



COLLEGE OF DENTAL HYGIENISTS OF ONTARIO

ANNUAL REPORT 2003



MISSION STATEMENT

The mission of the College of Dental Hygienists of Ontario is to develop, advocate and regulate safe, effective dental hygiene practice for the promotion of oral health and well-being of the public of Ontario.

LA MISSION

La mission de l'Ordre des hygiénistes dentaires de l'Ontario consiste à élaborer, promouvoir et réglementer l'exercice de la profession d'hygiène dentaire de façon sûre et efficace dans le but de promouvoir la santé buccale et le bien-être du public ontarien.



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A Message from the President...

Barbara Smith

In 2003, in addition to its continuing efforts to see a resolution to the longstanding “order” issue, Council also turned its attention inward. College policies were reviewed and updated. Council members were given opportunities for professional development. Council decided to streamline Council meetings and make the conduct of the College’s business more efficient. Changes were introduced to meeting procedures. The goal of all of this was to make the College more transparent, fair and open to both the public and the registrants. These values are reflected in the day to day operation of the College. 2003 was a very productive year and a year in which Council reaffirmed its dedication to regulating dental hygiene in the public interest.

Message du président

Barbara Smith

En 2003, outre de poursuivre ses efforts à résoudre le problème « d’ordre » qui date de longtemps, le Conseil a pris le temps pour une introspection. Les politiques de l’Ordre ont été revues et mises à jour. Des occasions de perfectionnement professionnel ont été offertes aux membres du Conseil. Le Conseil a décidé de simplifier les réunions du conseil et de gérer les affaires de l’Ordre de façon plus efficace. Des changements ont été apportés aux procédures des réunions. Le but de ces initiatives était de rendre l’Ordre plus transparent, juste et ouvert vis-à-vis le public et ses membres. Dorénavant, les activités quotidiennes de l’Ordre reflètent ces valeurs. L’année 2003 était très productive et durant laquelle le Conseil a réaffirmé son engagement à réglementer l’hygiène dentaire au meilleur profit du public.



ADMINISTRATION

In 2003 Administration welcomed back one member who had been on maternity leave thus affording the opportunity to dedicate a member of Administration to both external and internal communications. One of the major projects accomplished during 2003 was preparation for the *Personal Information Protection and Electronic Documents Act* to be proclaimed on January 1, 2004 by the federal government. As in previous years, members of Administration were active on local, provincial and national committees.

Statistical Data

Registrants as of December 31, 2003

General Certificate of Registration	6,775
Specialty Certificate of Registration	357
Inactive Certificate of Registration	369



ADMINISTRATIVE STAFF



Jane Cain,
Executive Assistant



Diane Colautti,
Communication Services Co-ordinator



Eleanor McIntyre,
Quality Assurance Co-ordinator



Fran Richardson,
Registrar



Margaret Stevenson,
Director, Administrative Services



Joyce Quan,
Administrative Assistant



Suzanna Tatsis,
Administrative Assistant



Evelyn Waters,
Deputy Registrar



Celine Weeling Lee,
Receptionist



COLLEGE COMMITTEES

EXECUTIVE

Barbara Smith, President
Peggy Maggrah, Vice President
Lois Brown
Kathleen Feres Patry
Evie Jesin

REGISTRATION

Karen Tulk, Chair
Cathy Mazal-Kuula
Carole Ono
Barbara Smith
Kay Wetherall

QUALITY ASSURANCE

Diane Greenwood, Chair
Lois Brown
Kathy Colalillo
Nancy Kitchen
Ken Massey
Lois Stanton

COMPLAINTS

Kathy Walker, Chair
Lucy Charbonneau
Lisa Forte
Ken Massey
Shirley Silverman
Sandra White

FINANCE

Evie Jesin, Chair
Lois Brown
Victor Drevnig
Peggy Maggrah

DISCIPLINE

Nancy Kitchen, Chair
Esther Abbou
Pauline Beal
Victor Drevnig
Myron Hluchaniuk
Evie Jesin
Peggy Maggrah
Anita Mitsopulos
Lois Stanton
Kathy Walker

FITNESS TO PRACTISE

Carole Ono, Chair
Harry Chadwick
Myron Hluchaniuk
Peggy Maggrah
Karen Tulk

PATIENT RELATIONS

Cathy Mazal-Kuula, Chair
Pauline Beal
Harry Chadwick
Victor Drevnig
Shirley Silverman

REGULATIONS & BYLAWS

Kathy Walker, Chair
Harry Chadwick
Kathleen Feres Patry
Diane Greenwood
Sandra White

MEMBERS OF COUNCIL 2003



Pauline Beal,
Public Member



Lois Brown,
Public Member



Harry Chadwick,
Public Member



Victor Drevnig,
Public Member



Kathleen Feres Patry,
Professional Member



Diane Greenwood,
Professional Member



Myron Hluchaniuk,
Public Member



Evie Jesin,
Professional Member



Nancy Kitchen,
Professional Member



Peggy Maggrah,
Professional Member



Ken Massey,
Public Member



Catherine Mazal-Kuula,
Professional Member



Carole Ono,
Professional Member



Shirley Silverman,
Professional Member



Barbara Smith,
Public Member



Lois Stanton,
Professional Member



Karen Tulk,
Professional Member



Kathy Walker,
Professional Member



Kay Wetherall,
Public Member



Sandra White,
Public Member



EXECUTIVE COMMITTEE

Barbara Smith, President

Peggy Maggrah, Vice President

Lois Brown

Kathleen Feres Patry

Evie Jesin

The Executive Committee is charged with the responsibility of acting on behalf of Council between meetings of Council. The Executive Committee met ten times in 2003.

A thorough review of internal policies and procedures was conducted by the Committee in 2003. As part of the review of meeting protocol, a number of Council Members and Administration attended a meeting protocol workshop. Many of the new processes have been implemented. A Council self-evaluation tool was developed, tested and implemented. In addition, a major priority for 2003 was the developmental stages of a comprehensive communications strategy. The business of the College continued in a timely manner and the CDHO continued to meet with the Ministry of Health and Long-Term Care as part of the process of amending the *Dental Hygiene Act, 1991*. Quarterly meetings with the professional association continued and both the President and the Registrar spoke at the association's professional conference. At the end of the year, the College said goodbye and thank you to the last remaining Council Member from the Transitional Council days, Evie Jesin.



EXECUTIVE COMMITTEE - PART II

Barbara Smith, President

Peggy Maggrah, Vice President

Lois Brown

Kathleen Feres Patry

Evie Jesin

The Executive Committee Part II, which deals with matters relating to professional misconduct, met nine times in 2003. Concerns that are brought to the attention of the College, but are not considered formal complaints, are referred to the Executive Committee for appropriate action. The following is a summary of those investigations conducted by the Executive Committee in 2003.

Possible Professional Misconduct Issues

Two investigations were conducted into allegations of sexual abuse. In both cases, the Committee determined that as the clients were no longer clients when the affairs began, the behaviour did not fall within the definition of sexual abuse outlined in the *Regulated Health Professions Act, 1991*. However, as the members of the Committee had concerns respecting the behaviour of one these registrants with respect to clients, they asked the registrant to sign an Undertaking with the College agreeing to successfully complete a course in Ethics, which included a section on professional boundaries.

An investigation was conducted into concerns that a registrant had breached an Undertaking with the College. As the registrant agreed to sign and adhere to a modified version of the Undertaking addressing the concern, the Committee agreed to take no further action in this matter.

Two anonymous complaints were received in 2003. As there did not appear to be reasonable and probable grounds to pursue investigations of either concerns, the Committee directed that no further action be taken.

In another case in which it was alleged that a registrant had been rude, the College was unable to obtain sufficient evidence to proceed with any further action.



EXECUTIVE COMMITTEE - PART II

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Possible Incapacity Issues

The Committee concluded its investigation into concerns that a registrant had continued practising dental hygiene when unfit to do so. As the members of the Committee were satisfied by the available information that the registrant had been fit to practise, they directed that no further action be taken.

A Board of Inquiry was appointed to investigate concerns that a registrant may not recognize when her illness required intervention. Upon receipt of the report from the Board, the Committee agreed that this matter could be effectively dealt with through an Undertaking in which the registrant agreed to be appropriately monitored.

Another registrant, who had been suspended for failing to comply with a requirement of a Board of Inquiry, was reinstated. Based on an independent assessment of the registrant, the Committee determined that the continuance of the Board of Inquiry was not necessary and directed that no further action be taken.

Referrals from the Quality Assurance Committee

There were five referrals from the Quality Assurance Committee to the Executive Committee respecting registrants who were non-compliant with the submission of their professional portfolios. In one case, as the registrant was suspended, the Committee agreed to wait and address the issue if and when the registrant applied for registration. In another case, the Committee's concerns were addressed when the registrant signed an Undertaking with the College agreeing to submit her 2003 portfolio, attend an individual ethics and jurisprudence course and maintain and submit a 2004 portfolio. The other cases were referred back to the Quality Assurance Committee for further consideration.

EXECUTIVE COMMITTEE - PART II

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Illegal Practise Issues

On March 28, 2003, the College of Dental Hygienists of Ontario obtained an injunction against **Elaine Cohen (also known as Elayne Cohen or Elaine Wolkove)**. After reviewing evidence that Ms. Cohen practised at a number of dental offices and clinics over a number of years as a dental hygienist, the judge ordered that Ms. Cohen refrain in Ontario:

- (a) from using the title "dental hygienist" or a variation or abbreviation or equivalent in another language,
- (b) from holding herself out as a person who is qualified to practise in Ontario as a dental hygienist or in a specialty of dental hygiene, and
- (c) from performing any controlled acts including scaling teeth or root planing (i.e. cleaning teeth) and orthodontic and restorative procedures.

Any breach of this order could constitute contempt of court. Ms. Cohen is not now and has never been registered to practise as a dental hygienist in the province of Ontario.

The College became aware of a 1999 Ontario graduate who had been practicing since graduation but who had neglected to register with the College. The dental hygienist was then duly registered, signed an Undertaking with the College and paid an administrative fee equal to the unpaid registration fees she had failed to pay.

The College became aware of an individual who was holding themselves out as a dental hygienist while not registered with this College. As the investigation revealed that the employer was aware that the individual was not a CDHO registrant and the CDHO determined that there was insufficient information to proceed. The information was forwarded to the employer's College for action. As the CDHO has not been apprised of the outcome, the investigation is pending.



EXECUTIVE COMMITTEE - PART II

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A former registrant admitted to performing controlled acts on a family member while not registered with this College. The individual subsequently registered and signed an Undertaking with the College requiring the taking of an Ethics course.

Information was received by the College that a dental hygiene student was holding out as a dental hygienist and performing controlled acts external to the authority of the academic setting. After completing an investigation, the Committee determined that they did not have enough substantiating information to proceed.

It was brought to the Registrar's attention that **Ms. Hila Sorinov (possible alternative spelling: Soryanov)** was applying for a position as a dental hygienist when not duly registered with the College. Subsequent information indicated that Ms. Sorinov had practiced as a dental hygienist, used the title "dental hygienist" and performed controlled acts in a dental practice in Toronto. Ms. Sorinov was a graduate of a school of dental hygiene outside of North America and had been notified by the College of the requirements for registration in Ontario. Ms. Sorinov was provided with an opportunity to co-operate with the College but chose not to do so. On October 28, 2003, The Honourable Mr. Justice Trafford signed an order directing Ms. Hila Sorinov to comply with sections 4 and 9 of the *Dental Hygiene Act, 1991* and section 27 of the *Regulated Health Professions Act, 1991* to refrain from using the title "dental hygienist" or a variation or abbreviation or equivalent in another language; from holding herself out as a person who was qualified to practise in Ontario as a dental hygienist or in a specialty of dental hygiene; and from performing any controlled acts including scaling and root planing and orthodontic and restorative procedures. Mr. Justice Trafford fixed the costs at \$15,000 payable to the College of Dental Hygienists of Ontario.

The College approved a policy with respect to the procedures to be followed when the Registrar becomes aware of possible illegal practice. The policy was approved by Council in November, 2003.

The CDHO is committed to ensuring that the public of Ontario are well served in the area of oral health care, and will pursue persons who hold themselves out to be dental hygienists when in fact they are not registered with this College.



QUALITY ASSURANCE COMMITTEE

Diane Greenwood, Chair

Lois Brown

Kathy Colalillo

Nancy Kitchen

Ken Massey

Lois Stanton

The Quality Assurance Committee, a statutory committee of the College of Dental Hygienists of Ontario, is responsible for the implementation and administration of the Quality Assurance Program and for the collection, analysis, evaluation and dissemination of information related to the Quality Assurance Program. To this end, the Quality Assurance Committee has met five times in 2003.

The Quality Assurance Program includes the following components.

- **Continuing Quality Improvement Measures**

Each year, in accordance with the Quality Assurance Regulation, registrants are required to assure the College that they are maintaining a professional portfolio. Registrants must participate in continuing quality improvement activities sufficient to have the knowledge, skills and judgement to practise in a manner consistent with the *CDHO Dental Hygiene Standards of Practice*.

In the year 2003, the Registrar referred sixty-seven registrants to the Quality Assurance Committee for non-compliance with the Quality Assurance Regulation. Of the 67 registrants requested to submit a professional portfolio, 43 professional portfolios have been received, 20 registrants were granted exemptions. Four registrants have failed to submit professional portfolios but they have corresponded with the College.

Of the 43 professional portfolios received

- 72% have met the assessment guidelines (A.1)
- 14% have not met the assessment guidelines (A.4)
- 14% are in the assessment phase (A.2)

QUALITY ASSURANCE COMMITTEE

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• Peer Assessment- Professional Portfolio/Practice Review and Remediation

Each year, in accordance with the Quality Assurance Regulation, the Quality Assurance Committee randomly selects registrants to submit their professional portfolios for review by a quality assurance assessor. If, in the review of a professional portfolio, the assessor determines that the registrant's dental hygiene practice is not consistent with the *CDHO Dental Hygiene Standards of Practice* the assessor may then conduct an On-Site Practice Review.

In 2003, 10% or 617 registrants of those registrants holding a general or a specialty certificate of registration were randomly selected to submit their professional portfolios for the 2003 Peer Assessment Professional Portfolio/Practice Review. Of the 617 registrants requested to submit professional portfolios, 584 professional portfolios have been received, 32 registrants have received deferrals and 1 registrant has been contacted.

Of the 584 professional portfolios received:

- 97.4% have met the assessment guidelines (A.1)
- 2.4% have not met the assessment guidelines (A.4)
- 0.2% are in the assessment phase (A.2)

• Total Quality Improvement

The Total Quality Improvement Component of the Quality Assurance Program through the periodic surveying of registrants is designed to create Dental Hygiene Practice Profiles. In 1995, registrants were surveyed to create a Baseline Practice Profile. This database will be used for ongoing analysis that will allow the Committee to monitor the patterns, trends and changes in the continuing quality improvement activities and practice behaviors of dental hygienists and to evaluate the effectiveness and efficiency of the Quality Assurance Program.

In 2003, 84% of the registrants responded to the Total Quality Improvement Survey, Dental Hygiene Practice in Ontario, 2002. The purpose of the study was two-fold: to identify and investigate current practice patterns of dental hygienists in Ontario and to examine trends and changes related to the quality of that practice over the past 7 year period. The descriptive analysis of the data derived from the survey with noted key findings and recommendations has been completed. The Quality Assurance Committee approved the findings and recommendations of the study, Dental Hygiene Practice Profile, Ontario 2002 and directed PMJ Consultants to complete the recommendations for further study in 2004.



REGISTRATION COMMITTEE

Karen Tulk, Chair

Pauline Beal (January – June)

Cathy Mazal-Kuula

Carole Ono

Barbara Smith

Kay Wetherall (July – December)

The Registration Committee is responsible for reviewing applications for registration referred to the Committee by the Registrar. These applications are referred if the Registrar has doubts about whether the applicant fulfills the registration requirements, is of the opinion that terms, conditions or limitations should be imposed on a certificate of registration or the Registrar proposes to refuse the application. The members of the Registration Committee met five times in 2003.

Applicants who are not satisfied with the decision of the Registration Committee may require the Health Professions Appeal and Review Board to hold a review or a hearing. The Board is appointed by the government and is completely independent of the College. In a review, the Board would review the application and supporting documentation in the absence of the parties. In a hearing, both the applicant and the Registration Committee would be given an opportunity to bring lawyers, call witnesses to give oral testimony and to make oral submissions.

During the normal course of conducting its business, the members of the Committee reviewed and updated their policies. The Committee is also in the process of reviewing the registration regulations to ensure consistency and fairness to applicants.

Applications for registration referred to the Registration Committee

A Panel of the Registration Committee reviewed eight applications from graduates of non-accredited dental hygiene programs or courses of study not directly in dental hygiene. Three applicants met the requirements to participate in the College's certificate of registration assessments. In four cases, the Panel determined that the courses of study taken were not equivalent to a recognized accredited dental hygiene program. In the other case, the Panel determined that they were unable to conduct an assessment as there was insufficient information submitted respecting the applicant's course of study. The Panel also reviewed and approved an applicant who graduated from a non-accredited restorative dental hygiene program.

In 2003, the Health Professions Appeal and Review Board rendered a decision confirming the order of the Registration Panel with respect to a request for a review submitted in 2002. Two other applicants submitted requests for review to the Board in 2003. It is anticipated that the Board will render its decision in these matters in 2004.



REGISTRATION COMMITTEE

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Specialty Certificate of Registration

The Committee reviewed the entry to practise requirements for the specialty certificate of registration and determined that no changes to the regulations were required at this time. The Committee amended the restorative course on-site visit guidelines and agreed to continue to accept successful completion of an on-site visit as a means of determining that an applicant meets the restorative educational requirements. It was agreed that to be consistent with site visits conducted by the Commission on Dental Accreditation of Canada (CDAC), the College would conduct restorative course site visits every seven years.

To ensure that each applicant's educational qualification was assessed in an equitable and consistent manner, the Committee developed an equivalency process for graduates of non-accredited restorative dental hygiene courses outside Ontario.

Agreement on Internal Trade

The *Agreement on Internal Trade (AIT)*, signed by the Federal, Provincial and Territorial governments, addresses the movement of goods, services, labour and capital through the removal or reduction of barriers. To facilitate this agreement, representatives from those jurisdictions which regulate the profession of dental hygiene finalized a Mutual Recognition Agreement (MRA). With the exception of Nunavut, New Brunswick and Quebec, the final draft was signed by all jurisdictions, forwarded to the Labour Mobility Coordinating Group (LMCG), approved without any substantive changes with an implementation date of January 1, 2004. The College is anticipating that its proposed regulation amendment to accommodate the agreement will be passed by the Ministry of Health and Long-Term Care in 2004.

Ontario Regulation 710/93 - Examinations

In 2001, a proposed amendment to the examinations regulation, stating that a candidate should have only four attempts at the examination and should not be eligible to retake it without obtaining another diploma in dental hygiene, was forwarded to the Ministry of Health and Long-Term Care for consideration. Subsequently, the Ministry requested an official position by Council on how candidates currently in progress will be treated when this amendment comes into force. At its January 2003 meeting, Council agreed that candidates in process at the time that the regulation is passed be considered under the current regulation which allows the Registration Committee to issue policy guidelines on remediation and upgrading when a candidate fails three times. It is anticipated that the regulation will come into force in 2004.



COMPLAINTS COMMITTEE

Kathy Walker, Chair

Lucy Charbonneau

Lisa Forte

Ken Massey

Shirley Silverman

Sandra White

In accordance with the *Regulated Health Professions Act, 1991, (RHPA)* a complaint filed with the Registrar regarding the conduct or actions of a registrant shall be investigated by a Panel of the Complaints Committee.

The Complaints Committee is mandated to review all formal complaints received by the College. In the course of its investigation, a Panel of the Complaints Committee considers submission by the registrant and the complainant and all relevant records and documentation. In some cases, the Panel appoints an investigator to interview the relevant parties to the complaint. Based on the outcome of its investigation, the panel may do one or more of the following:

1. refer a specified allegation of the registrant's professional misconduct or incompetence to the Discipline Committee;
2. refer the registrant to the Executive Committee for incapacity proceedings;
3. require the registrant to appear before it or another Panel of the Complaints Committee to be cautioned;
4. take action it considers appropriate that is not inconsistent with the *Act*, (e.g. give written advice or a written caution, recommend upgrading, or refer to the Quality Assurance Committee);
5. take no further action.

Unless the decision involved a referral to the Discipline Committee for professional misconduct or incompetence proceedings or to the Executive Committee for incapacity proceedings, the complainant or the registrant who is the subject of the complaint may request the Health Professions Appeal and Review Board to review the decision. In 2003, the Board concluded its review of a 2002 Complaints Panel decision. The Board stated that it was satisfied that the Panel's investigation was adequate and its decision reasonable.

There were five decisions handed down by a Panel of the Complaints Committee in 2003.

One case related to allegations that a dental hygienist, in a community health setting, went beyond her scope of practice by deliberately removing a child's loose tooth without parental consent. Throughout the investigation, there was no information presented to indicate that the dental hygienist had set out to deliberately remove the tooth. Furthermore, it seemed that the dental hygienist was assessing the tooth when it fell out and that the child's mother had given consent to look into what could be done about the tooth.



COMPLAINTS COMMITTEE

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Assessment of teeth is within the scope of practice of dental hygiene. Indeed, given the circumstances, an assessment was most likely warranted to determine whether a referral was required. The dental hygienist cannot be blamed if, in the course of the assessment, the tooth fell out. As well, based on the information presented, it would appear that the tooth may have been so loose that it was not below the dermis and therefore its removal might well not have been a controlled act. The interaction might also constitute rendering first aid or temporary assistance in an emergency, which is an exception to the controlled acts provisions. Therefore, the Panel determined that no further action be taken.

In another case, concerns were raised relating to the end of a business relationship between a dentist and dental hygienist. The dentist stated that, after the business relationship terminated, the dental hygienist took home client charts, refused to provide him with the charts or a back-up tape containing the client names, insurance information, appointments, accounts, etc., that she made remarks defaming his character, continued to use his name and that of his associates in her dental hygiene services and may have provided unauthorized treatment. The Panel requested the appointment of an investigator.

The Panel concluded that there was no information presented to indicate that the dental hygienist had acted unprofessionally. In the course of its investigation, the Panel reviewed 36 client records and did not find a pattern of substandard practice. The Panel noted that the information was consistent with the registrant's explanation that she took steps to ensure the safe keeping of the records and to respect client's wishes with respect to their disposition. The information was also consistent with the registrant's explanation that she took steps to ensure that there was no interference with on-going client care. The College believes that the client should have freedom of choice of health care practitioner and that clients do not belong to any one practitioner. This principle is consistent with the principles of the *Regulated Health Professions Act, 1991, (RHPA)*. With respect to the alleged defamation of character, taking into account all the circumstances, including the nature of the comments, the circumstances in which they were made, the Panel determined that there was insufficient information to substantiate the allegation that the registrant had acted inappropriately.



COMPLAINTS COMMITTEE

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The third case related to allegations that a dental hygienist failed to properly clean a client's teeth. A copy of the client's dental record was obtained to assist the Panel in its investigation. Although the client thought his teeth should have been cleaned in a different sequence, there was no information presented to suggest that the dental hygienist did not treat the client appropriately. The dental hygienist utilized her professional judgment as how to best clean the teeth. This was substantiated by the dentist who subsequently examined the client and stated that the client had received a proficient and excellent scaling and prophylaxis. Therefore, the Panel determined that no further action be taken.

During the course of two other investigations, the complainants indicated that they no longer wished to pursue their complaints. Regardless of whether a complainant withdraws the complaint, a Panel of the Complaints Committee still has jurisdiction over the complaint. However, taking into consideration all the information, the Panel felt there was no benefit to proceeding with the investigations and determined that no further action be taken.



DISCIPLINE COMMITTEE

Nancy Kitchen, Chair
Esther Abbou
Pauline Beal
Victor Drevnig
Myron Hluchaniuk

Evie Jesin
Peggy Maggrah
Anita Mitsopoulos
Lois Stanton
Kathy Walker

The Discipline Committee hears and determines allegations of professional misconduct or incompetence against registrants of the College. Either the Complaints or Executive Committee makes referrals to the Discipline Committee. There were no referrals in 2003.

A Panel appointed by the Chair of the Discipline Committee conducts the hearing. The possible penalties that the Panel can impose on a registrant who is found guilty are defined in the *Regulated Health Professions Act, 1991, (RHPA)*, and can include one or more of the following:

1. Directing the Registrar to revoke the registrant's certificate of registration.
2. Directing the Registrar to suspend the registrant's certificate of registration for a specified period of time.
3. Directing the Registrar to impose specified terms, conditions and limitations on the registrant's certificate of registration for a specified or indefinite period of time.
4. Requiring the registrant to appear before the panel to be reprimanded.
5. Requiring the registrant to pay a fine of not more than \$35,000 to the Minister of Finance of Ontario.

The Panel can also require the registrant to pay all or part of the College's legal costs and expenses, the College's costs and expenses incurred in investigating the matter and the College's costs and expenses incurred in conducting the hearing.

A party to these proceedings may appeal the decision of the Panel to the Divisional Court of Ontario.



FITNESS TO PRACTISE COMMITTEE

Carole Ono, Chair
Harry Chadwick
Myron Hluchaniuk
Peggy Maggrah
Karen Tulk

The Fitness to Practise Committee hears and determines allegations relating to registrants who may be incapacitated and thus, may be suspended from practise or have terms, conditions or limitations imposed on their Certificate of Registration. There were no referrals to the Fitness to Practise Committee in 2003.

If the Registrar believes a registrant may be incapacitated, she shall make the appropriate inquiries and report the results to the Executive Committee. The Executive Committee will then notify the registrant if it intends to appoint a Board of Inquiry. If there are reasonable grounds to believe a registrant is incapacitated, the Board may require the registrant to submit to a physical or mental examination. The Board of Inquiry reports to the Executive Committee and gives a copy of any reports to the registrant.

The Executive Committee may refer the matter to the Fitness to Practise Committee and/or may impose an interim order directing the Registrar to suspend or impose terms, conditions or limitation on the registrant's certificate of registration.

If a Panel of the Fitness to Practise Committee holds a hearing and determines that a registrant is incapacitated, the Panel shall make an order directing the Registrar to do any one or more of the following:

- revoke the registrant's Certificate of Registration;
- suspend the registrant's Certificate of Registration;
- impose specified terms, conditions and limitations on the registrant's Certificate of Registration for a specified or indefinite period of time.

A party to these proceedings may appeal the decision of the Panel to the Divisional Court of Ontario.



PATIENT RELATIONS COMMITTEE

Cathy Mazal-Kuula, Chair

Pauline Beal

Harry Chadwick

Victor Drevnig

Shirley Silverman

The mandate of the Patient Relations Committee is to develop and implement a program that includes two distinct components: 1) measures for preventing or dealing with sexual abuse of clients/patients and 2) to inform the public about the importance of oral health and the dental hygienists' responsibilities within health care.

The members of the Patient Relations Committee met three times in 2003. The Committee reviewed its mandate related to the sexual abuse prevention plan and updated the Instructor's Guide for Ontario dental hygiene programs respecting the prevention of sexual abuse of clients. A proposed regulation outlining the criteria that must be met for a client, who may have been sexually abused by a registrant, to be eligible for funding for therapy and counselling was forwarded to the Ministry of Health and Long-Term Care for approval.

In 2003 the educational pamphlet *Oral Health Matters for Denture Wearers* was translated into French and distributed to the dental hygiene educational institutions.

The Federal government enacted the *Personal Information Protection and Electronic Documents Act (PIPEDA)* in the latter part of the year. As a result of the legislation the Registrar was appointed information officer and is the contact person for any member of the public or registrant who has concerns about the College's use or disclosure of personal information. If said person was unsatisfied with the response, a Panel of the Patient Relations Committee comprised of two public and one professional member would review the process.



REGULATIONS & BYLAWS COMMITTEE

Kathy Walker, Chair

Harry Chadwick

Kathleen Feres Patry

Diane Greenwood

Sandra White

This is a non-statutory committee whose mandate is to consider regulations that are not covered by the statutory committees and to review and update the bylaws as needed. The committee met five times in 2003.

The primary activities of the Committee were related to finalization of the materials and forms for professional incorporation and for the implementation of the *Personal Information Protection and Electronic Documents Act (PIPEDA)* that came into force on January 1, 2004. In addition, the Committee continued work on a revised Code of Ethics with an anticipated completion date of autumn 2004.



10th ANNIVERSARY PLANNING COMMITTEE

Evie Jesin, Chair

Linda Berry

Lorraine Boomhour

Lois Brown

Peggy Maggrah*

*Resigned from Committee

The Ad Hoc Committee was a non-statutory committee that was created and charged with the responsibility of investigating various options to commemorate the 10th anniversary of self-regulation in Ontario. The Committee was composed of public Council members and dental hygienists who were involved in the days prior to self-regulation.

The Committee developed an action plan and identified key messages. A project proposal was developed and a call for agencies was put forward. McLellan Group was awarded the 10th anniversary project and provided the Committee with several options for review. Subsequently the 10th anniversary activities were divided into two segments; a public awareness campaign for the public and a special edition of *Milestones* to commemorate the 10th anniversary of self-regulation in Ontario.

The public awareness campaign was launched in April 2004 to coincide with Oral Health Month and included a public and media relations awareness and education campaign, public service announcements and editorials in local community newspapers and publications.

The Committee was disbanded in November 2003.

**COLLEGE OF DENTAL
HYGIENISTS OF ONTARIO
FINANCIAL STATEMENTS
DECEMBER 31, 2003**

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
FINANCIAL STATEMENTS
DECEMBER 31, 2003

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AUDITORS' REPORT

To the College of Dental Hygienists of Ontario

We have audited the statement of financial position of College of Dental Hygienists of Ontario as at December 31, 2003 and the statements of surplus, operations and cash flows for the year then ended. These financial statements are the responsibility of the organization's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the entity as at December 31, 2003 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Soberman LLP.

Chartered Accountants

Toronto, Canada
March 19, 2004



COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
STATEMENT OF FINANCIAL POSITION

At December 31

2003

2002

ASSETS

Current

Cash (Note 4)	\$ 994,721	\$ 699,359
Short-term investments	1,065,080	1,009,472
Accounts receivable	2,860	16,188
Prepaid expenses	42,484	18,978

2,105,145 1,743,997

Long-term investments (Note 5)	5,642,622	5,205,424
Equipment and leaseholds (Note 6)	29,237	51,635

\$ 7,777,004 \$ 7,001,056

LIABILITIES

Current

Accounts payable and accrued charges	\$ 33,851	\$ 5,889
Certificate of registration fees received in advance	1,086,150	893,140

1,120,001 899,029

Commitments and contingency (Note 7)

SURPLUS

Net assets invested in capital assets	29,237	51,635
Unrestricted net assets	6,627,766	6,050,392

6,657,003 6,102,027

\$ 7,777,004 \$ 7,001,056

The accompanying notes are an integral part of the financial statements

On behalf of the Organization

Member

Member

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
STATEMENT OF SURPLUS
Year ended December 31

		Invested in Capital Assets	Unrestricted	2003	2002
Balance, beginning of year	\$	51,635	\$ 6,050,392	\$ 6,102,027	\$ 5,736,925
Excess (deficiency) of revenue over expenses		(22,398)	577,374	554,976	365,102
Balance, end of year	\$	29,237	\$ 6,627,766	\$ 6,657,003	\$ 6,102,027

The accompanying notes are an integral part of the financial statements

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
STATEMENT OF OPERATIONS

Year ended December 31

2003

2002

	\$	1,827,392	\$	1,791,450
Registration and examination fees				
Expenses				
Salaries and benefits		618,930		570,843
Consulting		181,755		367,603
Stationery, postage and printing		151,659		155,638
Professional member fees and expenses		132,280		127,974
Premises rent		118,394		100,926
Legal fees		93,766		71,421
Quality assurance		85,265		118,794
Equipment rental, maintenance and computer software		75,614		90,930
Commission on Dental Accreditation		59,258		62,635
General and administrative		40,524		31,543
Telephone		19,155		21,417
Audit		16,484		14,289
Insurance		14,592		11,550
Grant		12,355		9,200
Examination fees and expenses		1,173		13,177
Amortization - equipment and leaseholds		22,398		41,482
- premises improvement allowance		-		(11,131)
		1,643,602		1,798,291
Excess of revenue over expenses before investment income		183,790		(6,841)
Investment income				
Interest		351,428		353,431
Gain on sale of bonds		19,758		18,512
		371,186		371,943
Excess of revenue over expenses	\$	554,976	\$	365,102

The accompanying notes are an integral part of the financial statements

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
STATEMENT OF CASH FLOWS
Year ended December 31

2003 2002

SOURCES (USES) OF CASH

Operating activities

Excess of revenue over expenses	\$ 554,976	\$ 365,102
<i>Item not involving cash</i>		
Amortization	22,398	30,351

577,374 395,453

Changes in non-cash working capital items

Short-term investments	(55,608)	(200,971)
Accounts receivable	13,328	(14,814)
Prepaid expenses	(23,506)	(11,367)
Accounts payable and accrued charges	27,962	(12,159)
Certificate of registration fees received in advance	193,010	137,715

Cash provided by operating activities 732,560 293,857

Investing activities

Purchase of long-term investments, net	(437,198)	355,640
Purchase of equipment	-	(17,873)

Cash provided by (used in) investing activities (437,198) 337,767

Net increase in cash 295,362 631,624

Cash, beginning of year 699,359 67,735

Cash, end of year \$ 994,721 \$ 699,359

The accompanying notes are an integral part of the financial statements

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
NOTES TO FINANCIAL STATEMENTS
December 31, 2003

1. Inception

The College of Dental Hygienists of Ontario ("the College") was created on December 31, 1993 pursuant to the proclamation of the **Regulated Health Professions Act, 1991** and the **Dental Hygiene Act, 1991**. The legislation, generally, defines the practice of the Profession of Dental Hygiene in Ontario and provides for the election and appointment of individuals to the governing Council.

2. Description of organization and income tax status

The College of Dental Hygienists of Ontario is a not-for-profit organization whose stated objective is to develop, advocate and regulate safe, effective dental hygiene practice for the promotion of oral health and well being of the public of Ontario. The organization is exempt from income tax under section 149(1)(1) of the Income Tax Act. Registration remains valid so long as the organization continues to fulfill the requirement of the Act and regulations in respect of non-profit organizations.

3. Significant accounting policies

Use of estimates

The preparation of financial statements in accordance with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the balance sheet date and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates.

Revenue recognition

Certificate of registration fees and examination fees are recorded as revenue in the fiscal year to which they related.

Short-term investments

Short-term investments are valued at amortized cost which approximates market value and include bonds with maturity dates before the end of the next fiscal year.

Long-term investments

Investments in bonds are stated at cost plus accrued interest. Gains and losses are recorded only upon realization, except where there is a decline in value which is considered to be other than temporary, at which time a provision for estimated loss is recorded.

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
NOTES TO FINANCIAL STATEMENTS
December 31, 2003

3. Significant accounting policies *(continued)*

Fund accounting

The capital asset fund reports the assets, liabilities, revenues and expenses related to the organization's capital assets.

The unrestricted fund accounts for the organization's revenues, costs of administration, promotion, research and providing services and assistance to members.

Equipment and leaseholds

Equipment and leaseholds are recorded at cost. Amortization is provided annually on a straight line basis designed to amortize the assets over their estimated useful lives of 10 years.

Financial instruments

The carrying amounts of the College financial instruments consisting of cash, short-term investments, accounts receivable, accounts payable and accrued charges, approximate their fair values.

Unless otherwise noted, it is management's opinion that the College is not exposed to significant interest, currency or credit risks.

Comparative figures

Certain reclassifications for the year ended December 31, 2002 have been made for the purpose of comparability. Quality assurance was removed from consulting and disclosed separately on the statement of operations.

4. Cash

Subsequent to the year end (February 19, 2004), the College invested \$900,000 with RBC Dominion Securities Inc.

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
NOTES TO FINANCIAL STATEMENTS
December 31, 2003

5. Long term investments

		Market Value	Carrying Value 2003	Carrying Value 2002
This consists of Bonds, as follows:				
Province of Ontario	\$1,986,000, 9.24%, due February 18, 2005	\$ 1,926,797	\$ 1,833,100	1,723,077
Province of Ontario	\$484,859, 6.1%, due September 27, 2005	461,581	437,213	412,679
Ontario Savings Bond	\$500,000 Series 2001 Step Up, 5% due June 21, 2006	593,650	564,692	534,573
Ontario Savings Bond	\$500,000, series 2002 fixed rate, 4.625% due June 21, 2005	544,800	533,232	512,257
Government of Canada	\$1,215,793, Series H 26, 4.45%, due October 1, 2006	1,109,690	1,091,093	349,660
Government of Canada	\$182,701, 4.7%, due December 1, 2007	157,552	151,897	139,623
CPN Government of Canada	\$40,876, 3.72%, due December 1, 2007	35,250	35,333	-
CPN Ontario Hydro Global	\$246,057, 4.08% due October 15, 2007	212,593	211,160	-
RES Government of Canada	\$646,934, 4.21% due October 1, 2008	533,332	530,974	-
Ontario Savings Bonds	\$250,000, 3.00% due June 21, 2010	252,055	253,928	-
Bonds sold during the year		-	-	525,250
Reclassified to short-term investments		-	-	1,008,305
		\$ 5,827,300	\$ 5,642,622	\$ 5,205,424

The carrying value includes accrued interest of \$1,201,874 (2002 - \$1,082,781). At December 31, 2003, the College holds these investments at RBC Dominion Securities Inc.

COLLEGE OF DENTAL HYGIENISTS OF ONTARIO
NOTES TO FINANCIAL STATEMENTS
December 31, 2003

6. Equipment and leaseholds

		Cost	Accumulated Amortization	2003 Net Carrying Amount	2002 Net Carrying Amount
Equipment	\$	172,298	\$ 143,061	\$ 29,237	\$ 45,348
Furniture		119,445	119,445	-	4,545
Leasehold improvements		123,079	123,079	-	1,742
	\$	414,822	\$ 385,585	\$ 29,237	\$ 51,635

7. Lease commitments

Premises

The organization is committed under a lease for premises located at 69 Bloor Street East, Toronto, Ontario, expiring on September 30, 2013. Minimum annual rental (exclusive of requirement to pay taxes, insurance and maintenance costs) for each of the next five years are approximately as follows:

2004	\$	51,164
2005		51,164
2006		52,275
2007		55,613
2008		55,613

Equipment

The organization is committed under leases for equipment expiring up to March 31, 2004. Annual rental payments are as follows:

2004	\$	7,500
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