

# ANNUAL REPORT

APRIL 1, 2005 – MARCH 31, 2006

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The College is required under the Health Professions Act 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 standards of academic or technical achievement and the qualifications required for registration as a member of the College;
- ❖ 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.”

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

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

## **CHAIR'S AND REGISTRAR'S REPORT**

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The College held four regular scheduled Board meetings and approximately 25 Committee and Examination meetings this past year to deal with the requirements of operating a regulatory College under the Health Professions Act. The Board also found that it was necessary to have several additional special meetings in order to address unanticipated issues as they arose.

One item that had been discussed in previous years could not be postponed any longer, and that was the overdue need to update the College office computer system. This update of both hardware and software was required to address data security and equipment reliability concerns with the old system. Some of the office computers were between five and ten years old with outdated hardware and were running on a Windows 98 upgrade (from Windows 3.1), an operating system which is no longer supported by Microsoft. A new computer system was purchased in December, and the benefits were immediately evident as the office runs much more efficiently and each of the staff is able to work without the fear of regular system crashes.

As a way to meet some of the objectives identified in the College's long term strategic plan, in April the Board undertook a major new initiative and entered into discussions, and subsequently partnered with, the Knowledge Network on a project to produce two 5-minute career option vignettes that would focus on aspects of dental technology. After the Knowledge Network began airing these vignettes, which featured technicians working in the areas of orthodontics and ceramics, the College received numerous positive calls and comments from both registrants and members of the public who had seen the broadcasts. The College is very pleased with the success of this initiative and thanks all of those who were involved in supporting and working on this project.

This fiscal period also saw the completion of the framework for the Prior Learning Assessment Recognition ("PLAR") project that was developed with the support of the provincial government. The PLAR is intended to provide an alternate means for applicants to prove that they have acquired the requisite skills and knowledge of a dental technician, and through assessment and verification, seek approval for entry into the College's registration examination stream. The College is currently awaiting approval of bylaw amendments that will provide for the implementation of the PLAR.

The period saw an increase in the number of requests for exemption to the supervision ratio due to an obvious shortage of RDTs available in BC to meet the oral health care needs of the BC public. College is considering seeking ways to address this critical shortage.

### **BYLAW CHANGES**

The College submitted several bylaw amendments for Ministry approval, including bylaws to address the need for professional liability insurance coverage for all RDTs and the implementation of a Prior Learning Assessment Recognition option for applicants wishing to attempt the registration examinations.

Bylaw amendments were also approved that allowed for a slight cost of living increase in both initial and renewal registration fees for registrants as well as an increase to the examination fees that was necessary to enable the College to meet the expenses incurred in administering the practical component of the licensure examinations.

### **STAFFING ISSUES**

After almost six years with the College, Ms. Alice Ng decided to take an early retirement from her position as Secretary/ Receptionist, and left on May 1, 2005 in order to spend more time with her family. The College has appreciated the work Alice has done during her time with us, and we wish her all the best for the future.

Ms. Donna Kwinlaug was hired to fill the position on May 2, and we welcome Donna to the College.

There were several changes to the Registrar's position during this past year. In July, Ms. Rosemary Ishkanian was granted a one-year leave of absence from her position as Registrar and Mr. Robert Kucheran was hired as Interim Registrar during the busy summer months. Ms. Ishkanian graciously returned on a temporary part-time basis from September to mid-November, and Mr. Ronald Revell, who has been the College's Technical Assistant and Inspector since 2001 was appointed as the Interim Registrar in November for the remainder of Ms. Ishkanian's leave.

# CHAIR'S AND REGISTRAR'S REPORT

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We would like to express our appreciation for the willingness of each of the office staff to share the extra workload due to the Registrar's leave of absence, and commend them for their efficiency in continuing with the daily operation of a regulatory College including registration requests, information updates, complaints, inspections and responding to inquiries from members of the public.

The Chair of the Board, Mr. John Eggeling, RDT, attended at the College office on a number of Fridays and assisted the staff during the transition periods when a full-time Registrar was not in the office.

## BOARD ELECTIONS

Elections were held to fill vacancies for the two RDT positions and one Assistant position on the Board. The results of the elections were that Mr. John Eggeling, RDT, Ms. Hege Jahr, RDT and Mr. Dong Hee Park, Assistant, were elected to 3-year terms of office effective May 2, 2005.

## LIAISON ACTIVITIES

Staff and Board members continue to meet with various organizations to share information and discuss common issues that relate to the regulation of the profession and the need to stay current with the continual advances in the profession.

The College continues to be involved in meetings with a number of professional and regulatory organizations, both within BC and across Canada. Some of those organizations include the BC Dental Practitioners, the Health Regulatory Organization, Executive Directors and Registrars Organization, and the Canadian Alliance of Dental Technology Regulators.

Both the Registrar and the Chair of the Board attended a meeting in Montreal with the Consortium of Dental Technology Regulators to review and revise the Mutual Recognition Agreement ("MRA") on labour mobility. As a result of that meeting, a revised agreement has been signed that now provides for immediate labour mobility and recognition of RDTs between British Columbia, Alberta, Ontario, and Quebec, subject to the applicant meeting any jurisdiction specific requirements, such as successful completion of a jurisprudence examination. In the last year, the College has received and processed three applications for licensure under the MRA.

*John Eggeling, RDT*  
Chair

*Ronald Revell, RDT*  
Interim Registrar

# 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 and Board Members

Sections 17 and 18 of the Health Professions Act and Sections 2 through 6 of the Bylaws 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 Health Professions 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 professional members elected by registrants and three 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 Receptionist/Office Assistant, and an Assessments Administrator. 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. As such, they represent the College on administrative matters, are 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 is responsible for office and financial administration. She also processes registration, manages registrants' database, maintains continuing education program and provides computer hardware/software support. She supports various committees including the Continuing Education Committee and Finance Committee, as required by the Registrar.

### Receptionist/Office Assistant

The Receptionist/Office Assistant provides administrative/secretarial support to the office, database entry, and scheduling for Board/Committees meetings. She also processes routine Assistant applications, and provides support for various projects as required by the Registrar, Executive Assistant, and Assessments Administrator.

### Assessments Administrator

Under the direction of the Registration Committee, Inquiry Committee and the Registrar, the Assessments Administrator 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 Assessments Administrator also provides professional technical support as the need arises.

# COLLEGE STRUCTURE

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## STAFF AND OFFICE HOURS

Staff: Rosemary Ishkanian - Registrar  
Ronald Revell, RDT - Interim Registrar / Assessments Administrator  
Doris Chan - Executive Assistant  
Donna Kwinlaug - Receptionist/Office Assistant

Auxiliary: Karol Hoffmann, RDT - Exam Assistant (annual exams)

Business hours: Office access 9:00 am - 4:00 pm (Mon to Fri)  
Phone access 9:00 am - 5:00 pm (Mon to Fri)  
Fax and voice mail 24 hours

## RECORDS

The office maintains records as follows:

- Register - name and business address of every person granted registration
- Individual active registrant records - including copies of memos, correspondence, continuing education notices, application forms, records relating to the attainment of registrant status, continuing education records, etc.
- 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

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 submitted by the Chairs in place at the end of the fiscal period, as of March 31, 2006.

### 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 the established Terms of Reference approved by the Board. The Registrar and Ms. Doris Chan provided staff support for the Committee during this period.

The Committee needed to meet only once this year. In the course of the fiscal period, the Committee:

- revised the process for approving continuing education course categories
- amended the *Continuing Education Guide*, which is available on the College's web site at [www.cdt.bc.ca](http://www.cdt.bc.ca), to address the infection control requirement and non-technical credit allowance for Dental Technicians who are registered or reinstated during a continuing education cycle
- monitored the provision of Continuing Education Records to all RDT registrants, and their responses to the College office.

*Dr. Bikkar Lalli*

Chair, Continuing Education Committee

### FINANCE COMMITTEE

The Finance Committee manages the College's system of financial administration and advises the Board on various financial matters as authorized by the Bylaws (Section 15). The Committee operates under the established Terms of Reference approved by the Board. Ms. Doris Chan provided staff support for the Committee during this period.

The Finance Committee acknowledged and appreciated the invaluable contribution received from Ms. Chan in preparing the budget and financial statements, and monitoring the College's expenses throughout the fiscal year.

The Committee held two teleconferences meetings this year. In the course of these meetings, the Committee:

- reviewed unaudited monthly financial statements
- monitored revenue and expenses in accordance with the approved fiscal budget
- reviewed the expenditure required for the upgrade of College computer system and the subsequent technical support.

*Bernie Leong*

Chair, Finance Committee

## COMMITTEE ACTIVITIES

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### INQUIRY COMMITTEE

The Inquiry Committee deals with all complaints regarding registrants and monitors the inspection program according to the authority of the Health Professions Act. The Registrar and Mr. Ronald Revell provided staff support for the Committee during this period.

The Committee met three times this year and directed and/or monitored the inspections of numerous laboratories throughout BC. In particular, the Committee expanded the regular inspection program to focus on registrants' compliance with the College's infection control policy and procedures.

The Committee also considered a number of inquiry related issues and policies, and accomplished the following:

- opened 4 new files pertaining to alleged non compliance and professional competence issues
- closed 4 files
- continued to investigate and consider a number of ongoing matters related to ethics, advertising, and supervision matters.

Reports on the disposition of matters investigated by the Inquiry Committee were provided to the Board as required with Section 34 (1) (a) of the Health Professions Act.

*Hege Jahr, RDT*

Chair, Inquiry Committee

### 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 operates under an established Terms of Reference approved by the Board. The Registrar and Mr. Ronald Revell provided staff support for the Committee during this period.

The Committee met four times this year and in general reviewed RDT registration and examination related applications and issues, specifically applications with foreign credentials or under Mutual Recognition Agreement. During this period, the Committee also:

- implemented an Assistant Quiz to complement the Statutory Declaration section of the Assistant application and to ensure compliance with the registration requirements
- recommended an amendment to the policy addressing Assistant registration under Bylaws Section 30 (c)
- recommended an increase in examination and registration fees
- considered the marking process for the new comprehensive practical exams
- completed the development of the pilot project for Prior Learning Assessment Recognition and developed the PLAR Eligibility Examination.

*Ken Izumi, RDT*

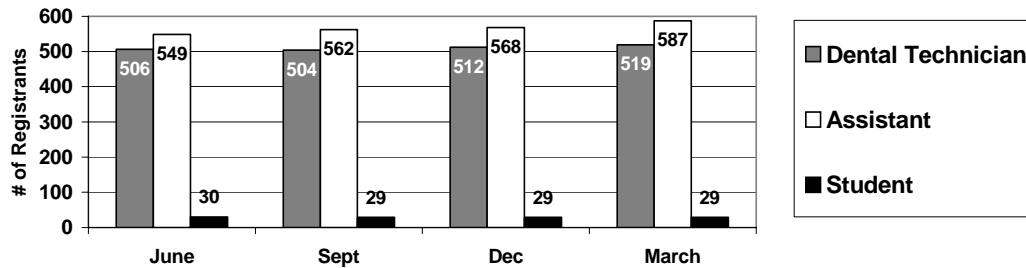
Chair, Registration Committee

# 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.

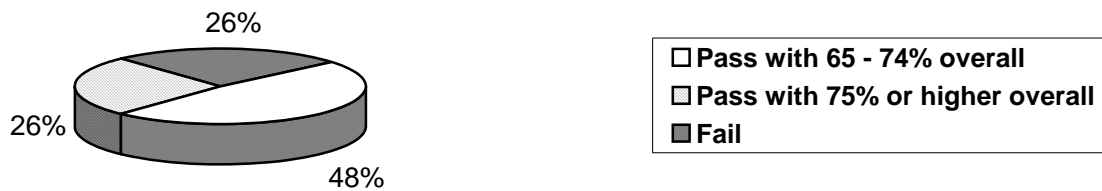
**2005/2006 REGISTER**



## EXAMINATIONS

The College's authority regarding examinations is set out in Sections 19 (1) (j) and 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.

**2005 THEORY EXAM RESULTS FOR 27 CANDIDATES**



**2005 PRACTICAL EXAM RESULTS FOR 23 CANDIDATES**



## BOARD & COMMITTEE MEMBERSHIP

### — FOR THE PERIOD ENDING MARCH 31, 2006

As of the last meeting in the fiscal period:

#### BOARD

John Eggeling, RDT (Chair)  
 Ken Izumi, RDT (Vice-Chair)  
 Hege Jahr, RDT  
 Dr. Bikkar Lalli  
 Barbara Lee  
 Bernie Leong  
 Andrew Pritchard, RDT  
 Gordon Robertshaw, RDT  
 Dong Hee Park, Assistant

#### INQUIRY COMMITTEE

Hege Jahr, RDT (Chair)  
 John Eggeling, RDT  
 Dr. Bikkar Lalli  
 Bernie Leong  
 Andrew Pritchard, RDT  
 Gordon Robertshaw, RDT

#### CONTINUING EDUCATION COMMITTEE

Dr. Bikkar Lalli (Chair)  
 Ken Izumi, RDT  
 Gabor Szombathy, RDT  
 Dong Hee Park, Assistant

#### REGISTRATION COMMITTEE

Ken Izumi, RDT (Chair)  
 John Eggeling, RDT  
 Hege Jahr, RDT  
 Dr. Bikkar Lalli  
 Bernie Leong  
 Andrew Pritchard, RDT  
 Gordon Robertshaw, RDT

#### DISCIPLINE COMMITTEE

Barbara Lee (Chair)  
 Ken Izumi, RDT  
 Larry Welter

#### FINANCE COMMITTEE

Bernie Leong (Chair)  
 Barbara Lee  
 Gordon Robertshaw, RDT

[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	2006			2005
	BOARD	COMMITTEE	TOTAL	TOTAL
J. Eggeling	\$ 3,896	\$ 9,999	\$ 13,895	\$ 10,212
B. Leong	1,036	717	1,753	1,700
A. Pritchard	254	540	794	1,415
B. Lalli	1,113	1,281	2,394	2,541
H. Jahr	1,054	857	1,911	1,846
K. Izumi	1,225	902	2,127	1,553
M. Sarwari	-	79	79	668
G. Robertshaw	734	3,602	4,336	4,135
B. Lee	891	716	1,607	656
D. H. Park	1,146	94	1,240	-
Meals/Miscellaneous Committee and Others	638	1,605	2,243	3,045
below \$500	-	37	37	290
	\$ 11,987	\$ 20,429	\$ 32,416	\$ 28,061

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, 2005 - March 31, 2006

Description	Category	05/06 Period	04/05 Period	05/06 Total	04/05 Total
Number of registrants on March 31, 2006	Dental technicians Assistants Students	519 587 29	525 590 6	1135	1121
Number of dental technician applications approved to sit exams	educated within BC educated in other provinces educated outside Canada	12 3 7	23 0 2	22	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 1 0	0 1 0	1	1
Number of standing approved applicants who elected to sit exams	theory practical	27 23	35 15	50	50
Number of requests for review of exam marks	theory practical	0 3	0 0	3	0
Number of registrants removed from Register at the end of this fiscal period	dental technicians other registrants *	11 47	21 61	58	82
Number of new complaints investigated in this period (some complaints may be 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 2 1 0 0 2 2 2 0	0 0 0 0 1 5 2 3	9	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 ongoing investigation	2 1 4 0 0 3	2 3 0 0 0 7	10	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, 2005 - March 31, 2006

Board/Committee	Function	# of Times Met 05/06	# of Times Met 04/05
Board	administers affairs of the College / review of committee work / consideration of committee recommendations	4	5
Continuing Education Committee	reviews continuing education guidelines / considers issues related to continuing education	1	1
Discipline Committee	prepares for hearing procedures / hears matters referred by Citation from the Inquiry Committee / disposition of hearing matters	0	0
Finance Committee	manages and monitors the College's system of financial administration and advises the Board on various financial matters	2	3
Inquiry Committee	reviews complaints received / investigation of complaints / disposition of complaints	3	3
Registration Committee	reviews questions pertaining to education / registration / and examination issues	4	3
Ad Hoc Meetings	considers various short term issues and make recommendations to the Board	8	5

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	4	4
Exam Reviews	RDT registration applicants may request a review of their practical examination	3	0
Vancouver Community College Related Meeting	discuss matters pertaining to the current VCC dental technician program, curriculum, etc.	2	4
Jurisprudence Seminar to Exam Candidates	informal discussions regarding the current legislation / provide exam candidates with an opportunity to ask questions regarding legislation	1	3
General Meetings: Annual General Meeting Strategic Planning Session / Orientation	General meetings include but are not limited to the annual general meeting, and orientation sessions for board members	2	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 Heath Regulatory Organization and Executive Directors and Registrars Organization / Canadian Alliance of Dental Technology Regulatory Authorities / Award Ceremonies / Oral Health Sector	29	32

# FINANCIAL HIGHLIGHTS

The following statements are highlights of the College's financial position as at March 31, 2006 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](http://www.cdt.bc.ca).

## STATEMENT OF FINANCIAL POSITION

MARCH 31	2006	2005
<b>ASSETS</b>		
CURRENT ASSETS		
Cash and term deposits	\$ 651,433	\$ 662,932
Prepaid expenses	<u>14,884</u>	<u>9,868</u>
	666,317	672,800
TERM DEPOSIT - RESTRICTED	122,965	119,659
CAPITAL ASSETS	<u>61,547</u>	<u>60,794</u>
	<u>\$ 850,829</u>	<u>\$ 853,253</u>
<b>LIABILITIES</b>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 32,991	\$ 45,478
Deferred revenue	362,371	351,464
Deferred rental benefit	<u>3,326</u>	<u>4,861</u>
	<u>398,688</u>	<u>401,803</u>
COMMITMENTS		
<b>NET ASSETS</b>		
INVESTED IN CAPITAL ASSETS	61,547	60,794
DISCIPLINE LEGAL RESERVE	122,965	119,659
UNRESTRICTED	<u>267,629</u>	<u>270,997</u>
	<u>452,141</u>	<u>451,450</u>
	<u>\$ 850,829</u>	<u>\$ 853,253</u>

# FINANCIAL HIGHLIGHTS

## STATEMENT OF REVENUE AND EXPENSES

YEAR ENDED MARCH 31	2006	2005
<b>REVENUE</b>		
License and registration fees	\$ 373,190	\$ 373,269
Examination fees	18,445	15,168
Prior learning assessment	16,724	8,276
Interest	15,287	14,579
Knowledge Network Project	7,493	-
Other	4,953	3,025
Fines and hearing fees	3,310	4,020
	<u>439,222</u>	<u>418,337</u>
<b>EXPENSES</b>		
Salaries and benefits	211,499	215,580
Rent	60,595	57,390
Board and committee meetings (Schedule)	32,416	28,061
Public education	20,480	1,517
Examination costs	18,893	17,609
Office supplies	14,339	12,453
Amortization	12,961	11,082
Consulting	12,271	9,068
Registrant communications	9,269	11,416
Liaison activities	7,109	6,206
Legal and accounting	6,361	6,140
Telephone	5,859	4,598
Staff and member expenses	5,258	3,273
Insurance	4,767	4,661
Staff and member education	3,506	77
Annual report and meeting	3,036	3,276
Award and scholarship	2,803	500
Repairs and maintenance	2,642	1,882
Promotional activities	1,956	2,001
Inspections	1,091	1,332
Benefits administration and WCB	841	586
Bank charges	579	591
	<u>438,531</u>	<u>399,299</u>
<b>EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR</b>	<u>\$ 691</u>	<u>\$ 19,038</u>