

Section 11

Policies

This section contains College policies. New and revised policies will be added as required.

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Continuing Competency Through Mandatory Continuing Education

Introduction

Continuous study and self-assessment of educational needs are fundamental and lifelong responsibilities of a professional. Self-governing professions are required under the *Health Professions Act* to "establish and maintain a continuing competency program to promote high practice standards among registrants." The College of Denturists of British Columbia meets this obligation through the mandatory continuing education component of its quality assurance program.

The following information outlines the fundamental aspects of mandatory continuing education as viewed by the College.

Purpose

The purpose of mandatory continuing education is to ensure the continuing competency of registrants of the College of Denturists of British Columbia.

Responsibilities of Registrants

Registrants must ensure that:

- continuing education activities reflect the purpose of continuing education, and when in doubt, to seek approval prior to participation; and that
- credit hours are accurately reported and in the prescribed manner.

Responsibilities of the College of Denturists

The Quality Assurance Committee is accountable to the Board to:

- develop standards for continuing education, and
- monitor the ongoing competency of active registrants.

Acceptability and Credit Value of Educational Activities

Types of Educational Activities

Educational activities can include any of the following:

- participating in a relevant course or program;
- participating in a group study activity related to denturism (e.g., study club);
- developing or teaching a relevant course or program;
- leading a group study activity related to denturism;
- mentoring another registrant;

- research of benefit to the practice of denturism.

As an alternative to obtaining 30 credit hours, registrants may write the current licensing examinations

Criteria for Acceptability of Educational Activities

In order for an educational activity to be acceptable for continuing education credits, it must meet certain criteria. The educational activity must:

- be relevant to the practice of denturism;
- specify educational objectives or competencies to be achieved;
- identify a method for meeting educational objectives or achieving competencies;
- be taught, led or directed by a qualified individual.

Determination of Acceptability and Credit Value of Educational Activities

The Quality Assurance Committee determines the acceptability of a continuing education activity as well as its credit value. In order to ensure acceptance, a registrant planning to participate in, or an individual or an organization planning to offer, a continuing education course, program or activity should request a review in advance of its being taken or offered. Refer to the guidelines entitled "Pre-Approval and Certification of Continuing Education Courses, Programs and Activities" later in this section.

Credit Hours

Each member of the College must obtain a minimum of 30 credit hours within a three-year cycle. Two-thirds of these (i.e., 20 credit hours) must be directly related to patient care in the practice of denturism. One-third of these (i.e., 10 credit hours) do not have to be directly related to patient care but must be relevant to the management or practice of denturism.

A minimum of 5 credit hours must be obtained in any one year. The three-year cycle begins with initial registration. Excess credit hours cannot be carried forward to the following cycle.

Acceptable Category 1 – Directly Related to Patient Care in the Practice of Denturism

A minimum of 20 credit hours must be directly related to patient care in the practice of denturism. Example of categories that are acceptable are:

general anatomy and physiology	nutrition
orofacial anatomy	dental material
oral pathology	dental physiology and aging process
oral health and maintenance	dental kinesiology (biomechanics)
infection control	dental psychology
radiology	clinical patient management
complete dentures	management of dental emergencies
partial dentures	patient removable prosthodontics
clinical prosthetics	overdentures
patient records	

Acceptable Category 2 – Indirectly Related to the Practice of Denturism

Ten of the thirty credit hours may be indirectly related to the practice of denturism. Examples of categories that are acceptable are:

practice/office management	medical emergencies
ethical obligations	basic life support
communication skills	advanced life support
legal obligations/practice	medical/dental services related to requirements to the oral complex

Reporting Credit Hours

Submission of Proof of Attendance by a Registrant

A registrant must submit a signed receipt verifying attendance at the specific course, program or activity for which credit is being sought. For conferences or larger programs, verification by an instructor of the actual session for which credit is being sought is required.

Submission of Proof of Attendance by Other than a Registrant

The College will accept proof of attendance from an individual or an organization other than a registrant in cases where the College has authorized the individual or the organization to submit this information. Proof of attendance is a signed copy of the register for a course, program or activity for which credit is being sought. The register must include an attendee's signature at the beginning and end of the course, program or activity. The registrant should ensure that the individual or organization has been authorized by the College to submit proof of attendance on their behalf.

Forms

Forms for applying for continuing education credits are available through the College.

Failure to Meet Continuing Education Requirements

The license will not be renewed if a registrant does not meet continuing education requirements.

Pre-Approval and Certification of Continuing Education Courses, Programs and Activities

Introduction

The purpose of continuing education is to ensure continued competence.

It is the responsibility of each registrant to ensure that continuing education courses, programs and activities reflect the purpose of continuing education, and when in doubt, to seek approval prior to participation. Also, it is the responsibility of each registrant to ensure that credit hours are accurately reported to the College.

In some instances, however, the College may certify a course, program or activity and assign continuing education credits in advance. Under some conditions, the College may also allow individuals or organizations who sponsor a course, program or activity to report on a registrant's behalf.

Pre-Approval of a Continuing Education Course, Program or Activity

In order to ensure acceptance, a registrant planning to participate in, or an individual or organization planning to offer, a continuing education course, program or activity should request a review in advance of its being taken or offered. The request for pre-approval must be accompanied by the following information about the course, program or activity:

- relevance to the practice of denturism;
- objectives or competencies to be achieved;
- number of hours;
- name and address of sponsoring organization or individual;
- qualifications of all persons involved in teaching, guiding or leading;
- affiliation and interest of sponsoring individual or organization;
- date, place and time.

Certification of a Continuing Education Course, Program or Activity

The College can certify a course, program or activity as approved and assign it continuing education credits. Notification of certification may be used by the sponsor to inform potential attendees that a course, program or activity is approved and requires no additional review by the College.

To seek a certification review of a course, program or activity, a registrant or the individual or organization sponsoring the course, program or activity requests a certification review. The information listed above under "Pre-Approval of a Continuing Education Course, Program or Activity" must be submitted to the College. In addition, the method of registering attendees must be described.

Criteria for Approval or Certification of a Continuing Education Course, Program or Activity

The College uses the following criteria to determine whether or not to approve or certify a course, program or activity and the number of continuing education credits to assign to it:

- degree of relevance of the course, program or activity to continued competency;
- degree to which the course, program or activity meets objectives or achieves competencies;
- qualifications of the individuals teaching the course or program or leading the activity;
- affiliation or interest of the sponsoring individual or organization.

Evidence of Certification

The College will provide a letter advising of the outcome of the certification review. When pre-approval has been granted, the letter suggests that it and a copy of these guidelines be displayed to inform registrants of the pre-approval and procedures to follow.

Duration of Certification

A course, program or activity retains its certification for a period of 3 years from the date of certification. The College may withdraw its certification at any time if the course, program or activity has changed the conditions under which the course, program or activity was approved for certification.

Submission of Proof of Attendance by a Registrant

A registrant must submit a signed receipt verifying attendance at the specific course, program or activity for which credit is being sought. For conferences or larger programs, verification by an instructor of the actual session for which credit is being sought is required.

Submission of Proof of Attendance by Other than a Registrant

The College will accept proof of attendance from an individual or organization other than a registrant in cases where the College has authorized the individual or organization to submit this information. Proof of attendance is a signed copy of the register of a course, program or activity for which credit is being sought. The register must include an attendee's signature at the beginning and end of the course, program or activity. The registrant should ensure that the individual or organization has been authorized by the College to submit proof of attendance on their behalf.

Forms

Forms for applying for continuing education credits are available through the College.

Approved by Board, June 6, 1997

Qualifications for Mentors, Educational Activity Leaders, and Product Educators/Demonstrators

The College guidelines for educational activities stipulate that mentors, educational activity leaders and product educators/demonstrators must be qualified in order for registrants to receive approval for the educational activity. The Quality Assurance Committee reviews qualifications on request. The following criteria are used.

Mentors must:

- be members in good standing with the College of Denturists of British Columbia or with an acceptable regulatory body elsewhere in Canada or the United States;
- not have been disciplined by this or another regulatory body in the past 3 years;
- demonstrate an understanding of educational objectives and processes;
- be recognized as competent, ethical and reliable.

Educational Activity Leaders must:

- be members in good standing with the College of Denturists of British Columbia or with an acceptable regulatory body elsewhere in Canada or the United States;
- demonstrate an understanding of educational objectives and processes;
- be recognized as competent, ethical and reliable.

Product Educators/Demonstrators must:

- provide verification from the manufacturer of the product that they are qualified to demonstrate the product;
- be recognized as competent, ethical and reliable.

Approved by Board, December 5, 1997

Quality Indicators

Complaints

- Identify and compare numbers and percentages of the following:
 - total complaints;
 - frivolous versus serious complaints;
 - complaints resolved by registrar and therefore no further action needed;
 - complaints referred to inquiry committee;
 - complaints referred to discipline committee.
- Identify, analyze and compare the following:
 - numbers of complaints per registrant;
 - type of complaint (e.g. workmanship, fraud, sexual misconduct);
 - geographic location, length of time since graduation.

Continuing Education

- Identify and compare numbers and percentages of the following:
 - total CE hours (break down by direct and indirect);
 - registrants who do/do not meet CE requirement;
 - students passing educational institution's exams;
 - graduates passing registration exams.
- Identify, analyze and compare the following:
 - CE hours per registrant;
 - geographical location and length of time since graduation.

Compare from year to year and to similar regulatory bodies.

Approved by Board, August 21, 1998

Standard on Infection Control

Each dentist is accountable to provide services and maintain an environment to minimize the potential of harm to the patient. This includes proper infection control procedures. Bylaw 71 (k) states:

71. A registrant must demonstrate, at all times, a level of knowledge which ensures the adequate protection of the public. Areas of requisite knowledge are:

(k) sterilization and infection control

(i) demonstrate aseptic techniques and environmental controls to ensure adequate hygienic environment.

The College of Denturists of British Columbia has adopted the document entitled "Infection Control in the Denturist Clinic" prepared by the Denturist Association of Canada as a guide for its registrants.

Approved by Board, August 21, 1998

Professional Misconduct of a Sexual Nature

It is the responsibility of the College to ensure the public receives denturist services that are free from professional misconduct of a sexual nature, and that patients are treated with respect.

Professional Environment

Professional misconduct of a sexual nature is prohibited by law under the *Canadian Rights Act* and the *BC Human Rights Act*.

The College of Denturists of British Columbia believes that the professional environment must protect the dignity and self-esteem of patients who seek the services of a registrant of the College, and must be free from misconduct of a sexual nature.

What Constitutes Professional Misconduct of a Sexual Nature

Professional misconduct of a sexual nature may include unwelcome sexual attention, sexual solicitation, or other sexually oriented remarks or behaviour. It may be verbal, physical, or psychological in nature. Both males and females may be the subject of sexual misconduct by members of either sex.

Examples are:

- sexually demeaning gestures or expressions;
- leering or staring, particularly at intimate areas;
- sexually suggestive remarks, innuendoes and jokes about a person's sex life, appearance or sexual attractiveness;
- persistent unwelcome contact, such as standing close or brushing against a person unnecessarily;
- hugging, kissing or touching without a person's permission; and
- sexual assault.

A professional must be sensitive to possible misinterpretation of remarks, gestures and behaviours meant to calm or comfort.

A Serious Offence

The College of Denturists of British Columbia considers professional misconduct of a sexual nature a serious offence which is subject to the full range of disciplinary measures available to the College, including fines, suspensions, or dismissal.

Complaints concerning professional misconduct of a sexual nature will be investigated by the inquiry committee and will be dealt with after all outside investigations by police and/or the Human Rights Commission have submitted their reports.

Filing a Complaint

Any complaint about a registrant of the College, including one concerning professional misconduct of a sexual nature, should be forwarded, in writing, to:

The Registrar

College of Denturists of BC

#305 - 321 Sixth Street

New Westminster, BC V3L 3A7

All formal allegations of sexual misconduct received will be dealt with in a fair, unbiased and timely manner with due consideration for the rights and responsibilities of everyone involved.

Approved by Board, August 21, 1998

Criteria for the Selection and Appointment of Clinical Examiners

The Registration Committee is responsible for licensure of applicants. Licensure is granted through an examination program which includes both theory and practical examination. This document will establish the criteria for the selection of active registrants who may wish to act as examiners during the practical examination.

To be eligible to act as an examiner during a practical examination attempt, a registrant must:

- be registered in the active category;
- have been registered for not less than five consecutive years in the active category;
- uphold the intent of the examination by acting in a manner consistent with the mandate of the College; and
- be approved by the Registration Committee.

The Registration Committee may reject an application if a registrant has:

- any conditions or restrictions as a result of an Agreement of Reprimand or Remedial Action by Consent (*Health Professions Act*, Section 36) or due to action by the discipline committee (*Health Professions Act*, Section 39);
- a direct or indirect relationship with any candidate as an employer, employee, family member, or any other relationship which might raise a perception of bias in favour of a candidate or against other candidates;
- a conflict of interest;
- acted in a manner inconsistent with the intent of the examination or the mandate of the College;
- other restrictions on the license of the registrant other than those arising from section 36 or 39 of the *Health Professions Act*;
- had more than three complaints, whether determined or not, in a five-year period regarding significant components related to technical skills and/or being unethical or attitudinal in nature;
- in the five years immediately preceding the investigation, been investigated and a determination made regarding the competence of the applicant examiner; or
- for any other reason as determined by the Registration Committee.

Any registrant who makes application to act as examiner for any examination of the College must agree to:

- treat all candidates equally, and with respect and dignity;
- keep confidential any portion of any exam which she/he does not have the specific and written permission of the Registration Committee and/or the board of the College to release;
- keep confidential the results of any examination until such time that the official results have approved by the Registration Committee and released by the College;
- disclose any bias or conflict of interest at the earliest time to the registrar.

The decision to engage a registrant as an examiner for any examination of the College rests solely with the Registration Committee.

Conflict of Interest Statement

This policy applies to all persons who act on behalf of the College in any capacity.

1) Definition

A "conflict of interest" is any situation where

- (a) your personal interests, or
- (b) the interests of a close friend, family member, business associate, corporation or partnership in which you hold a significant interest, or a person to whom you owe an obligation could influence your decisions and impair your ability to
 - (i) act in the College's best interests, or
 - (ii) represent the College fairly, impartially, and without bias.

2) General duties

- (a) Unless authorized to do so by the board, or by a person the board designates, you may not
 - (i) act on behalf of the College, or deal with the College in any manner where you are in a conflict of interest or appear to be in a conflict of interest, nor
 - (ii) use your position, office or affiliation with the College to pursue or advance your personal interests or those of a person described in paragraph 1(b).
- (b) The "appearance of a conflict of interest" occurs when a reasonably well informed person properly could have a reasonable perception that you are making decisions on behalf of the College that promote your personal interests or those of a person described in paragraph 1(b).
- (c) If you are a director, you must immediately disclose a conflict of interest in writing to the board of directors. It is important to make the disclosure when the conflict first becomes known. If you do not become aware of the conflict until after a transaction is concluded, nevertheless you must still make disclosure immediately.
- (d) If you are in doubt about whether you are or may be in a conflict of interest, you must request the advice of the board of directors or a person the board designates.
- (e) Unless otherwise directed, you must immediately take steps to resolve the conflict or remove the suspicion that it exists.

3) More about avoiding a conflict of interest

- (a) If you are a director,
 - (i) you must not use your relationship with the College to confer a benefit on a person described in paragraph 1(1)(b). This duty does not prevent you or anyone else from transacting business with other people connected with the College.
 - (ii) you must not personally benefit from any transaction involving the College except in unique situations, authorized by the board.
 - (iii) you must not indirectly benefit from any transaction involving the College except in unique situations, authorized by the board.
- (b) An "indirect benefit" is
 - (i) a benefit derived by a close friend, family member, business associate, or a corporation or partnership in which you hold a significant interest, or
 - (ii) a benefit which advances or protects your interests although it may not be measurable in money.

4) Using College property and College information

- (a) You must have authorization from the board, or from a person the board designates,
 - (i) to use property owned by the College for personal purposes, or
 - (ii) to purchase College property unless it is through usual channels of disposition equally available to the public. Even then, you may not purchase the property without authorization if you are involved in some aspect of the sale.
- (b) You may not take personal advantage of an opportunity available to the College unless
 - (i) it is clear that the College has irrevocably decided against pursuing the opportunity, and
 - (ii) the opportunity is equally available to members of the public.
- (c) You may not use your position with the College to solicit a College's clients for a personal business or one operated by a close friend, family member, business associate or a corporation or partnership in which you hold a significant interest. This duty does not prevent you or anyone else from transacting business with other people connected with the College.

- (d) "College information" is information that is acquired solely by reason of involvement with the College and which the College is under an obligation to keep confidential.
- (e) You may use College information only for College purposes.
- (f) You must not use College information for your personal benefit.
- (g) You must protect College information from improper disclosure.
- (h) You must report to the board, or to a person the board designates, any incident of abuse of College information.
- (i) You may divulge College information if
 - (i) you are authorized by the board, or by a person designated by the board, to release it; and
 - (ii) it is to a person who has a lawful right to the information.
- (j) If you are in doubt about whether College information may be released, you must request advice from the board or from a person the board designates.

5) Rules about gifts

- (a) You may accept a gift made to you because of your involvement in the College in the following circumstances:
 - (i) the gift has no more than token value;
 - (ii) it is the normal exchange of hospitality or a customary gesture of courtesy between persons doing business together;
 - (iii) the exchange is lawful and in accordance with local ethical practice and standards; and
 - (iv) the gift could not be construed by an impartial observer as a bribe, pay off, or improper or illegal payment.
- (b) You, personally, may not use College property to make a gift, charitable donation or political contribution to anyone on behalf of the College. Any gift must have the authorization of the board of directors or a person the board designates.

6) Guidelines for authorizing a transaction from which a member may derive a benefit

Even if you are not a director, if you are in a position to influence decisions made on behalf of the College, the board must treat you as if you are a director.

7) Authorization

The college may not enter into a transaction that will benefit a director unless the board authorizes it in accordance with this section.

- (a) The board may authorize a transaction that will benefit a director where:
 - (i) the director has disclosed the benefit in the transaction to the board,
 - (ii) a quorum of the board is present for the decision,
 - (iii) the resolution authorizing the transaction is passed by a majority of not less than 75 percent of those on the board present and entitled to vote at the meeting, and
 - (iv) the transaction satisfies the College's director transaction rules.

- (b) A failure by a director to disclose fully the nature of a benefit in a transaction under subsection (2) invalidates an authorization under this section.

- (c) A board that authorizes a transaction under this section must record in the minutes of the meeting the item in the director transaction rules relied upon for the authorization.

8) Director transaction rules

As a general rule, the board should not accept or authorize transactions from which a director may derive a benefit, unless there are very good reasons for authorizing the transaction.

- (a) There are, however, three groups of exceptions where it is permissible for a board to authorize a transaction that will benefit a director:
 - (i) a conflict exists, but it provides no benefit, or only a minimal benefit, to a director,
 - (ii) a conflict exists, but the benefit to the College is such that the conflict should be tolerated, and
 - (iii) a conflict exists, but there is an overriding policy reason for tolerating the conflict, namely the conflict arises because
 - (iv) the director is a member of a special group, and
 - (v) the College needs that special group to be represented on the board or requires the advice or perspective that a member of that special group can give.

Even if one of these exceptions should apply, the board must not approve the transaction unless

- (a) it is fair and reasonable and unquestionably in the College's best interests.

9) Accountability

A director referred to shall account to the College for profit made as a consequence of the College entering or performing the proposed contract or transaction, unless

- (i) he/she discloses his/her interest as required,
- (ii) after his/her disclosure the proposed contract or transaction is approved by the directors, and
- (iii) he/she abstains from voting on the approval of the proposed contract or transaction.

Approved by Board, December 4, 1998

Conflict of Interest Disclosure Statement

I, _____, a member/employee of the College of Denturists of British Columbia, declare that I have no personal interests or close friends, family members, business associates, corporations or partnerships in which I hold a significant interest, or a person to whom I owe an obligation who could influence my decisions and/or impair my ability to act in the College's best interests or represent the College fairly, impartially, and without bias.

Disclosure list:

Date: _____

Signature: _____

Letter of Consent and Declaration of Nominee

Denturists have been granted the privilege of self-regulation. With this privilege come certain obligations. The *Health Professions Act* establishes the duty and responsibility of the board as follows:

- It is the duty of a 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.
- It is the responsibility of the board to govern, control and administer the affairs of the College in accordance with the *Health Professions Act*, the regulations, and the bylaws.

In agreeing to let my name stand for election to the Board of the College, I agree to the following:

- To observe and uphold all provisions of the Health Professions Act, the Denturists Regulation, and the Bylaws of the College.
- To uphold the duty of the College to act in the best interests of the public at all times.
- To abide by the procedures related to the election and conduct of the election.

The College Board has established a Conflict of Interest Policy. If elected to the Board of the College, I agree to be bound by the terms of the policy and will sign the conflict of interest statement.

Signed this _____ day of _____, 200__.

Signature

Print Name

Certificate of Oral Health

I, _____, a duly qualified practitioner licensed in British Columbia, hereby certify:

1. That on _____, 200__, I inspected the oral cavity of _____ of _____, BC.

2. That the oral cavity and the associated structures and tissues are in a fit and proper condition for the insertion of full (upper and/or lower) dentures.

This certificate is valid for 28 days from the date of signature unless shortened for the reasons indicated below.

Dated at _____, BC, this _____ day of _____, 200__.

Signature of Practitioner

Licensing Body _____ Registration # _____