

# ANNUAL REPORT

April 1, 2002 - March 31, 2003

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The College is required under the Health Professions Act (HPA) to publish an Annual Report. The Board welcomes suggestions for improvement and requests for further information.

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## MANDATE

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“IT IS THE DUTY OF THIS COLLEGE AT ALL TIMES TO SERVE AND PROTECT THE PUBLIC, AND TO EXERCISE ITS POWERS AND DISCHARGE ITS RESPONSIBILITIES UNDER ALL ENACTMENTS IN THE PUBLIC INTEREST.”<sup>1</sup>



## THE COLLEGE HAS THE FOLLOWING OBJECTS:<sup>2</sup>

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- ❖ “to superintend the practice of the profession;
- ❖ to govern registrants according to this Act, the regulation and the bylaws of the College;
- ❖ to establish, monitor, and enforce standards of education and qualifications for registration of registrants;
- ❖ to establish, monitor, and enforce standards of practice to enhance the quality of practice and reduce incompetent, impaired or unethical practice amongst registrants;
- ❖ to establish and maintain a continuing competency program to promote high practice standards amongst registrants;
- ❖ to establish for a college designated under section 12(2) (h), a patient relations program to seek to prevent professional misconduct of a sexual nature;
- ❖ to establish, monitor, and enforce standards of professional ethics amongst registrants;
- ❖ to require registrants to provide to an individual access to the individual’s health care records in appropriate circumstances;
- ❖ to inform individuals of their rights under this Act, the regulation, and the bylaws of the College and the *Freedom of Information and Protection of Privacy Act*;
- ❖ to administer the affairs of the College and perform other duties through the exercise of the powers conferred by this Act, the regulation, or the bylaws.”

Section 16 (1) of the [Health Professions Act](#)<sup>1</sup>

Section 16 (2) of the [Health Professions Act](#)<sup>2</sup>

## CHAIR'S & REGISTRAR'S REPORT

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We are pleased to present the following report regarding the activities and initiatives arising during this period.

These last twelve (12) months were distinguished by, the development of a number of internal policies allowing staff to implement Board approved positions, several novel communications and liaison activities, and new initiatives.

### Policies:

There are several discretionary sections in the Bylaws that permit the Board, or a Committee of the Board, to address extraordinary or special circumstances to permit an allowance, waiver or exemption of a specific legislated requirement. Several new policies were developed by various committees throughout this period, and the table below indicates the number of applications considered in each relevant area.

BYLAW SECTION	NUMBER OF APPLICANTS CONSIDERED	COMMENTS
Section 30(c)	5	The Bylaws require that all assistants have graduated from grade 12. Some allowances can be made if extraordinary circumstances justify the exemption.
Section 29(4)	3	The Bylaws allow for reinstatement after 2 years. In this policy the registration committee may waive some registration requirements.
Section 34(6)	2	The Bylaws restrict a person who fails an examination from retaking the exam if more than two years have elapsed. In this policy the registration committee may approve further attempts.
Section 34(5)	5	The Bylaws restrict a person from attempting the examination more than 3 times without approval of the Registration Committee.
Section 36(2)	1	The Continuing Education Committee may reduce or waive the requirement for continuing education under certain circumstances.
Section 42(4)	6	The Board may exempt a registrant from the supervision ratio under certain conditions and/or circumstances.

### Communications

In this period the College office published:

- Twenty five (25) "Keeping in Touch" bulletins to Board members to keep them up to date regarding ongoing office activities
- Two (2) Newsletters to registrants with various attachments including an Inquiry Committee Report, new Bylaws, CE records, Nomination & Volunteer forms, and a copy of the MRA agreement
- A variety of special notices were sent out to laboratories regarding the AGM, a Forum in Kelowna, and an information bulletin regarding SARS
- Multiple Assistant applications were sent to larger laboratories to facilitate the registration process, and
- Every laboratory received a copy of the dental technician recruitment poster "Consider A Dental Career On The Artistic Edge", and was invited to assist in the recruitment of new dental technicians.

### Liaison Activities

College members met with representatives of the Commercial Dental Laboratory Association to discuss matters of common interest. The registrar worked with Vancouver Community College to assist in the delivery of their campaign to raise funds for Prior Learning Assessment in the Dental Technology Program and met with the Hon. Shirley Bond, and various Ministry staff, to raise awareness regarding the dental technician shortages in B.C.

## CHAIR'S & REGISTRAR'S REPORT

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During this period the College hosted a first meeting of an informal alliance of dental technology regulators. The members identified the general shortage of dental technicians throughout the country, and agreed on the value of developing an information video regarding the profession of dental

technology for general use and distribution by each province.

### **New Initiatives:**

#### *New Laboratories*

The office is continually striving to improve its communications with registrants, and in that regard developed a "New Laboratory Information Package" delivered during inspections, that provides new laboratory owners/managers with College brochures, WCB publications, infection control materials, and a synopsis of the relevant legislation regarding employees for their general information. With respect to ongoing Inspections, Mr. Ron Revell, the College appointed inspector, visited ninety seven (97) laboratories throughout B.C. at various times throughout the fiscal year. The inspection reports arising from these inspections are presented to the registrar and/or the Inquiry Committee and contain information regarding compliance with respect to registration, supervision, record keeping, and infection control issues.

#### *Archival Materials*

Although not a typical regulatory function, the College takes the position that new registrants may better appreciate the professional designation; the development of the code of ethics, and the legislated practice standard requirement in the context of the history and evolution of this profession. To further that end the registrar met with retired members of the profession in the early part of the fiscal period to review and develop appropriate archival material for use in the new College premises. A special thanks for their assistance should go to Mr. Bill Wallace, Mr. Alistair Spence, Mr. Chuck Johnston, and Mr. Bert Machray; all former dental technicians who served in some significant capacity with the predecessor regulatory body.

#### *Strategic Planning*

Every year after the College elections, and/or public appointments, the College provides orientation for new Board members. In this period the College held a Strategic Planning Session which facilitated members' orientation by identification of short/long term goals for the College. Over the course of the next five years the College will ensure that administration policy addresses a number of concepts, including:

- the reiteration of dental technology as a dental health profession, and the role of dental technicians as an integral part of a dental health team
- the role of the regulatory college, and the general need to ensure that the public is knowledgeable regarding the role of the College in protecting their interests
- registrants' professional relationship with other dental health stakeholders
- the development and clarification of practice standards
- ensuring that the College has adequate resources/premises to fulfill its administrative mandate.

#### *Other Changes*

Mr. Tony Fogarassy, a public member of the Board, resigned in the fall and Ms. Barbara Lee was appointed to the Board in the early part of the year.

In closing we would like to say that throughout this somewhat hectic year, it was as always our privilege and good fortune to continue to work with a congenial and responsible Board and staff. Despite having to deal with annual changes and an unrelenting list of tasks, they continued to impress with their level headed approach to regulation and their daily efforts.

## FEATURE REPORT

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The College has commented in various communications on the increasing shortage of dental technicians in the province. Such shortages are evidenced by the number of waiver applications we receive, employers expressed difficulties in finding skilled employees, advise from laboratory owners that increasing resources are being spent to train assistant employees, repeated requests for assistance with foreign worker applications, and an increasing number of advertisements on the college web site classifieds indicating that laboratories are looking for more registrant employees.

The causes of, and solutions to, this problem are complex, and beyond the scope of this report. While shortages inevitably result in increasingly stressful working conditions for all registrants, the College must essentially defer these issues to the member service organization whose mandate it is to advocate on behalf of dental technicians, and who are in a position to address the likely causes, and obvious effects, head on.

The College is concerned, however, that the shortage of skilled licensed individuals inevitably adversely affects the public by affecting the ability of the profession in B.C. to deliver a quality product in a timely fashion.

In this environment we think it prudent to allocate resources to this problem and to persist in seeking assistance from the various Ministries and Vancouver Community College with respect to the upgrading of assistants. We will also continue to address the general lack of public awareness of the profession anticipating that any increased visibility will be advantageous on several fronts.

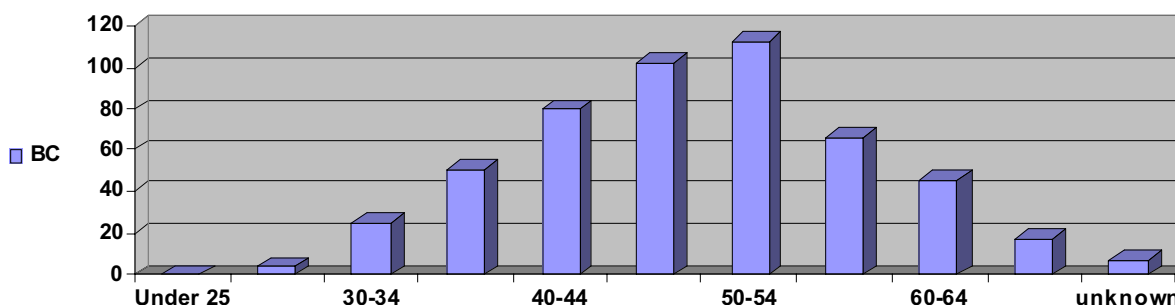
Throughout this Annual Report you will find references to some of the initiatives undertaken by the College in this period.

In the next fiscal period the College will be looking at ways to quantify the current shortage and to estimate the future need for dental technicians in B.C. This will help us provide better information to Vancouver Community College and the appropriate Ministries regarding the extent of this problem. We will be looking for your cooperation and assistance in helping us gather that information.

The chart below indicates that most of the College's dental technician are in the 50 to 54 year old age group, and that few dental technicians are entering the profession.

### RDT Age Comparison – BC

*The chart below indicates current registrant demographics*



# COLLEGE STRUCTURE

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## LEGISLATIVE BASE

In British Columbia dental technology is a designated health profession. The services provided by this profession are defined in the scope of practice statement in the Dental Technicians Regulation. All individuals who provide dental technician services in British Columbia are required to be registered and as registrants are entitled to use the restricted title designation.

The College of Dental Technicians of British Columbia is the name of the College established under the Health Professions Act to administer all enactments pertaining to the provision of dental technician services. The College consists of the members of the Board and the registrants of the College. Its legislated duty is to serve and protect the public and to use its authority to administer the legislation pertaining to this profession. Bylaws, drafted by the Board and approved by the Lieutenant Governor In Council, are the expression of the specific means by which the College protects the public, the recipients of dental technician services.

## INTERNAL ORGANIZATION

### The Board & Board Members

Sections 17 and 18 of the Health Professions Act and Bylaws, sections 2 through 6, set out the requirements regarding Board appointments, elections, and membership. Board members have a primary responsibility to govern, control, and administer the affairs of the College in accordance with the Act, the Regulation, and the Bylaws cognizant always of the fundamental mandate of the College to serve and protect the public. During this fiscal period the Board consisted of six (6) professional members elected by registrants and (3) public members appointed by the Minister of Health.

### Staff and Others

In this period the College employed four full time employees: the registrar, an assistant to the registrar, a secretary, and a technical assistant. The College also used the services of exam administrators, a bookkeeper, and had access to approximately 15 examiners. Additional services were provided to the Board by an appointed auditor, legal counsel, and various consultants as needed.

- **Registrar**  
The registrar is the executive officer of the College. She represents the College on administrative matters, is ultimately responsible for all day-to-day administration of the affairs of the College, and for the provision of adequate support to the Board and its committees. The registrar is responsible for supervision of staff and for relaying Board requirements/directions to all other persons who provide services to the College.
- **Assistant to Registrar**  
The assistant provides office and database management, computer hardware/software support, processes registration, continuing education, Board theory and practical licensure examinations, supports the Continuing Education Committee, and provides administrative support including newsletter layout.
- **Secretary**  
The secretary position includes administrative/secretarial support to the office, database entry, accounts receivable, accounts payable, payroll, and scheduling for Board/committees.
- **Technician Assistant**  
The technical assistant is involved with inspections and examinations, and provides staff support to various committees of the Board at the direction of the registrar.

# COLLEGE PREMISES

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## STAFF AND OFFICE HOURS

Staff: Rosemary Ishkanian, Registrar  
Maureen Terrey, Assistant to Registrar  
Alice Ng, Secretary  
Ronald Revell, Technical Assistant

Auxiliary: Karol Hoffmann RDT exam assistant - annual exams

Business hours:

Telephone voice response	9:00 am - 5:00 pm
Fax and voice mail	24 hours
M. Terrey	9:00 am – 4:30 pm
A. Ng	9:00 am – 4:30 pm
R. Revell	10:00 am – 5:30 pm
R. Ishkanian	10:00 am - 6:00 pm

The registrar is frequently at the office on evenings and weekends for committee meetings etc.

## RECORDS

The office maintains records as follows:

- Register - name and address of every person granted registration
- individual active registrant records - including all copies of memos, correspondence, continuing education notices, application forms, etc. - records relating to the attainment of registrant status - continuing education records
- archived registrant records - all registrant records removed from the Register
- financial records - all accounts, financial records, invoices, etc.
- Board minutes
- committee minutes
- general information files pertaining to:
  - registration requirements in other jurisdictions
  - other regulatory bodies, communications, publications
  - liaison groups, consultant services
  - impacting legislation
  - registrant exam result files
  - records relating to investigation, discipline of registrants, and former registrants
  - inspection records

## COMMITTEE ACTIVITIES

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### REPORTS

#### CONTINUING EDUCATION COMMITTEE

The Continuing Education Committee is responsible for monitoring the continuing education program established by the Board as authorized by the Bylaws (Section 14.)

The committee met once during the past year, drafted new guidelines relating to credits allowed for independent research, discussed the continuing education budget, and approved the application of credit hours for the NAIT Dental Asepsis course.

*Bikkar Lalli (Chair)*

#### LEGISLATION COMMITTEE

The Legislation Committee was established by the Board under Section (10)(t) of the HPA with the mandate to review current legislation and make recommendations to the Board regarding proposed changes to the Regulation, the HPA, or the Bylaws.

The committee met three times this year, established Committee Terms of Reference, and recommended the following two Bylaw changes:

- that the 18-month practice requirement for registration be repealed
- that in order to renew registration, a registrant must have practiced for 675 hours during the 3-year period immediately preceding renewal.

In the course of the year, the committee considered legal opinions provided regarding:

- distribution of the Register
- work provided by denturists from provinces outside of BC
- name approval process with the Registrar of Companies
- proposed changes to the new Health Professions Act, and advised the Ministry and registrants accordingly where applicable.

The committee has also reviewed and responded to the governments proposed amendments to the HPA and identified the need to consider a Quality Assurance Program in conjunction with a review of current “standards of practice” in the coming fiscal period.

*Andrew Pritchard RDT (Chair)*

#### REGISTRATION COMMITTEE

The Registration Committee deals with all aspects concerning the registration, education, and the examination process as authorized by the Bylaws (Section 11).

The committee met six times this year and reviewed registration, reinstatement, and examination related applications and issues. In the course of the fiscal period the committee also developed policy with respect to assistant applications, exemptions to the supervision ratio, and reinstatements. The committee also supervised the implementation of a new practical exam component, a new theory exam project, and it initiated the development of a comprehensive practical component for future registration exams. The committee also supervised the implementation of applications under a Mutual Recognition Agreement, which provides for the free movement of dental technicians between Quebec, Ontario and B.C, and will continue to develop policy for applicants from Canadian provinces that do not currently have immediate mobility rights.

## COMMITTEE ACTIVITIES

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The committee has noted serious concerns regarding the increasing shortage of RDT applicants and the general lack of visibility of this profession. The committee applauds the initiative of the Vancouver

Community College Foundation in their efforts to raise funds to implement a Prior Learning Assessment and Recognition Program with visions toward the development of a distributed learning program in the future. The committee hopes that a program of this nature might provide a way for experienced assistants who have the desire to become an RDT to acquire the requisite theoretical training and qualify for the registration exams.

*Andrew Pritchard RDT (Chair)*

### **INQUIRY COMMITTEE**

In this period the committee met three times, developed and had approved a comprehensive term of reference for the committee, opened seventeen new files and conducted an investigation regarding alleged breaches of the Regulation and Bylaws. Most of the issues arising in the period arose from information received in the course of inspections, were concluded in this period, and were resolved by way of consent. There were no complaints regarding alleged incompetence or sexual misconduct.

The committee also reviewed and approved a continuation of the Inspection Program as established.

Registrants were advised of the results of these investigations in the College Newsletter (June 2002) and the committee addressed specific issues in the December Newsletter reiterating the requirement that all persons providing the services of a dental technician must be registered before commencing work.

Efforts were made throughout this period through specific communications to the College of Dental Surgeons, and directly to some dentists and registrants, to ensure that all prescriptions received by dental technicians were signed and dated as required. The committee was pleased to note that compliance had greatly improved by the close of the period.

*Hege Jahr RDT (Chair)*

### **PUBLIC RELATIONS COMMITTEE**

The Board under Section 19(t) of the Health Profession Act established the Public Relations Committee. The committee established Terms of Reference, which included a mandate to inform the public about the profession of dental technology, and the regulatory responsibilities of the College.

The committee met twice this year and directed staff to place a public information advertisement in the Vancouver Sun and Province newspapers during Dental Health Month (April) and to distribute an information brochure titled, "Creating Beautiful Natural Smiles", available to labs, dental offices and at College-hosted information booths during dental conventions.

The committee has identified the need to increase public awareness and the visibility of the profession generally in the dental health community. The committee has begun working on a joint venture with the Commercial Dental Laboratory Association [CDLA] to help clarify the unique and distinct roles of the regulatory body vs. the member service organization. The College is also exploring the possibility of working with the College of Dental Technologists of Ontario to produce information about the profession of dental technology for national distribution.

*Bernie Leong (Chair)*

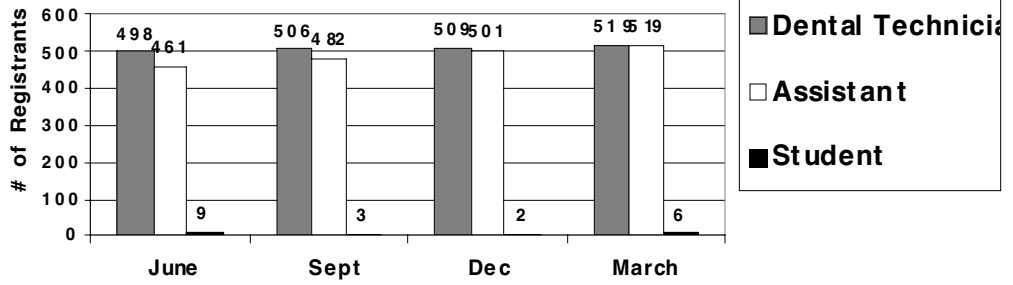
## **ANNUAL ACTIVITIES**

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### **REGISTRATIONS**

Requirements for registration in each class are set out in the Bylaws. The College loses and gains assistant registrants throughout the year on an ongoing and unpredictable basis. Dental technician registrations usually increase slightly after the practical exam period, and a certain number of registrants drop off the Register annually for a wide variety of reasons. The chart below provides a picture of the changes during this period.

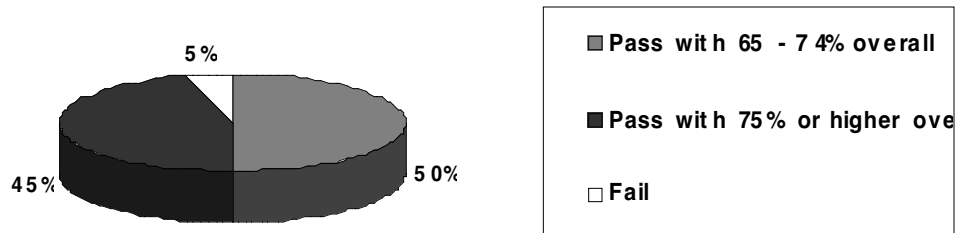
2002/2003  
REGISTER



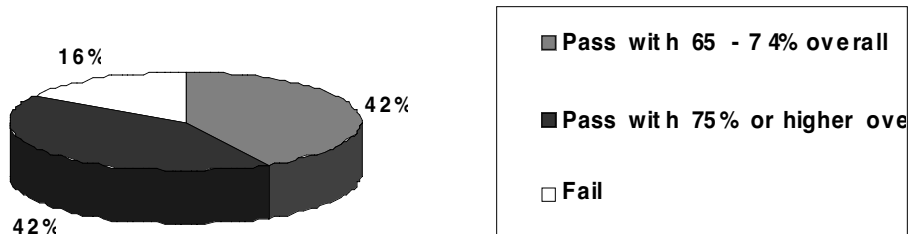
## EXAMINATIONS

The College's authority regarding examinations is set out in sections 19(1)(j) & 20 of the Health Professions Act, and Section 11(3) of the Bylaws. Theory and practical exams test for entry-level competency in the profession.

### 2 0 0 2 THEORY EXAM RESULTS FOR 2 2 CANDID



### 2 0 0 2 PRACTICAL EXAM RESULTS FOR 19 CANDID



## BOARD & COMMITTEE MEMBERSHIP – for the period ending March 31, 2003

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As of the last meeting in the fiscal period:

### BOARD

John Eggeling RDT  
Hege Jahr RDT  
Ken Izumi RDT (Vice Chair)  
Bikkar Lalli  
Barbara Lee  
Bernie Leong  
Andrew Pritchard RDT (Chair)  
Neal Russell RDT  
Mohammad M. Sarwari ASST

### CONTINUING EDUCATION COMMITTEE

Janet Duggan RDT  
Bikkar Lalli (Chair)  
Mohammad M. Sarwari ASST

### DISCIPLINE COMMITTEE

Jane Bockman RDT  
Louis Chow RDT  
John Eggeling RDT  
Ken Izumi RDT  
Bikkar Lalli  
Bernie Leong  
Gabor Szombathy RDT

### FINANCE COMMITTEE

Ken Izumi RDT  
Hege Jahr RDT (Chair)  
Bernie Leong  
Neal Russell  
Larry Welter

### INQUIRY COMMITTEE

Stephen Getty RDT  
Hege Jahr RDT (Chair)  
Bikkar Lalli  
Andrew Pritchard RDT  
Larry Welter

### LEGISLATION COMMITTEE

Louis Chow RDT  
Janet Duggan RDT  
Hege Jahr RDT  
Bernie Leong  
Andrew Pritchard RDT (Chair)  
Neal Russell RDT  
Mohammad M. Sarwari ASST

### PUBLIC RELATIONS COMMITTEE

John Eggeling RDT  
Ken Izumi RDT  
Bernie Leong (Chair)  
Ross McCutcheon  
Neal Russell RDT  
Mohammad M. Sarwari ASST

### REGISTRATION COMMITTEE

John Eggeling RDT  
Ken Izumi RDT  
Bikkar Lalli  
Bernie Leong  
Andrew Pritchard RDT (Chair)  
Neal Russell RDT  
Gabor Szombathy RDT  
Larry Welter

## INFORMATION SCHEDULES

### SCHEDULE A STATISTICAL DATA College of Dental Technicians of British Columbia April 1, 2002 - March 31, 2003

Description	Category	01/02 Period	02/03 Period	01/02 Total	02/03 Total
Number of registrants on March 31/03	Dental technicians Assistants Students	502 463 8	519 519 6	973	1044
Number of dental technician applications approved to sit exams	educated within BC educated other provinces educated outside Canada	5 5 5	6 0 5	15	11
Number of applicants denied approval to sit exams	due to incomplete documentation due to lack of required training due to lack of English competency documentation	0 0 0	4 0 0	0	4
Number of standing approved applicants who elected to sit exams	theory practical	6 15	27 19	21	46
Number of requests for review of exam marks	theory practical	0 5	0 0	5	0
Number of registrants removed from Register due to non payment of fees	dental technicians other registrants *	3 19	4 29	22	33
Number of new complaints investigated in this period	alleged sexual misconduct alleged incompetence/negligence alleged unethical conduct alleged impairment breach of standards of practice non-compliance registration supervision/ratio issue breach of Regulation non-compliance advertising	0 0 1 0 0 4 4 4 0	0 0 0 0 1 8 6 1 1	13	17
Disposition of complaints in this period	no further action taken informal solution Act under section 36 issue a citation refer to crown counsel on going investigation	3 0 7 0 0 3	4 3 13 0 0 1	13	21
Number of Disciplinary Hearings		0	0	0	0

\* other registrants are typically assistants; there is always a large turnover in the assistant registrant class.

# INFORMATION SCHEDULES

## SCHEDULE B - TABLE OF COLLEGE MEETING ACTIVITY

College of Dental Technicians of British Columbia

April 1, 2002 - March 31, 2003

BOARD-COMMITTEE	FUNCTION	# OF TIMES MET 01/02	# OF TIMES MET 02/03
Board	administers affairs of the College / review of committee work / consideration of committee recommendations	5	5
Inquiry Committee	reviews complaints received / investigation of complaints/ disposition of complaints	5	5
Registration Committee	reviews questions pertaining to education/ registration / and examination issues	5	7
Continuing Education Committee	reviews continuing education guidelines / considers issues related to continuing education	2	1
Discipline Committee	prepares for hearing procedures / hears matters referred by Citation from the Inquiry Committee / disposition of hearing matters	0	0
Ad Hoc Meetings: Public Relations Real Estate Panel Name Approval Panel	to consider various short term issues and make recommendations to the Board	12	7
Finance	to manage and monitor the College's system of financial administration and advise the Board on various financial matters	4	3
Legislation	makes recommendations to the Board regarding changes to the current legislation, or clarifications that need to be addressed with registrants	1	3
<b>OTHER ACTIVITIES</b>			
Marking of Practical Exam cases: Crown & Bridge Removable Cast Partial Dentures Complete Dentures Orthodontic Appliances	2 – 6 examiners in a particular areas meet with the Exam Coordinator to mark cases recently completed in the process of application for licensure.	8	4
Exam Reviews	RDT registration applicants may request a review of their practical examination	3	0
Vancouver Community College Related Meeting	to discuss matters pertaining to the current VCC dental technician program - curriculum - etc.	6	5
Jurisprudence Seminar to Exam Candidates	informal discussions regarding the current legislation / to provide exam candidates with an opportunity to ask questions regarding legislation	1	3
General Meetings: A.G.M. Registrant Forum Strategic Planning Session/Orientation	N/A	2	3

