

ANNUAL REPORT

April 1, 2004 - March 31, 2005

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.

TABLE OF CONTENTS

Mandate	2
Chair's Report	3
Feature Report	4
College Structure.....	6
Legislative base	
Internal organization	
Staff and office hours	
Records	
Committee Activities.....	8
Reports	
Annual Activities	10
Registrations	
Examinations	
Board and Committee membership for the period ending March 31, 2005	11
Information Schedules.....	12
Schedule A - Statistical data	
Schedule B - Table of College meeting activity	
Financial Highlights, March 31, 2005	14

MANDATE

“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.”¹



THE COLLEGE HAS THE FOLLOWING OBJECTS:²

-
- ❖ “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 Act¹

Section 16 (2) of the Health Professions Act²

CHAIR'S REPORT

Hello to all fellow Registrants! I can hardly believe that my first year as Chair has passed already, but upon reflection, it has been another year of eye opening experiences that I thoroughly enjoyed.

I am pleased to present the following report outlining the activities during this fiscal period.

The College held five Board meetings this year, dealing with registration, inquiry, financial and continuing education issues arising from the everyday business of the College.

During this fiscal period the College tackled many issues but most notably began working on Prior Learning Assessment Recognition and the Knowledge Network Video. The College is hoping that PLAR will provide the College with a means to address the knowledge and skill applicants have obtained through other than formal means, and assist applicants interested in upgrading to RDT status, as long as they meet specific criteria.

With the help of concerned dental health professionals, the Knowledge Network Video seems to be going ahead and will be an important tool to educate the public regarding the roles a Dental Technician plays in the dental team.

After a tremendous amount of work by staff, the completion of the comprehensive practical exam has been finished and is ready for implementation. The new examination requires the applicant to demonstrate entry level skills in a larger number of areas of dental technology. This type of examination is now similar to that delivered in other jurisdictions such as Ontario.

Further liaisons in this period, with other dental health groups such as College of Dental Technologists of Ontario, Dental Practitioner Organizations and the Canadian Alliance of Dental Technology Regulators have proved to be valuable. These meetings allow us to learn, share and expand our presence as Dental Health Professionals. In the course of this fiscal period we met twice with Dental Practitioner Organizations and twice with Canadian Alliance of Dental Technology Regulators.

While the Board member composition has stayed the same, the staff at the College has changed once again. I would like to thank Ms. Alice Ng for her hard work at the College these past years and on behalf of all the Board members wish her a well-deserved early retirement.

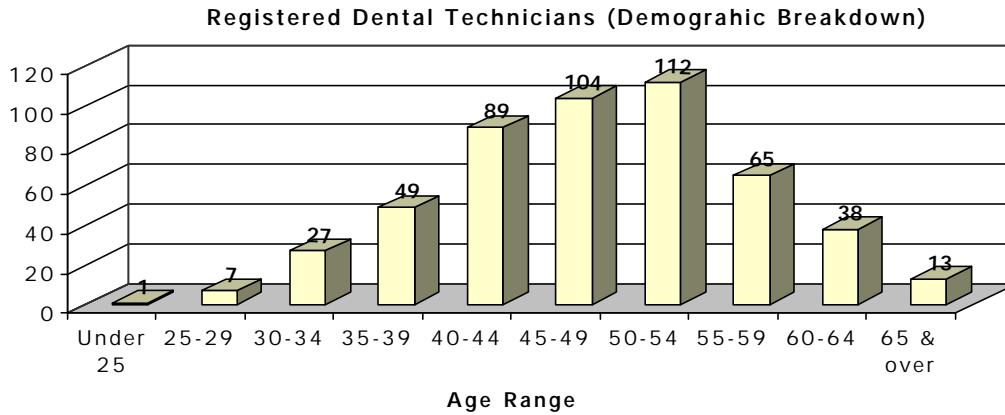
A well-deserved thank you needs to be extended to the staff at the College, it is clear that they are hard working and dedicated to their tasks at hand. The Registrar, Ms. Rosemary Ishkanian, has been truly a great friend and wealth of information for the Board and me. Her passion for, and dedication to, the profession is something the College of Dental Technicians of BC and Registrants should truly be thankful for.

In conclusion, I must thank and acknowledge all the Board members for their energy and passion to regulate this profession, and to give me the opportunity to chair these past meetings.

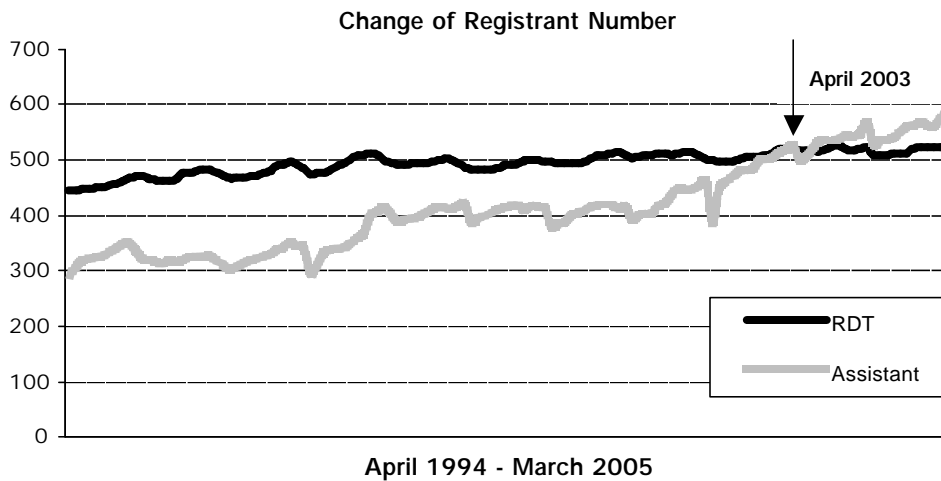
John Eggeling, Chair

FEATURE REPORT

In this fiscal period the College became involved in a number of distinct projects related to the issue of shortage of dental technicians in BC. From the first graph below, we see that most dental technicians are in the 50-54 age group, fast approaching retirement. Very few dental technicians appear to be entering the profession and dental technicians in the traditional retirement age group are working longer.



The second graph illustrates the steady rise in Assistant numbers since 1994. In April 2003, the number of assistants exceeded the number of registered dental technicians and this trend continues. The College sees the increase in the assistant workforce as further indication of the demand for dental technology services and is concerned about the collateral stresses on the working environment and on the quality of service provided - concerns related to the decline in numbers of fully trained dental technicians.



FEATURE REPORT

The Board held a series of meetings to analyze the need to assess the skills of persons working in the assistant class; the value of continuing education for this group; or the need to delineate, and in some instances restrict, the services that assistants working under the supervision of dental technicians might provide.

A second board initiative explored the option of assessing the considerable body of skill and knowledge that we recognize that many assistants have. In an earlier survey assistants told us they would be interested in upgrading to the status of a dental technician. With the funding assistance of the Ministry of Community, Aboriginal and Women's Services and the Ministry of Advanced Education, the College hired consultants expert in the area of prior learning assessment [PLA] to assist the College with a PLA Project. This project would facilitate an application route for individuals who have acquired the requisite entry level skills and knowledge through life-long learning, work experience and /or informal education. Successful applicants would be eligible to take the dental technician theory and practical exams leading to licensure.

As well the College would be able to identify for the applicant, any gaps or shortcomings in their skill and knowledge set and provide applicants with information on how to address those gaps. Ultimately this application process would facilitate the upgrading of motivated assistants and other applicants who have been informally trained.

A third initiative addresses the lack of visibility of this profession as a possible factor in the numbers of individuals considering dental technology as a career. With that in mind, the College and a number of contributors partnered with Knowledge Network Television to develop two 5 minute TV vignettes. These vignettes would be filmed from an individual perspective, highlighting the benefits of this career on both a personal and professional level. These productions will air 80 times in the coming year, starting in the fall of 2005.

COLLEGE STRUCTURE

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 Executive Assistant, a Secretary, and a Technical Assistant. The College also used the services of exam administrators 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.

Executive Assistant

The Executive Assistant provides office and database management, computer hardware/software support, carries out office accounting functions, processes registration, and maintains continuing education information. She also schedules theory and practical licensure examinations, and may support various committees including the Continuing Education Committee, as required by the Registrar.

Secretary/Receptionist

The Secretary/Reception position includes administrative/secretarial support to the office, database entry, and scheduling for Board/committees meetings. The Secretary also process routine Assistant applications, and provides support for various projects as required by the Registrar, Executive Assistant, and Technical Assistant.

Technician Assistant

Under the direction of the Registration Committee, Inquiry Committee and the Registrar, the Technical Assistant is involved with the Inspection Program and examinations administration and delivery, and provides staff support to various committees of the Board at the direction of the Registrar. The Technical Assistant also provides professional technical support as the need arises.

COLLEGE STRUCTURE

STAFF AND OFFICE HOURS

Staff: Rosemary Ishkanian, Registrar
Doris Chan, Executive Assistant
Ronald Revell, Technical Assistant
Alice Ng, Secretary/Receptionist

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
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

REPORTS

These reports set out some of the activities and highlights of standing committees. In some instances the composition and /or the chair position has changed in the course of the fiscal period. The Reports are signed by the Chairs in place at the end of the fiscal period, as of March 31, 2005.

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 operates under an established Term of Reference approved by the Board. Staff supporting this committee varies. In this period the committee was supported by, Ms. Doris Chan, and the Registrar. The committee needed to meet only once during the past fiscal year, but was kept up to date, with memos throughout the period, and follow up telephone calls. In the course of the fiscal period the Committee:

- considered Registrant applications to the committee under section 36(2) which allow the committee to reduce or waive the continuing education requirements pursuant to Board policy
- monitored the provision of Continuing Education Records to all RDT registrants, and their responses to the College office.

John Eggeling, RDT

REGISTRATION COMMITTEE

The Registration Committee deals with all aspects concerning the registration, education, and the examination process as authorized by the Bylaws (Section 11). Staff supporting this committee are Mr. Ron Revell, and the Registrar.

This year the committee met three times. The committee typically dealt with issues regarding RDT registration and practical examinations. This committee also:

- continued ongoing development of the Prior Learning Assessment Initiative along with the provincial government and Vancouver Community College
- amended the Examiner's Brochure reflecting the requirements necessary for the comprehensive exams
- fostered general discussions with various health related groups regarding shortage of dental technicians and issues of labour mobility.

The committee's main focus during this reporting year was the completion of the development of the new practical examination assignments. The new comprehensive exam applies to all new exam applicants after mid-January 2005.

I would like to take this opportunity to say thank you to everyone who generously volunteered their time and expertise in the development of the new Comprehensive Exams. A special thank you to Mr. Ron Revell and Ms. Rosemary Ishkanian for their patience, hard work and guidance throughout the entire process.

Ken Izumi, RDT

COMMITTEE ACTIVITIES

INQUIRY COMMITTEE

In the course of this fiscal period the Committee met three times and directed and /or monitored the inspections of some 30 laboratories throughout BC. Reports of the disposition of the Inquiry Committee were provided to the Board as required with section 34(1)(a) of the Health Professions Act. The committee considered a number of inquiry related issues and policies, and accomplished the following:

- opened 8 new files pertaining to a number of alleged non compliance issues
- closed 5 files
- continues to investigate and consider a number of ongoing matters related to ethics, advertising , and supervision matters.

The Committee has identified the following issues/ areas of concern and has worked during this period on:

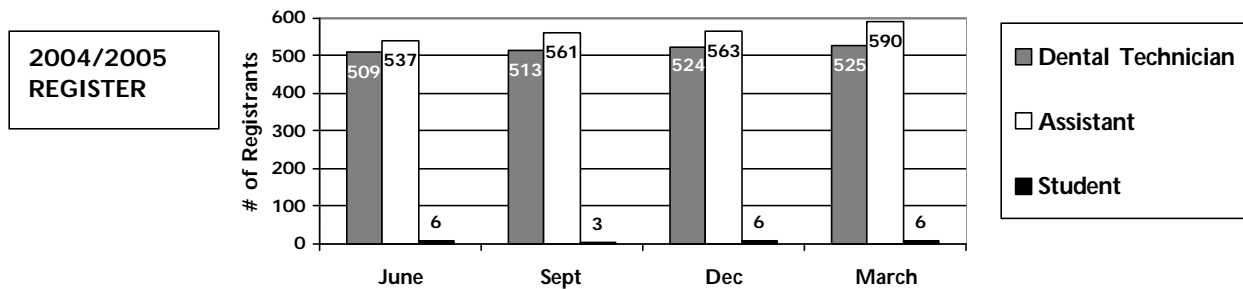
- expanding the regular quality assurance program, to include monitoring compliance with the infection control guidelines, and public contact guidelines, in the regular inspection process
- gathering information and legal advice on the public harm aspects of the importation of custom made dental devices from unregulated providers.

Hege Jahr, RDT

ANNUAL ACTIVITIES

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 generally 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.



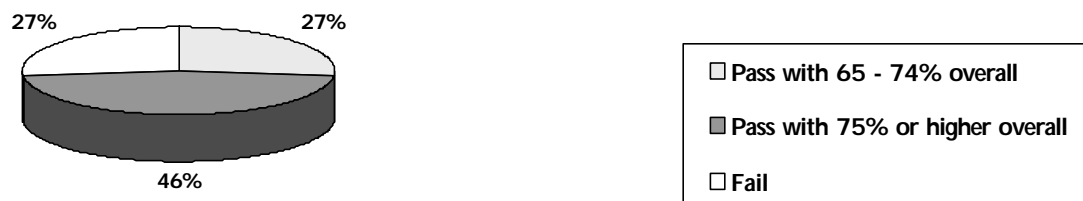
EXAMINATIONS

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.

2004 THEORY EXAM RESULTS FOR 35 CANDIDATES



2004 PRACTICAL EXAM RESULTS FOR 15 CANDIDATES



BOARD & COMMITTEE MEMBERSHIP – for the period ending March 31, 2005

As of the last meeting in the fiscal period:

BOARD

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

INQUIRY COMMITTEE

Ken Izumi RDT
 Hege Jahr RDT (Chair)
 Bikkar Lalli
 Andrew Pritchard RDT
 Gordon Robertshaw RDT

CONTINUING EDUCATION COMMITTEE

John Eggeling RDT (Chair)
 Bikkar Lalli
 Gabor Szombathy RDT

REGISTRATION COMMITTEE

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

DISCIPLINE COMMITTEE

Barbara Lee
 Bernie Leong (Chair)
 Steve Getty RDT
 Larry Welter

FINANCE COMMITTEE

Barbara Lee
 Bernie Leong (Chair)
 Gordon Robertshaw RDT
 Mohammad M. Sarwari ASST

[Various Ad Hoc Committees are also struck from time to time throughout the fiscal period which involves a number of board members.]

SCHEDULE OF BOARD AND COMMITTEE MEETING EXPENSES

YEAR ENDED MARCH 31	2005			2004
	BOARD	COMMITTEE	TOTAL	TOTAL
J. Eggeling	\$ 3,700	\$ 6,512	\$ 10,212	\$ 7,827
B. Leong	751	949	1,700	1,990
A. Pritchard	725	690	1,415	2,294
B. Lalli	1,113	1,428	2,541	2,629
H. Jahr	735	1,111	1,846	1,781
K. Izumi	612	941	1,553	1,610
M. Sarwari	511	157	668	1,070
G. Robertshaw	1,603	2,532	4,135	3,345
B. Lee	341	315	656	1,144
Meals/Miscellaneous Committee and Others	897	2,148	3,045	3,651
below \$500	-	290	290	1,745
	<u>\$ 10,988</u>	<u>\$ 17,073</u>	<u>\$ 28,061</u>	<u>\$ 29,086</u>

Amounts paid to Board and Committee members include the cost of travel to attend meetings.

INFORMATION SCHEDULES

SCHEDULE A - STATISTICAL DATA

College of Dental Technicians of British Columbia

April 1, 2004 - March 31, 2005

Description	Category	03/04 Period	04/05 Period	03/04 Total	04/05 Total
Number of registrants on March 31/05	Dental technicians Assistants Students	522 569 8	525 590	1099	1121
Number of dental technician applications approved to sit exams	educated within BC educated other provinces educated outside Canada	5 1 9	23 0 2	15	25
Number of applicants denied approval to sit exams	due to incomplete documentation due to lack of required training due to lack of English language competency documentation	0 0 3	0 1 0	3	1
Number of standing approved applicants who elected to sit exams	theory practical	16 13	35 15	29	50
Number of requests for review of exam marks	theory practical	1	0	1	0
Number of registrants removed from Register at the end of this fiscal period	dental technicians other registrants *	12 52	21 61	64	82
Number of new complaints investigated in this period (some complaints are related to more than one area of alleged non-compliance)	alleged sexual misconduct alleged incompetence/negligence alleged unethical conduct alleged impairment breach of standards of practice non-compliance registration non-compliance other supervision/ratio issue non-compliance advertising	0 0 0 0 0 0 1 2 1	0 0 0 0 0 1 5 2 3	4	11
Disposition of complaints in this period (these complaints may have arisen in other previous fiscal periods)	no further action taken informal solution Act under section 36 issue a citation refer to crown counsel on going investigation	2 1 8 0 0 1	2 3 0 0 0 7	12	12
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, 2004 - March 31, 2005

BOARD-COMMITTEE	FUNCTION	# OF TIMES MET 03/04	# OF TIMES MET 04/05
Board	administers affairs of the College / review of committee work / consideration of committee recommendations	4	5
Inquiry Committee	reviews complaints received / investigation of complaints/ disposition of complaints	2	3
Registration Committee	reviews questions pertaining to education/ registration / and examination issues	4	3
Continuing Education Committee	reviews continuing education guidelines / considers issues related to continuing education	4	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	considers various short term issues and make recommendations to the Board	9	5
Finance	manages and monitors the College's system of financial administration and advises the Board on various financial matters	2	3

OTHER ACTIVITIES			
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	5	4
Exam Reviews	RDT registration applicants may request a review of their practical examination	1	0
Vancouver Community College Related Meeting	to discuss matters pertaining to the current VCC dental technician program - curriculum - etc.	3	4
Jurisprudence Seminar to Exam Candidates	informal discussions regarding the current legislation / to provide exam candidates with an opportunity to ask questions regarding legislation	2	3
General Meetings: A.G.M. Strategic Planning Session/Orientation	General meetings include but are not limited to the annual general meeting, and orientation sessions for board members	3	4
Various external meetings attended by the Registrar regarding the business of regulation or the specific business of the board/committees	such meetings would include meetings with various ministry representatives, attendances at Health Regulatory Organization and Executive Directors and Registrar Organization / Canadian Alliance of Dental Technology Regulatory Authorities /Award Ceremonies / Oral Health Sector	16	32

FINANCIAL HIGHLIGHTS

The following statements are highlights of the College's financial position as at March 31, 2005 taken from the full audited financial statements, which are available from the College office upon request, and can also be viewed at the College's web site at www.cdt.bc.ca.

STATEMENT OF FINANCIAL POSITION

MARCH 31	2005	2004
ASSETS		
CURRENT ASSETS		
Cash	\$ 662,932	\$ 385,860
Term deposits and interest	-	232,149
Prepaid expenses	<u>9,868</u>	<u>12,632</u>
	672,800	630,641
TERM DEPOSIT - RESTRICTED	119,659	116,716
CAPITAL ASSETS (Note 4)	<u>60,794</u>	<u>68,104</u>
	<u>\$ 853,253</u>	<u>\$ 815,461</u>
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 45,478	\$ 29,451
Deferred revenue (Note 5)	351,464	347,202
Deferred rental benefit	<u>4,861</u>	<u>6,396</u>
	<u>401,803</u>	<u>383,049</u>
COMMITMENTS (Note 6)		
NET ASSETS		
INVESTED IN CAPITAL ASSETS	60,794	68,104
DISCIPLINE LEGAL RESERVE	119,659	116,716
UNRESTRICTED	<u>270,997</u>	<u>247,592</u>
	<u>451,450</u>	<u>432,412</u>
	<u>\$ 853,253</u>	<u>\$ 815,461</u>

FINANCIAL HIGHLIGHTS

STATEMENT OF REVENUE AND EXPENSES

YEAR ENDED MARCH 31	2005	2004
REVENUE		
License and registration fees	\$ 373,269	\$ 331,965
Examination fees	15,168	8,978
Interest	14,579	14,389
Prior learning assessment	8,276	-
Fines and hearing fees	4,020	4,350
Other	<u>3,025</u>	<u>3,449</u>
	<u>418,337</u>	<u>363,131</u>
EXPENSES		
Salaries and benefits	215,580	213,541
Rent	57,390	52,546
Board and committee meetings (Schedule)	28,061	29,086
Examination costs	17,609	15,717
Office supplies	12,453	12,619
Registrant communications	11,416	8,610
Amortization	11,082	9,353
Consulting	9,068	5,369
Liaison activities	6,206	-
Legal and accounting	6,140	8,270
Insurance	4,661	3,597
Telephone	4,598	4,404
Annual report and meeting	3,276	2,734
Staff and member expenses	3,273	3,369
Promotional activities	2,001	-
Repairs and maintenance	1,882	3,147
Public education	1,517	5,892
Inspections	1,332	2,025
Bank charges	591	542
Benefits administration and WCB	586	354
Scholarship	500	500
Staff and member education	<u>77</u>	<u>5,198</u>
	<u>399,299</u>	<u>386,873</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES FOR THE YEAR	<u>\$ 19,038</u>	<u>\$ (23,742)</u>