Tan, Marchie Lynn	015436
Tariq, Shahida	017155
Taylor, Shannon	015028
Taylor, Philomena	016795
Tenbroeck, Tammy Nanette	006176
Teslak Chan, Darlene Ann	006354
Thibault, Michelle Lynne	008090
Thobani, Mez	008947
Thompson, Sarah Jane	016574
Thorat, Rajkuwar	017266
Tilstra, Krysten	016294
Tingey, Bailey	018051
Tino, Laura	011664
Todorovski, Michelle Anne	007009
Tolmie, Lisa Marie	005670
Tong, Amy Ching Han	004255
Townsend, Sandra	004399
Townsend, Inna	015849
Tracey, Stephanie	005453
Trafford, April	016926
Tran, Janette	013198
Treleaven, Heather Joan	003014
Tremblay, Paula Lea	004035
Tremblay-Mercer, Cindy	013091
Trinh, Elaine Thuy-Tien Ngoc	010137
Trombley, Rachel Ashley	011341
Tronsen, Debbie	005647
Truckle, Brittany Jean Marie	013513
Trudell, Kelsey Alexandra	017457
Tryon, Ashley	017029
Tsymbalyuk, Tetyana	011188
Tucker, Michelle	014138
Tulk, Karen Marie	002074
Tullio, Frank	007439
Tupaz, Sandy	012030
Turajlic, Vivian V E	005479
Turcotte, Janet Sandra	004047
Turner, Laura	002588
Turner, Christine Kelly	006004

## U

Uliana, Nadia	003750
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## V

Valdron, Stacy-Ann	012301
van den Horn, Brenda L	003699
Van Sickle, Lisa Louise	004100
VanEngen, Alisha	015923
Varghese, Hema	007943
Vazir, Swati	012736
Veeneman, Kimberly Anne	007338
Vega, Gisselle	017083
Veitch, Heather Mary	004664
Verhoeven, Alexsandra Sandra	008869
Verneuil, Sherianne Cairyne	014338
Villaluna, Rosanna Maria	017536
Villegas, Joan	011784
Villegas, Angelica Maria	014126
Vincent, Sarah	013794
Viveiros-Lea, Victoria	015262
Volpatti Prince, Annette	004062

## W

Wagner, Caleigh	011210
Waldt, Leslie Diane	004920
Walker, Theresa Belle	002467
Walker, Andrea Mary	016314
Wall, Kerri	018295
Wallace, Angela	005173
Wallace, Lisa Michelle	012087
Wallace-Difranco, Sonya M	006907
Walsh, Cassidy	018083
Wanat, Natalie	017673
Wardley, Karen Lynne	004670
Watson, Diane Elizabeth	004921
Watson, Sherry Lynn	007159
Watson, Marcy Diane	015341
Watt, Danielle	017017
Watts, Meggie	015697
Wayland, Lori	002159
Wdowczyk, Justyna	010192
Webb, Katherine	016993
Weber, Andrea	011917
Welters, Dana	010417
Westman, Krystal	014391
Whalley, Nancy	007816
Wheeler, Cathy	013020
White, Darla	003185
White, Barbara Lynn	006160
White, Danielle Elizabeth	013323
Whitlock, Hilary	008584
Whittington, Gaylene	004347
Wiebe, Tierney	015966
Williams, Madelyn Rose	016478
Winter, Jacklyn	012228
Wisdom, Sandra	006872
Withers, Nicole	014861
Wolf, Anne Elizabeth	004170
Wolf, Tammy	009272
Wolfe, Janice	001565
Wong, Lai-Ping	005104
Wong, Myrtle	007566
Wong, Debbie	009468
Wong, Fiona	012169
Wong, Margaret	017328
Wraith, Lee-Anne	011903
Wright, Leanne Patricia	016890
Wylie, Laurie Dawn	008836

## Y

Yang, Susie	012447
Ye, Jacqueline	011981
Yip-Healey, Angela May-Ping	004869
Young, Sandra Monique	007028
Young, Tiffany Ritalee	012432
Yu, April	018595
Yurchuk, Caroline	005724
Yurcich, Amy	008507

## Z

Zafar, Shabina	014702
Zamfir, Florin	016027
Zanatta, Lori	003870
Zhang, Ludan	012701
Zhang, Xue Meng Tina	016875
Zincone, Lisa Donna	003926
Zister, Erika Daunne	006715
Zurczak, Michelle Marguerite	013409
Zylstra, Susan Meredith	007063

## CDHO





# Public Health Reporting and Infection Prevention and Control

by Andrea Lowes BA (Hons) LLB

In recent months, the CDHO has received an increased number of reports from Public Health Units (PHUs) across Ontario. Some PHUs have begun reporting to the CDHO when they inspect a dental office or dental hygiene clinic. In some cases the PHUs have shut down the offices or clinics due to significant or crucial lapses in infection control and prevention.

There are more than 40 PHUs in the province and each of these units is tasked with a number of functions, including the inspections referenced above. We note that not all of the PHUs have provided the CDHO with reports about their inspections or have provided access to reports, but at the CDHO, we expect that as more PHUs increase their focus on infection prevention and control, we will receive even greater numbers of reports.

If you are the subject of a PHU inspection and deficiencies are found, it is likely that the PHU will advise the CDHO that they have attended and provide the CHDO with the results of their inspection. In addition, the CDHO may also learn of the results of the inspection through other avenues, such as reporting from other health regulatory colleges, a complaint or report from the public or a regulated health professional, or in the course of the day-to-day work of the CDHO.

The CDHO has implemented processes and procedures to ensure that it thoroughly and fairly reviews these reports, and that in doing so, the ultimate purpose of the CDHO, the protection of the public, is upheld and fulfilled.

As such, the Registrar (or a delegate thereof) will review each and every report. In reviewing each report, it will be determined if any registrants have been named specifically, and if any other registrants practise at the clinic or office. It is important to note that even though a registrant may not be present at the time of the inspection, this does not mean that that registrant or any other registrant employed there is therefore not responsible for the infection prevention and control at the clinic or office noted in the report.

If the report indicates concerns of a nature that the Registrar feels present an immediate risk to the public, the Registrar may use the authorization provided under the *Regulated Health Professions Act, 1991* to suspend the registrant's registration until the Registrar is satisfied that there no longer remains a threat to the public.

It is to be noted that in the event of any and all reports by a PHU, registrants will be asked to make submissions to the CDHO regarding the report(s). After receipt and review of the registrant submissions, the Registrar will make a decision regarding how to proceed.

There are a number of outcomes that may result from the review of the submissions. In some cases, the Registrar may determine that there is no reason to proceed further at the CDHO level regarding the report. The reasons for this are numerous, and include, but are not limited to, the infractions have been remedied and/or the registrant has been remediated and there is little or no risk to the public. However, if the submissions from the registrant do not address all of the concerns or if the Registrar is of the opinion or belief that there are outstanding concerns or remediation is required, the Registrar will request that the registrant enter into an undertaking with the CDHO to complete the CDHO's infection prevention and control education program and/or any other remediation that in the opinion of the Registrar is required.

If the registrant declines to sign the undertaking or does not fulfill the undertaking and/or the remediation requirements, the registrant will likely be referred to the Inquiries, Complaints and Reports Committee via a Registrar's Report for investigation.

It would be helpful for all registrants to review the updated infection prevention and control guidelines. See page 8 in this issue of *Milestones* for additional information regarding the guidelines.

If you have any questions about infection prevention and control, please do not hesitate to contact a Practice Advisor at the CDHO. **CDHO**

# There's Been A Privacy Breach — Who Do I Tell?

Dental hygienists in Ontario need to be aware of new reporting obligations under the *Personal Health Information Protection Act, 2004* (PHIPA). Important changes took effect on October 1, 2017.

## What is a privacy breach?

A privacy breach is when someone's personal health information is used or disclosed without authority or when their information is lost or stolen. Looking at a client's health records without authority – known as “snooping” – is considered to be a privacy breach.

## Who needs to be notified?

### *The Client*

If a client's personal health information is stolen, lost, or used or disclosed without authority, the health information custodian (the person with custody and control of the records) needs to notify the client at the first reasonable opportunity. The health information custodian also has to tell the client that he or she can make a complaint about the breach to the Information and Privacy Commissioner of Ontario.

### *The Health Information Custodian*

If you are an agent of a health information custodian (for example, if you are a dental hygienist who works for a group practice, or for another dental hygienist or dentist) you need to tell the responsible custodian about the breach at the first reasonable opportunity.

### *The Information and Privacy Commissioner*

Effective October 1, 2017, health information custodians have to report the following types of privacy breaches to the Information and Privacy Commissioner directly:

1. *Use or disclosure without authority:* The health information custodian has reasonable grounds to believe that personal health information in the custodian's custody or control was

used or disclosed without authority by a person who knew or ought to have known that they were using or disclosing the information without authority.

2. *Stolen information:* The health information custodian has reasonable grounds to believe that personal health information in the custodian's custody or control was stolen.
3. *Further use or disclosure without authority:* The health information custodian has reasonable grounds to believe that, after an initial loss or unauthorized use or disclosure of personal health information in the custodian's custody or control, the personal health information was or will be further used or disclosed without authority.
4. *Pattern of similar breaches:* The loss or unauthorized use or disclosure of personal health information is part of a pattern of similar losses or unauthorized uses or disclosures of personal health information in the custody or control of the health information custodian.
5. *Disciplinary action taken against a member of a regulatory College:* The health information custodian is required to give notice to a College of an event described in section 17.1 of PHIPA that relates to a loss or unauthorized use or disclosure of personal health information (discussed below).
6. *Disciplinary action taken against others:* The health information custodian would be required to give notice to a College, if an agent of the health information custodian were a member of the College, of an event described in section 17.1 of PHIPA that relates to a loss or unauthorized use or disclosure of personal health information.
7. *Significant breaches:* The health information custodian determines that the loss or unauthorized use or disclosure of personal health information is significant after considering all relevant circumstances, including the following:
  - i. Whether the personal health information that was lost or used or disclosed without authority is sensitive.
  - ii. Whether the loss or unauthorized use or disclosure involved a large volume of personal health information.

- iii. Whether the loss or unauthorized use or disclosure involved many individuals' personal health information.
- iv. Whether more than one health information custodian or agent was responsible for the loss or unauthorized use or disclosure of the personal health information.

### Regulatory Colleges

Health information custodians are also required to report certain actions taken in response to privacy breaches to the appropriate regulatory College.

This means that if a health information custodian takes any disciplinary action against a member of a College under the *Regulated Health Professions Act, 1991* or a member of the Ontario College of Social Workers and Social Service Workers because of that member's unauthorized collection, use, disclosure, retention or disposal of personal health information, the custodian must report that fact to the member's regulatory College. This includes situations where a custodian suspends or terminates a member's employment or revokes or restricts a member's privileges or business affiliation. It also includes situations where the member resigns in the face of such action.

This notice must be given within 30 days of the disciplinary action or resignation occurring and it must be in writing. As noted above, if a report is made to a College in one of these circumstances, then a report must also be made to the Information and Privacy Commissioner.

This notice requirement under PHIPA overlaps with the mandatory reporting provisions of the *Regulated Health Professions Act, 1991*, which require employers to report when a member has been terminated or had their privileges or partnership revoked or restricted for reasons of professional misconduct, incompetence or incapacity.

### Annual Report to the Information and Privacy Commissioner

Starting in **January 2018**, health information custodians will have to start tracking information about privacy breaches that occur in their organizations. Health information custodians will have to provide an annual report to the Information and Privacy Commissioner about any privacy breaches starting in **March 2019**.

### Conclusion

It is important for all dental hygienists to understand their obligations under PHIPA, including when they need to report privacy breaches and to whom those reports need to be made.

More information can be obtained from the Information and Privacy Commissioner's website:

<https://www.ipc.on.ca/health/report-a-privacy-breach/>

The full text of the new Regulation under PHIPA is available on e-Laws: <https://www.ontario.ca/laws/regulation/040329> **CDHO**

## RDH Expertise for RDHs

CDHO practice advisors provide confidential consultations to dental hygienists who seek assistance with issues that directly or indirectly affect the delivery of safe, competent, ethical dental hygiene care. To reach a CDHO practice advisor by phone or e-mail: **416-961-6234** or **1-800-268-2346**

**Giulia Galloro RDH, BSc(DH)**

ext. 226 • [advice@cdho.org](mailto:advice@cdho.org)



**Roula Anastasopoulos RDH, BEd**

ext. 253 • [advice@cdho.org](mailto:advice@cdho.org)







# The Drugs in Dental Hygiene Practice Examination (DDHPE)

## Frequently Asked Questions

What happens if the computer goes down or I have technical difficulties during the exam?

The examination is hosted and delivered by a company outside the College that has years of experience with electronic examinations. Our contract with them includes handling technical delivery of the examination. Any technical difficulties you have should be addressed with Skilsure.

I moved from Alberta and was able to prescribe there. Do I still need to take the examination?

Yes. All Ontario registrants must complete the DDHPE prior to prescribing, dispensing or selling drugs in Ontario.

How much time does the self-study course take to complete?

The time it takes to complete the self-study course can vary from person to person depending on the currency of your pharmacology knowledge. The estimated average time to complete the course and self-build study guide is 25 hours. These hours can be used in your learning portfolio to demonstrate compliance with your continuous competency requirement.

Can I use the time spent on the course for my portfolio?

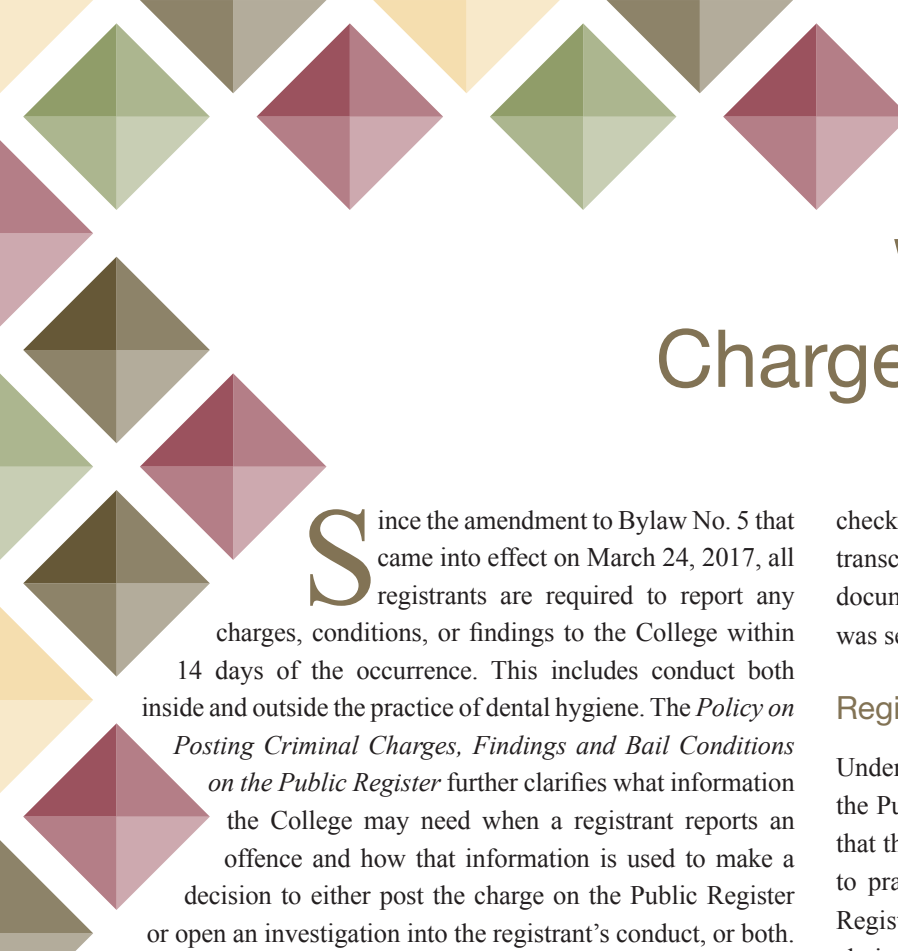
Time spent on the course can be reported in your learning portfolio.

What drugs can I prescribe after the Designated Drugs Regulation is passed and I pass the examination?

Chlorhexidine is the only prescription drug listed in the Designated Drugs Regulation. Fluorides do not require a prescription.

I have always used chlorhexidine irrigation after scaling on some clients and have been able to purchase it from the drug supply company. What has changed?

Your ability to purchase and use drugs in practice has not changed. Previously you were not able to prescribe or send home with your clients chlorhexidine for home use. Now that the Designated Drugs Regulation has passed, dental hygienists who have successfully passed the DDHPE may prescribe, dispense and sell chlorhexidine. [CDHO](#)



# What Happens When You Report Charges to the College?

Since the amendment to Bylaw No. 5 that came into effect on March 24, 2017, all registrants are required to report any charges, conditions, or findings to the College within 14 days of the occurrence. This includes conduct both inside and outside the practice of dental hygiene. The *Policy on Posting Criminal Charges, Findings and Bail Conditions on the Public Register* further clarifies what information the College may need when a registrant reports an offence and how that information is used to make a decision to either post the charge on the Public Register or open an investigation into the registrant's conduct, or both.

Please refer to the article, *Amendments to Bylaw No. 5, in Milestones 2017 | Issue 2*, for more detailed information about charges, conditions, and findings.

## Information We Need

In order to determine what action to take, the Registrar needs to know what happened, when it happened, how and why. This information is taken both from your personal account of the event, as well as from any supporting documentation you are asked to submit.

When you report an offence, you will be required to submit a written personal statement of explanation. In your statement, you should consider not only the facts of the event, such as the date, time, etc., but also the reasons why it happened and what you have done about it since. Your understanding of the offence and personal reflection are taken into account when the Registrar is considering what action to take.

You will also need to submit any supporting documentation related to the offence, which may include a copy of the Notice of Conviction or the Notice of Discharge, copies of any orders or conditions you have been subject to, and any documentation that proves that you are in compliance with the terms of your sentencing. Depending on the circumstances, we may also request additional documentation such as a current police record

check, reference letters, verification of circumstances, hearing transcripts, etc. In most cases, you can obtain the required documentation directly from the courthouse where your case was seen or your legal representative can help you to obtain it.

## Registrar's Responsibility

Under the Bylaw, the Registrar has the responsibility to post to the Public Register any charges, conditions, or findings of guilt that the Registrar believes is relevant to a registrant's suitability to practise. The College posts this information on the Public Register because it assists the public in making an informed choice when choosing a health care professional and, while most of this information is already publicly available through the courts, it may otherwise be difficult to find.

The Registrar may also report to the Investigations, Complaints and Reports Committee (ICRC) that there are reasonable and probable grounds to commence an investigation into the conduct of the registrant. Professional Misconduct is defined in both the *Regulated Health Professions Act, 1991* (RHPA) and the Professional Misconduct Regulation to the *Dental Hygiene Act, 1991* (DHA). In the context of reporting charges, conditions, or findings of guilt, Professional Misconduct includes being found guilty of an offence that is relevant to the member's suitability to practise (s. 51(1)(a) of the RHPA); being found by another regulator to have committed an act of professional misconduct that would, in the opinion of a discipline panel of the College, be an act of professional misconduct (s. 51(1)(b) of the RHPA); conduct that is disgraceful, dishonourable or unprofessional; and conduct that is unbecoming of a dental hygienist (sections 15.52 and 53 of the Professional Misconduct Regulation to the DHA).

## Investigation

If the ICRC agrees that an investigation is warranted, an investigation report would be prepared and the registrant would have an opportunity to provide submissions. When the ICRC considers the investigation adequate, it will look at the following issues:

by Terri-Lynn Macartney BA (Hons) and Eva Rosenstock BA

1. Whether the nature of the conduct is serious enough (i.e., there is a high risk of public harm) to warrant a discipline hearing in all of the circumstances;
2. If the conduct does warrant a discipline hearing, whether the information in support of the allegations is of a sufficient quantity and quality to require a hearing; and
3. If the allegations of misconduct are not referred to a hearing, whether some other action by the ICRC is appropriate. This could include attending before the Committee for a caution or the completion of remediation courses such as an individualized ethics course, for example. Outcomes such as this and referrals to the Discipline Committee would also be reported on the Public Register.

## Considerations

When making a determination as to whether the offence or the conduct are relevant to a registrant's suitability to practise, the Registrar will consider factors such as the extent of the conduct, the specific circumstances of the matter, the motivation for the conduct, and the degree of dishonesty or breach of trust. For bail conditions or other conditions on release, the Registrar will look at whether the conditions apply to the dental hygienist's practice. For matters that have been concluded, the penalty that was imposed by the court is also considered.

The Registrar will also assess the registrant's conduct since the offence. How cooperative the registrant has been in disclosing the conduct is important, whether they have been forthcoming, and whether they admit to or deny the conduct in question. The Registrar will look for evidence as to whether the conduct was in character or out of character, whether rehabilitation has occurred, and the likelihood the conduct will reoccur. If applicable, a treating health care provider's report may be requested to address the potential impact on the registrant's ability to practise and whether there are ongoing concerns that might be likely to lead to a repetition of the conduct. Similarly, if circumstances warrant it, we may request evidence directly from other sources such as an employer, regulatory body, educator, or parole officer.

## Next Steps

If you have any charges, conditions, or findings to report to the College, please send an email to [registration@cdho.org](mailto:registration@cdho.org) for more information. Depending on the circumstances, we will let you know what documentation we require and how to submit it. Once all documentation has been received, it can take a few weeks for the Registrar to review the matter and reach a decision. You would then be notified of the decision in writing and advised of any further steps. **CDHO**

Take a look at CDHO's latest social media campaign video clips on our **YouTube** channel or on our website under **For the Public / Media / Video Library**.

Is Your Dental Hygienist Registered?



Dental Hygiene Treatments





# Recent Discipline Decision



The College recently held one discipline hearing.

## Ms. Melissa Kapralos

In or about November 2015, March 2016 and August 2016, Ms. Melissa Kapralos, who had been a registrant of the College of Dental Hygienists of Ontario since 2008, treated a client with whom she was engaged in a sexual relationship.

On June 20, 2017, the Discipline Committee of the College found that Ms. Kapralos had committed acts of misconduct, in that she treated the client while engaged in a sexual relationship with that client.

The Discipline Committee delivered a reprimand to Ms. Kapralos and directed the Registrar to revoke Ms. Kapralos' certificate of registration immediately. After a period of five (5) years, Ms. Kapralos may apply to the College to reinstate her certificate of registration.

Ms. Kapralos was ordered to pay \$1000 in costs to the College. Ms. Kapralos must reimburse the College for any funding for therapy and counselling provided by the College to the client under s. 85.7 of the *Health Professions Procedural Code*. For more information, please go to [www.cdho.org](http://www.cdho.org) to read the full decision of the Discipline Committee regarding Ms. Kapralos.



## DID YOU KNOW?

To see information about decisions made by the Discipline Committee, visit the College's website under the tab **For the Public/Publications/ Discipline Decisions**.

# Updates to the Public Register

## New Registrants

July 12 to October 15, 2017

Abraham, Shelby	018978	Coulter, Madeline	019042	Hwang, Hee Joo	019017
Adams, Karlie	018924	Covant, Michelle	019093	Iqbal, Mahnoor	018967
Agimal, Sandeep	019015	Craig, Breanna	019084	Irwin, Beau	018959
Ahmad, Iqra	019006	Da Ponte, Carina	019065	Jairam, Yogeeta	019081
Ahmad, Maira	018900	Dalal, Vivek	018899	Johnson, Lindsay	019001
Ahola, Drue	018975	Dancy, Krystal	018999	Kabir, Kashfi	018998
Ali, Rasheed	019079	Darkaei-Nejad-Hendoe, Atoosa	018903	Kapoor, Kapil	018905
Alig, Natasha	019086	Deboer, Krista	018969	Kelada, Selvia	019060
Amanouail, Dani	019037	Dent, Stacy	019092	Khan, Saba	019029
Amini, Rana	018947	Déziel, Frédérique Kyla	019047	Kim, EunKyung	018972
Anjan, Sujata	018861	Dhillon, Puneet	019052	Kim, Jiyoung	018938
Aquino, Margarita	018878	DiNardo, Danielle	018939	Kim, Sarah	019078
Arch, Nicole	019062	Ding, Yi Xiang	018881	Krall, Stephanie	018961
Arendt, Antonia	018926	Do Carmo, Debbie	018936	Kruhlytska, Mariya	018956
Audette, Nadine	019088	Evans, Dina	019082	Kuang, Erica	019040
Austin, Katie	019031	Evans, Emily	018877	Kwong, Vicky	018904
Awada, Hiba	019024	Faryal, Saleena	018915	La Rosa, Fotula	018914
Axelrad, Stephanie	019087	Felix, Stephanie	019012	Lachine, Alyssa	018963
Babaei, Nikoo	018882	Fischer, Fran	018960	Lamoureux, Mireille	019074
Baby Jacob, Jesson	019059	Fullerton, Kelly	018940	Langille, Amber	018918
Banks, Leah	019007	Furfaro, Sarah	018950	Langlois, Breanne	018892
Bastarache, Julie	018920	Galletta, Stephanie	018873	Lapalme, Kristine	019005
Beaudry, Chelsea	018885	Gandhi, Nivea	018982	Lavoie, Jessica	018886
Belisle, Katelyne	018922	Garneau, Karissa	018872	Le, Huy	018981
Bellamy, Sherri	019066	George, Sarah	018934	Leclair, Courtney	018933
Belley Blanchette, Emy	019046	Ghahari Kouchaksarei, Dena	018869	LeMay, Alexandra	018880
Bennett, Victoria	018964	Ghorbani, Sonya	018887	Lencewicz, Natasha	018976
Bezaire, Nicole	018942	Gito, Robyn Nicole	018894	Lethbridge-Brazier, Karissa	018889
Bhandari, Mohit	018983	Gomez, Jacqueline	018862	Lewis, Alexandra	019068
Bois, Veronique	018891	Good, Nicole	018997	Lexier, Malka	019051
Boisclair-Lafontaine, Angélique	019083	Goodarzy, Roshanak	018897	Lisco, Deborah	018991
Borhan Mojabi, Katayoun	019089	Gray, Emma	018944	Liu, Kathy	018979
Boyd, Kelly	018985	Gregoire, Celine	018929	Lospe, Hennelle	018919
Brooks, Laura	018948	Guenther, Maryn	019057	Lourenco, Ashley	018973
Bubencikova, Kamila	018994	Guiho, Nicole	018993	Lynn, Amanda	018907
Buksa, Nick	018962	Guilbault, Samantha	018875	Mackenzie, Kaleigh	018867
Cadieux, Karine	018931	Guillemette, Laurence	018953	Magee, Lauren	019050
Canape, Jovie Ann	018908	Gunner, Rachel	018986	Magnaye, Veronica	018941
Canaris, Selena	019075	Ha, Aline	018977	Mamucod, Mico	019003
Chappus Sikich, Kendra	018857	Haghighi, Sara	018916	Mantes, Emily Rose	018879
Chung, Jiyoung	018890	Hall, Melissa	019058	Manuel, Andrea	018984
Claeys, Hannah	018980	Handrysiak, Camile	018955	Markovic, Rachel	019013
Clanachan, Gillian	019026	Haroon, Amany	019018	Marquez Hernandez, Michelle	018898
Cleroux, Jane	018863	Hashimi, Tamana	019049	Martinescu, Olivia	018860
Cohen, Melanie	018888	Hedderson, Ashley	019073	Mazzali, Sera	019039
Cole, Abbie	018866	Heffernan, Hannah	018912	McEvoy, Kimberley	019056
Coreas, Jennifer	018974	Hehar, Lavine	018957	McEwen, Lauren	019071
Cote, Jamie	019033	Hergel, Tess	019014	McGlen, Jenny	019021
		Holder, Gillian	018910	McIlroy, Holly	019063
		Holyoke, Carolyn	019067	McMeekin, Lauren	018930
		Huard, Kristen	019028	Merana, Ervin	019020

Michaud, Kelsey	018968	Smith, Samantha	019061	Jagodic, Shanel	018272
Milito, Francesca	018871	Spadafora, Jessica	019036	Kazbar, Hala	017316
Millar Desjardins, Émilie	018970	Spencer, Meagan	019009	Kohli, Roopali	016358
Mody, Michelle	018884	Stepanov, Nadia	019076	Kuglin, Cynthia	017528
Mohammad Ali, Nour	019091	Stern, Melody	018876	Laforge-Sagle, Emilie Jeanne	014085
Morgan, Hannah	019010	Stevens, Jordan	019041	Lake, Becky Bernadette	015750
Munoz Caldas, Veronica	019030	Stewart, Hannah	018901	Lam, Doris	008169
Naguleswaran, Sweedi	018906	Stuckless, Sheena	018927	Lemesurier, Jacqueline Paige	010729
Nandu, Monique	018945	Tabi Tambong, Yvonne	018995	Lin, Yong	016474
Nguyen, Brenda	018921	Talbot, Ali	019054	Lo, Florence Sze-Ming	011244
Nguyen, Jessica	018966	Talma, Amanda	019004	Lowry, Ashley	015080
Nguyen, Kathy Phuong-Khanh	018935	Tehaili, Nora	019069	Marples, Aimee Lynn	007438
Nguyen, Sally	018951	Thibault Matern, Kira	019000	Mbirimi, Estere	016825
Nichols, Alyson	018883	Thomas, Tony	019011	McCambly, Diane Jean	001464
Nikravan, Tannaz	018917	Tolentino, Marian	018854	McEachern, Jennifer Grace	007095
Niles, Carly	018858	Torti, Heather	018992	Mehdizadeh, Jila	017338
Niles, Raeanne	018913	Toth, Julia	019025	Nadeau, Kim	005843
Nisa, Zaib	019048	Tran, Lynda	018949	Neville, Kelly Mae	005630
Nnabuogor, Izzy	019064	Turner, Jayme	018943	Patel, Henal	014446
Pano Jarjis, Michelle	018971	Turton, Carolyn	019023	Persaud, Surujnie Kamalwattie	012579
Parr, Taylor	019053	Visanji, Ziana	018902	Petta, Natalie Adriana	016819
Pasternak Szkudlarek, Sierra	019044	Walker, Belinda	019035	Phillips-Frost, Claire	001994
Pereira, Jessica	019077	Walton, Cassandra	019080	Popielek, Rebecca Ann Louise	015407
Perl, Nicki	019022	Weekes-Thornhill, Amelia	019045	Pratt, Sara Elizabeth	009657
Perras, Isabelle	018989	Winter, McKenzie	018990	Rasetta, Michael	010599
Perreault, Roxane	019072	Wittersheim, Tatiana	019090	Roet, Niresha	014957
Pierre, Endwouigine	018954	Wolf, Heather	019043	Sassi, Sarah Marie	009908
Pinto, Dana	018865	Wood, Tamarin	018928	Sedghidehnavi, Bahara	015038
Potvin, Sarah	018932	Yue, Zi Xin	018958	Shah, Bhavin Padmakant	017476
Pungurai, Anna	018946	Ziegler, Nicole	018925	Sidiropoulos, Haralambia	008926
Puthenpurayil Elias, Santhosh	019038	Zreik, Rosa	018937	St. John, Michele Susan	004506
Ramos Bogarin, Christa	019027			Steel, Zoé Paris	017356
Ranu, Kamaldip	018855			Swartzentruber, Patricia Marie	017446
Raval, Yogin	019034			Tenuta, Maria Victoria	016309
Ren, Hai Shi	018874			Todd, Gisele Lee	003142
Roberts, Ashley	019032	Aubin, Nicole Chantal Marie	013557	Trizzino, Robin Lynne	005943
Roefs, Kelly	018909	Barragan, Leydi Juliana	017086	Urbanek, Jennifer Anne	007848
Ross, Tenecia	018896	Buhl, Kathryn Payge	016923	Valerino Castellanos, Ariagna	013516
Sadhwani, Kunal	019019	Cardenas, Maria Margarita	011057	Vaughan, Jessica	015891
Sager, Melissa	019016	Cehic, Mirela	016715	Vega, Gisselle Elena	017083
Sahayarajah, Nancy	018859	Constantino, Maria Cecilia	011100	Walt, Lisa Ann	015310
Saira, Syeda	018988	Cotterchio, Jessica Anne	016978	Wardlaw, Wendy Lee	010879
Samra, Ramanjot	019070	Coutu, Cori Lee	004020	Weeks, Alisha	014459
San, Kalyan	019085	Cruz, Cynthia Carvalho	017567	Welsh-Wassef, Christine Margaret	013867
Saxena, Prachi	018952	Curlew, Caitlyn	014473	Woods, Emily	016606
Sebescu, Mihaela	018870	Dacosta, Alexandra	018410	Wraight, Irene Joyce	003473
Seo, Yooree	018856	Dobosz, Agnieszka	013354	Yang, Elaine Yee-Ling	015179
Serio, Melissa	018996	Early, Katelyn	018231	Yang, Jiseon	016573
Sgotto, Cassandra	018893	Eldali, Majeda Bassima	017120		
Shand, Kristin	019002	Fontaine, Catherine	018490		
Shaver, Marisa	018868	Franks, Lisa Marie	016533		
Shen, Kristen	018864	Fraser, Meaghan Elizabeth	015520		
Shtepa, Rima	018895	Gorman, Angela Olive	014165		
Sibley, Victoria	018923	Guevara Alfonso, Gina Astrid	017367		
Siddiqi, Sonia	019008	Hall, Margot Frances	012735		
Silvaggio, Alyssa	019055	Harvey, Rosina Evalyn Diane	016987		
Silvestre, Mary Jean	018965	Hinkson, Emily	010876		
Singh, Heena	018987	Holmes, Vicki Lee	003352	Eisenschmid, Kirsten	013930
Sliva, Deanna	018911	Isabella, Thea Marie	011490	North, Robin	008824

## Authorized for Self-Initiation

July 12 to October 15, 2017

## Reinstated

July 12 to October 15, 2017



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**Time to Renew!**

- 2018 Renewals available online on November 15<sup>th</sup>.
- Log in to your Self-Service account with your six-digit registration ID number and your password. In the menu under the Registration heading, click on the link to renew.

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- Renewal is due on or before January 1, 2018.
- A \$100 late penalty fee will apply effective January 2<sup>nd</sup>.

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[www.cdho.org](http://www.cdho.org)

## Resignations

July 12 to October 15, 2017

Aldred, Carol	002158
Bocknek, Reah Sharon	002790
Boudreau, Kaitlyn	018150
Burke, Lisa Harper	006938
Careau, Geneviève Marie Rolande	016119
Gareau, Nicole Carole	006656
Hiltz, Cathy	003288
Kamosi, Nada Jafar	012678
Levesque, Daniel J	008233
McIlveen, Sandra Ann	001136
Miller, Nair	003623
Rosnak, Sharon Lynn	002211
Shettigar, Sharmila Dinesh	012898
Treleaven, Heather Joan	003014
Visser, Kelly Brenda	004073
Wrona, Amanda Caitlin	016634

## Interim Suspension With Cause

August 19, 2017 to September 6, 2017

Maramag, Angelita	012995
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## Deceased

August 8, 2017

Impala Pereira, Miriam	010830
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## The CDHO Knowledge Network

Find the clinical information you need at:

[www.cdho.org](http://www.cdho.org)

The following three new Factsheets have been added to the CDHO Knowledge Network



- Atrial Fibrillation
- Novel Oral Anticoagulants
- Stroke



College of **Dental Hygienists** of Ontario  
L'Ordre des **hygiénistes dentaires** de l'Ontario

## the College's promise to dental hygiene clients

*You can expect to receive  
quality preventive oral hygiene care  
from health professionals who are  
registered with the College of  
Dental Hygienists of Ontario  
(CDHO).*



### how we keep this promise

- ✓ All dental hygienists must be **registered** with the CDHO to practise in Ontario.
  - ✓ Only persons currently registered with the CDHO may use the title “dental hygienist” or any variety of translation of “**dental hygienist**” including the initials RDH (Registered Dental Hygienist).
  - ✓ Every dental hygienist in the province **must** meet the CDHO’s entry-to-practice requirements.
- 
- ✓ A list of currently registered dental hygienists is **available** to the public.
  - ✓ The College provides Standards of Care and Practice Guidelines to guide dental hygienists and **inform** the public.
  - ✓ The continuing competency of your dental hygienist is **monitored** and **supported** by the College throughout her/his professional career.
  - ✓ Information about oral health and **access** to dental hygiene care is promoted to the public.
  - ✓ A **fair** and **transparent** complaints process is available to help clients who feel they may not have received the care they had the right to expect.
  - ✓ The College collaborates with the Ontario Government, other health Colleges and consumer groups to promote access to **safe** and **effective** oral health care.