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# Annual Report

**COLLEGE OF DENTURISTS OF BRITISH COLUMBIA**

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July 8, 2020

Honourable Adrian Dix  
Minister of Health  
PO Box 9050 Stn Prov Govt  
Victoria, BC V8W 9E2

Dear Minister:

It is my pleasure to present to the Ministry of Health the twenty-fifth Annual Report from the College of Denturists of British Columbia (CDBC). This report covers the period from April 1, 2019 to March 31, 2020.

Sincerely,



Ms. Seema Lal  
Chair of the Board  
College of Denturists of British Columbia

## Message from the Registrar

CDBC exists to set standards and regulate denturism, ensuring excellent practice and the safe, ethical care of the public across the province. We are committed to serving and protecting British Columbians through our decisions, actions and the activities associated with our Strategic Plan, including continually reviewing our performance, establishing, monitoring and evaluating standards of practice, quality assurance and operations; promoting high practice standards among registrants; and developing educational programs, guidelines and practice reviews with Registrants.

The past year has been defined by collaboration, progress and continuous improvement. After two decades in New Westminster, CDBC relocated its office to a new space in the heart of downtown Vancouver. In this new location, we share amenities with approximately 10 other health regulators. This move has allowed our organization to become more efficient and effective, while building deeper, collaborative relationships with other regulators across the spectrum of health professions. Alongside the office move, CDBC transitioned to a mostly paperless office that includes new processes, administrative initiatives and electronic record-keeping.

This year the Board of Directors reviewed potential changes to how the health profession is regulated in British Columbia, especially as it relates to oral health. Through discussion and examination of the following reports, *An Inquiry into the Performance of the College of Dental Surgeons of British Columbia and the Health Professions Act* and *Modernizing the provincial health profession regulatory framework: A paper for consultation*, the Board agreed to move forward with the recommendation to explore an amalgamation and form an oral health regulatory college.

CDBC collaborated with other provincial oral health regulators on interpretive guidance for denturists, dentists and dental technicians that will help to improve access to oral health services and promote interprofessional, collaborative, team-based care. We accomplished a great deal of work in implementing the Denturists Regulation amendments that are intended to better align the regulations to the *Health Professions Act* model and standardize terms shared between the regulations.

In addition, our province hosted national denturist regulators in March 2020 and a new alliance, the Canadian Alliance of Regulators in Denturism (CARD), was formed. Through this new alliance, we are committed to focusing on matters of mutual interest, including the desired objective of a national examination. CDBC, the College of Alberta Denturists and the College of Denturists of Ontario also agreed to choose Equal Canada as the new accreditation body for their denturist programs in Canada.

CDBC continued to build and strengthen relationships with key stakeholders, including Registrants, British Columbia Health Regulators, the First Nations Health Authority and the Denturist Association. Through these partnerships, we are learning from our peers and

collaborating on best practices to ensure the public's continued access to safe, competent and ethical denturism care and service.

At the close of the year, the COVID-19 health pandemic presented unprecedented challenges that all health professions have had to navigate. CDBC worked closely to support denturists and staff during this unpredictable time to ensure their health and safety, as well as the safety and well-being of their patients.

A handwritten signature in black ink, appearing to read 'Roff', with a stylized, cursive script.

Jennifer Roff  
Registrar  
College of Denturists of British Columbia

## Message from the Board Chair

It has been my distinct pleasure to serve as the Board Chair of the CDBC over the last year. As a public member of the Board, it has been a very rewarding experience to work with an amazing group of dedicated staff and Board members, all working toward the same purpose: to set standards and regulate denturism to ensure quality practice and protection of the public.

This past year has seen a lot of changes and new experiences. In October, 2019, the CDBC moved into its new “home” within the Hub in downtown Vancouver. The ability to be able to share resources and liase with other health profession Colleges was a large factor in the decision to relocate the CDBC office from its original location in New Westminster. The CDBC staff worked tirelessly over the months leading up to the move to ensure a smooth transition and their efforts ensured that there was no disruption of service to the Registrants or the public.

The past year also saw the Board and staff considering the changes that the Provincial Government announced they anticipated making to the way health professions govern themselves. The potential amalgamation of oral health regulators into a single oral health authority is an issue that the CDBC Board has made efforts to focus on and a working group comprising of the Board Chairs and Registrars of a number of oral health colleges, including the CDBC, was formed in an effort to work collaboratively with our fellow oral health professionals to shape the path forward on this issue.

The most recent challenge that the CDBC and the Registrants have faced, along with many other professionals and members of the public, is the COVID-19 pandemic and the accompanying closures that came with the health and safety measures that were implemented by our Provincial Health Authority to ensure the protection of the public. The CDBC ensured that prompt communication with the Registrants on recommended guidelines was taking place and that staff were available to address questions or concerns from Registrants.

On behalf of the Board, I wish to, once again, express our gratitude for the invaluable support that we have received from the CDBC staff. I also wish to thank the Board members for their time and dedication. I look forward to another year of continued success.



Seema Lal  
Chair of the Board  
College of Denturists of British Columbia

## About the College of Denturists of British Columbia

### Vision Statement

The public has respect, trust and confidence in the safe and ethical care provided by denturists in British Columbia.

### Mission Statement

CDBC sets standards and regulates denturists to ensure high quality practice and protection of the public.

### Mandate

CDBC derives its authority from the *Health Professions Act* (HPA). This legislation establishes a social contract between CDBC and the public who seek services from denturists in British Columbia. The social contract obligates CDBC to serve and protect the public.

### Role

CDBC licenses and regulates denturists and the practice of denturism within British Columbia.

### Health Professions Act

The HPA, passed in 1990, provides legislation under which health professionals can regulate themselves in British Columbia. It allows for the establishment of Colleges, sets out the responsibilities of Boards of those Colleges, and provides general directions for governing the registrants of the profession. As well, it describes the duties and responsibilities of a College to registrants and members of the public. The HPA allows denturists, as a health profession, to be self-regulated.

### Denturists Regulation

The Denturists Regulation designates CDBC as the governing body for denturists under the HPA.

### Bylaws

CDBC is designated by regulation, under the HPA, to create bylaws for CDBC's operation. The HPA specifically lists the areas in which bylaws may be created. CDBC bylaws govern CDBC's operation, as well as the registration and licensure of denturists in British Columbia.

All actions by CDBC must be within the laws established. Any action which is not specifically allowed will be deemed to exceed CDBC's authority.

### Public Disclosure

All Board and Committee meetings are open to members of the public. However, persons may be excluded for reasons indicated in section 1.12(7) of CDBC's bylaws. As well, all Board and Committee minutes, records and notes become public information.

The *Freedom of Information and Protection of Privacy Act* applies to CDBC's operations.

## The Board

Professional representatives, Mr. Mohammad Sarwari and Mr. Eugene Shmitsman, were newly elected to CDBC's Board for three-year terms ending April 1, 2022.

### Board Members

#### Professional Representatives

Douglas Hengel (2017-2020)  
Michelle Nelson (2018-2021)  
Alison Nicholls (2018-2020)  
Mohammad Sarwari (2019-2022)  
Eugene Shmitsman (2019-2022)  
Tracey Turko (2018-2021)

#### Public Representatives

Patricia Dooley  
Seema Lal  
Robert Whiteley

### Administrative Staff

Jennifer Roff, Registrar  
Vyvian Burns, Executive Secretary  
Nancy Graham, Program Coordinator

## Committees

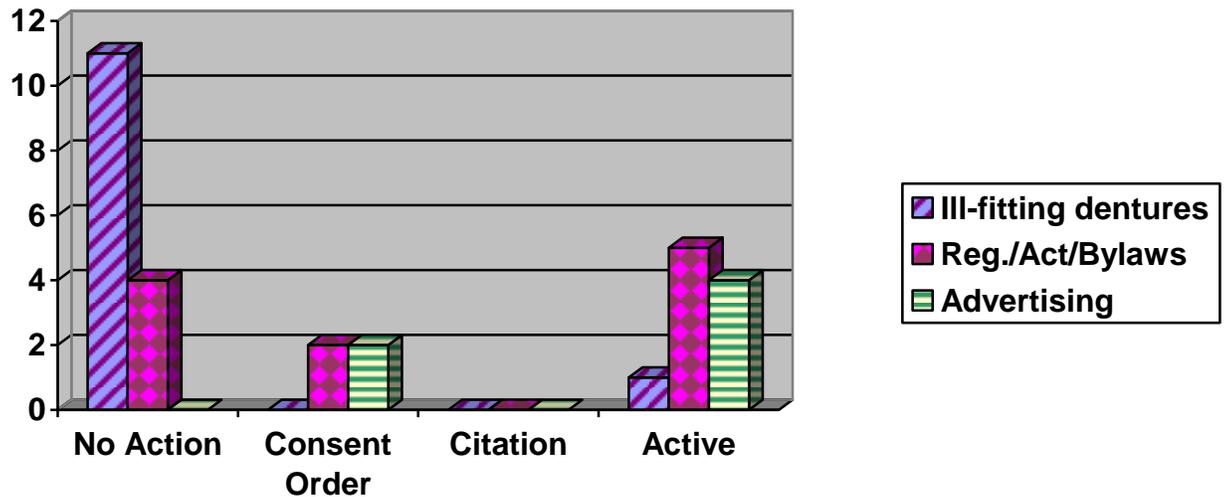
### **Inquiry Committee**

Members: Doug Hengel (Chair/Prof. Rep.), Seema Lal (Public Rep.), Michelle Nelson (Prof. Rep.)

#### **Activities:**

- Receive, review and resolve complaints in a fair and timely manner.
- Refer complaints to the Discipline Committee as necessary.
- Assist other Committees with ongoing regulatory compliance.

### **Complaint Type/Resolution Summary**



\*NO ACTION includes mediated settlement without formal action by CDBC.

## **Discipline Committee**

Members: Patricia Dooley (Chair/Public Rep.), Mohammad Sarwari (Prof. Rep.), Eugene Shmitsman (Prof. Rep.)

### **Activities:**

- Conduct hearings into matters referred by the Inquiry Committee.

In 2019-2020, no matters were referred to the Discipline Committee.

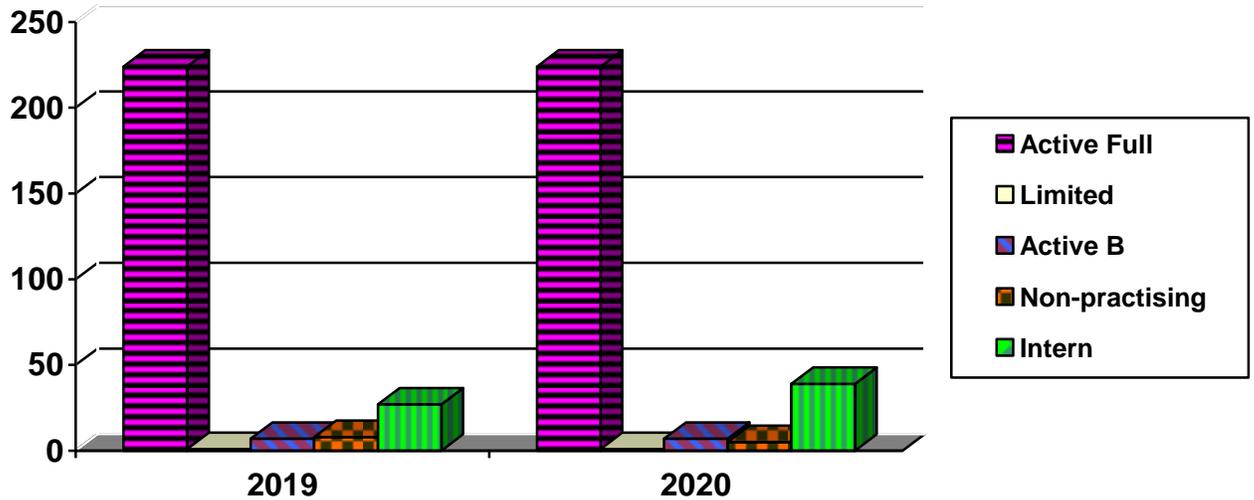
## **Registration Committee**

Members: Tracey Turko (Chair/Prof. Rep.), Pat Dooley (Public Rep.), Alison Nicholls (Prof. Rep.), Robert Whiteley (Public Rep.)

### **Activities:**

- Review and approve applications for registration.
- Offer Theory Examinations.
- Offer Clinical Examinations – Complete Denture Examination (CDE) and Objectively Structured Clinical Examination (OSCE).
- Continue to offer Advanced Practice Examinations for the provision of removable partial dentures and dentures over implants.

## Registration Table



### Period Ending March 31, 2019

Active Full	224
Limited	1
Active B	7
Temporary	1
Non-practising	8
Intern	27

### Period Ending March 31, 2020

Active Full	224
Limited	1
Active B	7
Temporary	0
Non-practising	5
Intern	39

## Patient Relations Committee

Members: Robert Whiteley (Chair/Public Rep.), Doug Hengel (Prof. Rep.), Mohammad Sarwari (Prof. Rep.)

### Activities:

- Establish and maintain procedures by which CDBC deals with professional misconduct complaints of a sexual nature.
- Monitor and evaluate the operation of these procedures.
- Develop and coordinate, for CDBC, educational programs on professional misconduct of a sexual nature for registrants and the public as required.
- Establish a patient relations program to prevent sexual misconduct, including professional misconduct of a sexual nature.
- Develop guidelines for the conduct of registrants with their patients.
- Provide information to the public regarding CDBC's complaint and disciplinary process.

## Quality Assurance Committee

Members: Tracey Turko (Chair/Prof. Rep.), Pat Dooley (Public Rep.), Alison Nicholls (Prof. Rep.)

### Activities:

- Establish and monitor standards of practice to enhance the quality of practice and reduce incompetent, impaired or unethical practice among registrants.
- Establish and maintain a continuing competency program to promote high practice standards among registrants.
- Review requests for continuing education credits.
- Perform annual practice reviews with registrants.
- Ongoing development of an evidence-based quality assurance program, including updated continuing competence exercises and self-assessments.

## Continuing Education Request Summary

<u>COURSES REVIEWED</u>	<u>APPROVED</u>	<u>NOT APPROVED</u>
70	70	0

## Executive Committee/Finance and Audit Committee

Members: Seema Lal (Chair/Public Rep.), Tracey Turko (Prof. Rep.), Eugene Shmitsman (Prof. Rep.)

### Activities

- Prepare and monitor the annual budget.
- Oversee the finances to ensure usage in an efficient, effective and responsible manner.
- Ensure financial records are kept and statements are presented to the Board on a regular basis.
- Establish policies and procedures consistent with generally accepted Canadian accounting principles and auditing and assurance standards.
- Review the performance of the Registrar.
- Attend to other issues that may be referred to the Committee by the Board.

## Nominations Committee



Members: Doug Hengel (Chair/Prof. Rep.), Seema Lal (Public Rep.), Eugene Shmitsman (Prof. Rep.)

**Activities:**

- Obtain nominations for vacant or impending vacant board member positions.
- Suggest potential appointments for Chair, Vice Chair and Committee Chairs.