

#25

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, August 03, 2023 4:29:04 PM  
**Last Modified:** Friday, August 04, 2023 10:28:36 AM  
**Time Spent:** 17:59:32  
**IP Address:**

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**Q1**

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

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

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**Q2**

Section 1 - During the reporting period (January 1st–December 31st, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

**Yes,**

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

The CDHO initiated a review and update to its jurisprudence education examination questions in 2021, which had not been fully updated since 2016. This process continued throughout 2022, including the drafting and pilot-testing of new examination questions. The old examination questions were retired and replaced with a new set of questions in 2023. There is no change to the requirement for applicants to complete the jurisprudence examination, which retains the same format.

**Q3**

Assessment of qualifications

**No****Q4**

Timelines for registration, decisions and/or responses

**No**

<p><b>Q5</b> Registration and assessment fees</p>	<p><b>Yes,</b> Description of change/improvement that would impact fair registration outcomes: In June 2022, Council approved amendments to the CDHO's Bylaws to eliminate an increase to registration fees that had been previously scheduled to take effect in 2023. At the same time, Council approved shifting the annual renewal deadline from January 1 to December 1 (of the year proceeding the year to which the renewal applies.) This shift was designed to increase renewal operational efficiency, as it moved the renewal deadline to a time when the full complement of CDHO staff is available to assist registrants and that is outside of the December holiday period.</p>
<p><b>Q6</b> Resources for applicants</p>	<p><b>Yes,</b> Description of change/improvement that would impact fair registration outcomes: A full review of the registration content on the CDHO website was conducted in 2022 identifying areas for improvement. The CDHO has contracted the services of a third-party provider to assist with the updating and streamlining of information made available to applicants and registrants on the CDHO website. Launch of an upgraded website is anticipated in late 2023.</p>
<p><b>Q7</b> Changes to internal review or appeal process</p>	<p><b>No</b></p>
<p><b>Q8</b> Access by applicants to their records</p>	<p><b>No</b></p>
<p><b>Q9</b> Mutual recognition agreements</p>	<p><b>No</b></p>
<p><b>Q10</b> Training and resources for staff regarding registration</p>	<p><b>Yes,</b> Description of change/improvement that would impact fair registration outcomes: Following the addition of new staff members in 2022, CDHO registration staff received extensive training on the registration requirements under the Registration Regulation, the registration procedures under the Code, and how they relate to the work of the CDHO and the processing of applications. CDHO staff also received training on effective minute taking for Registration Committee meetings.</p>

<p><b>Q11</b> Relationship with third party service provider(s)</p>	<p><b>No</b></p>
<p><b>Q12</b> Accreditation of educational programs</p>	<p><b>No</b></p>
<p><b>Q13</b> Technological or digital improvements</p>	<p><b>Yes,</b> Description of Change/Improvement that would impact Fair Registration Outcomes: The CDHO embarked on a project in 2021 to streamline its application process for new registrants to improve processing efficiency. As part of this initiative, the CDHO has been moving towards a fully online application, without the need for applicants to submit supporting documents in hard copy. These changes have been implemented gradually in 2022 as the CDHO updates its application materials and online application portal.</p>
<p><b>Q14</b> Anti-racism and inclusion-based policies and practices</p>	<p><b>Yes,</b> Description of Change/Improvement that would impact Fair Registration Outcomes: In 2022, the CDHO Council, including those members who serve on the Registration Committee, and CDHO staff engaged in the following activities with our system partners that supported learning and understanding of the lives and experiences of the Indigenous peoples of Canada: - In February 2022, both staff and Council participated in a workshop offered by the Canadian Centre for Diversity and Inclusion aimed at debunking myths about Indigenous communities in Canada and providing an understanding of ways of engaging with Indigenous communities. - At their September Council meeting, CCDI and facilitator Roy Pogozelski provided further education about the opportunity to build solid relationships with Indigenous communities. Mr. Pogozelski has been contracted by the CDHO to assist in the development of the CDHO land acknowledgement and to consult with us on Indigenous matters. - On the National Day for Truth and Reconciliation, the CDHO Council and Staff were invited to participate in a Virtual Blanket Exercise by the College of Denturists of Ontario. This experiential workshop explored the relationship between Indigenous and non-Indigenous peoples in Canada. - The CDHO researched providing all registrants with access to an Indigenous education module which will be available in 2023.</p>

<p><b>Q15</b></p> <p>Organizational structure</p>	<p>No</p>
<p><b>Q16</b></p> <p>Contingency or continuity of operations plans</p>	<p>No</p>
<p><b>Q17</b></p> <p>Documentation requirements for registration</p>	<p><b>Yes,</b></p> <p>Description of Change/Improvement that would impact Fair Registration Outcomes:</p> <p>The CDHO is making changes to its online application form and website to remove the requirement for applicants to submit notarized copies of supporting and verifying documents as well as a physical copy of the application form and supporting documents by mail. These changes are anticipated to be fully implemented in 2023.</p>
<p><b>Q18</b></p> <p>English / French language proficiency testing</p>	<p>No</p>
<p><b>Q19</b></p> <p>Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.</p>	
<p>1</p>	<p><b>Completion of a pro-active legal audit of the CDHO’s registration practices by the CDHO’s independent legal counsel to confirm that the CDHO complies with all legal requirements and best practices and to identify areas of opportunity for improvement.</b></p>
<p>2</p>	<p><b>Elimination of scheduled fee increases for 2023.</b></p>
<p>3</p>	<p><b>Providing resources to Council, staff, and registrants to enhance their learning and understanding of the lives and experiences of the Indigenous peoples of Canada</b></p>

**Q20**

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

- |   |  |
|---|--|
| 1 | <b>The change in the renewal deadline resulted in administrative complexities such as misunderstanding of the required deadline, and the requirement for renewal for new registrants during Q4. The CDHO provided extensive communication to registrants regarding the change and provided increased staff and IT support.</b>   |
| 2 | <b>The potential risk of forgery of verifying documents now that original hard copies are no longer required to be notarized and submitted by mail. The CDHO continues to require that verifying documents such as certificates of standing and transcripts from educational institutions be submitted directly by the issuing body to the CDHO. This significantly minimizes the risk of forgery.</b> |

**Q21**

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

No

**Q22**

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

English ,  
French

**Q23**

Membership Data Demographics Data As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	<b>406</b>
Total Female	<b>14332</b>
Total Non-binary	<b>0</b>
Gender not provided	<b>0</b>
Overall Total	<b>14738</b>

## 2022 Fair Registration Practices Report

### Q24

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

**No,**

Other (please specify):

The CDHO is exploring adding new demographic questions to our online application and renewal form which will include race-based questions.

### Q25

Do you collect other identity-based or demographics data?

**No,**

Other (please specify):

The CDHO is exploring adding new demographic questions to our online application and renewal form which will include identity-based questions and the new gender category "other/non-binary".

### Q26

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

**Yes,**

If yes, please indicate the type::

The CDHO is exploring adding new demographic questions to our online application and renewal form which will include race-based questions.

### Q27

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

Full/Independent Practice	<b>13960</b>
All other classes	<b>778</b>
Overall Total	<b>14738</b>

### Q28

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

Ontario	<b>13,935</b>
Other Canadian Provinces and Territories	<b>284</b>
USA	<b>425</b>
Other Countries	<b>94</b>
Multiple and/or Unspecified Jurisdiction	<b>0</b>
Total	<b>14,738</b>

**Q29**

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

1	<b>United Kingdom/ 54</b>
2	<b>Columbia/ 11</b>
3	<b>Israel/ 8</b>
4	<b>South Africa/ 6</b>
5	<b>South Korea/ 4</b>
6	<b>China/ 3</b>
7	<b>Denmark/ 2</b>
8	<b>Iran/ 2</b>
9	<b>Japan/ 2</b>
10	<b>Armenia/ 1</b>
11	<b>Netherlands/ 1</b>

**Q30**

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

Total Male	<b>48</b>
Total Female	<b>879</b>
Total Non-binary	<b>0</b>
Gender not provided	<b>0</b>
Overall Total	<b>927</b>

**Q31**

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

**No**

**Q32**

Do you collect other identity-based or demographics data?

**No**

**Q33**

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022:

8

## 2022 Fair Registration Practices Report

### Q34

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.

Number of Applicants	<b>873</b>
Number of Applicants Licensed/Certified	<b>873</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>4</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>2</b>

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### Q35

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

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

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### Q36

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	<b>42</b>
Number of applicants fully licensed/certified	<b>37</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>5</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>2</b>

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## 2022 Fair Registration Practices Report

### Q37

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

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

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### Q38

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

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

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### Q39

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	<b>920</b>
Number of applicants fully licensed/certified	<b>899</b>
Average Time to Process Application in Weeks from First Point of Applicant Contact	<b>4</b>
Average Time to Process Application in Weeks from Receipt of all Required Documents	<b>2</b>

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## 2022 Fair Registration Practices Report

### Q40

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	3
Number of applicants fully licensed/certified	2
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

### Q41

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

The average timelines referenced above include applications that were referred for additional review by the Registrar or the Registration Committee, which can require significant additional time before a final decision on the applications is made. These cases may impact the overall average processing timelines.

The average timelines include applicants who applied in late 2022 and were granted full registration in 2023.

These figures include one applicant who applied and was registered in 2022, resigned a short time later, and subsequently reapplied and re-registered in 2022.

The CDHO rarely has registrants who apply from multiple jurisdictions. Most applicants to the CDHO are graduates of an accredited program in dental hygiene from Ontario.

### Q42

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

1

**United States of America / 7**

### Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

902

## 2022 Fair Registration Practices Report

<b>Q44</b>	0 – less than 3 months	<b>893</b>
Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.	3 months – less than 6 months	<b>6</b>
	6 months – less than 12 months	<b>3</b>
	12 months – less than 18 months	<b>0</b>
	18 months – less than 24 months	<b>0</b>
	24 months and greater	<b>0</b>

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### Q45

Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

18

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<b>Q46</b>	0 – less than 3 months	<b>8</b>
Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.	3 months – less than 6 months	<b>3</b>
	6 months – less than 12 months	<b>7</b>
	12 months – less than 18 months	<b>0</b>
	18 months – less than 24 months	<b>0</b>
	24 months and greater	<b>0</b>
	TOTAL	<b>0</b>

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<b>Q47</b>	Ontario	<b>0</b>
Other Licenses/Certificates of Registration Processed Please indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1- December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.	Other Canadian Provinces and Territories	<b>0</b>
	Certificate to Certificate (Labour Mobility)	<b>0</b>
	USA	<b>0</b>
	Other International	<b>0</b>
	Multiple and/or Unspecified Jurisdictions	<b>0</b>
	TOTAL	<b>0</b>

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## 2022 Fair Registration Practices Report

<b>Q48</b>	Ontario	<b>0</b>
Other Licenses/Certificates of Registration Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	<b>0</b>
	Certificate to Certificate (Labour Mobility)	<b>0</b>
	USA	<b>0</b>
	Other International	<b>0</b>
	Multiple and/or Unspecified Jurisdictions	<b>0</b>
	TOTAL	<b>0</b>

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<b>Q49</b>	Ontario	<b>0</b>
Other Licenses/Certificates of Registration Processed Please indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	<b>0</b>
	Certificate to Certificate (Labour Mobility)	<b>0</b>
	USA	<b>0</b>
	Other International	<b>0</b>
	Multiple and/or Unspecified Jurisdictions	<b>0</b>
	TOTAL	<b>0</b>

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<b>Q50</b>	Ontario	<b>9</b>
Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	USA	<b>1</b>
	TOTAL	<b>10</b>

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<b>Q51</b>	Ontario	<b>0</b>
State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces and Territories	<b>0</b>
	USA	<b>0</b>
	Other Countries	<b>0</b>
	Multiple and/or Unspecified Countries	<b>0</b>
	TOTAL	<b>0</b>

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## 2022 Fair Registration Practices Report

<b>Q52</b>	Ontario	<b>9</b>
	USA	<b>1</b>
	TOTAL	<b>10</b>

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

<b>Q53</b>	Ontario	<b>0</b>
	Other Canadian Provinces	<b>0</b>
	USA	<b>0</b>
	OtherCountries	<b>0</b>
	Multiple and/or Unspecified Countries	<b>0</b>
	TOTAL	<b>0</b>

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

**Q54**  
List the top three reason for appeals (by percentage) of a registration decision

1		<b>0</b>
2		<b>0</b>
3		<b>0</b>

**Q55**  
List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1	<b>Application Incomplete/ 0%</b>	
2	<b>Application Expired/ 0%</b>	
3	<b>Failed the Entry to Practice Examinations/ 0%</b>	

**Q56**  
List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1	<b>Application Incomplete/ 0%</b>	
2	<b>Application Expired/ 0%</b>	
3	<b>Failed the Entry to Practice Examinations/ 0%</b>	

**Q57** Respondent skipped this question

Please provide any additional comments you may have: