



Fair Registration Practices Report 2020

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
- Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

Guidelines for this report are available to download as a .pdf on the OFC website.

<https://www.fairnesscommissioner.com/en/Publications/Pages/Guidelines.aspx>

Organization: Royal College of Dental Surgeons of Ontario (RCDSO)

Name of the regulated profession: Dentistry

Contact Name: Andréa Foti, Assistant Registrar

Contact Email: AFoti@rcdso.org

Contact Phone Number: 416-934-5605

Sections of the Report

- Qualitative Information 3
 - a. Requirements for registration, including acceptable alternatives..... 3
 - b. Assessment of qualifications 5
 - c. Provision of timely decisions, responses, and reasons..... 7
 - d. Fees 9
 - e. Timelines 10
 - f. Policies, procedures and/or processes, including by-laws 11
 - g. Resource for applicants 13
 - h. Review or appeal processes 13
 - i. Access to applicants' records..... 14
 - j. Training and resources for registration staff, Council, and committee members 15
 - k. Mutual recognition agreements 15
 - l. Describing any improvements/changes implemented in the last year 16
 - m. Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year 17
- Quantitative Information 17
 - a. Languages 17
 - b. Gender applications 17
 - c. Gender of members 18
 - d. Jurisdiction where applicants obtained their initial education..... 19
 - e. Jurisdiction where applicants who became registered members obtained their initial education 20
 - f. Jurisdiction where members were initially trained 22
 - g. Application processed 25
 - h. Classes of certificate/licence 26
 - i. Reviews and appeals processed..... 28
 - j. Paid Staff 29
- Submission 29

Qualitative Information

The following qualitative information is collected for the purpose of highlighting a regulator's enhancements to improve fair access year over year, including actions that result from recommendations made in the OFC's Assessment of Registration Practices.

For each of the categories below, where applicable, please describe any improvements/changes implemented in the last year by your organization or a third-party for the purpose of changing fair access.

Please also describe the impact of these improvements/changes on applicants. If you have been working on improvements/changes over the last year that have not yet been implemented, describe your progress and the expected impact the improvements/changes will have on applicants and your organization.

Provide as much detail as possible. This can include the rationale for the improvements/changes, relevant findings from preliminary work leading up to the improvements/changes, methodology, relevant dates and anything else you think is important.

Include as much supporting material as possible to support your description (e.g., relevant reports, policies, protocols, websites, other documents and anything else you think is important). This material can be provided in the form of hyperlinks to electronic sources.

a. Requirements for registration, including acceptable alternatives

i) Describe any improvements / changes implemented in the last year

There are no changes in the requirements for registration this year.

As noted in previous reports, the requirements to obtain a certificate of registration with the RCDSO are set out in regulation under the *Dentistry Act 1991*. The regulation specifies several different classes of certificate of registration and the requirements for each class.

To support applicants, the RCDSO includes information on its website about the supporting documentation required to be submitted with applications. As reported

previously, the RCDSO has also adopted a Language Proficiency policy specifying how individuals can satisfy the general requirement in regulation to demonstrate proficiency in either English or French.

ii) Describe the impact of the improvements / changes on applicants

No changes this year.

iii) Describe the impact of the improvements / changes on your organization

No changes this year.

b. Assessment of qualifications

i) Describe any improvements/changes implemented in the last year

There are no changes to report related to how applicant qualifications are assessed. The RCDSO does not "assess" qualifications, academic credentials, competencies or practical experience. Assessment is conducted by the National Dental Examining Board of Canada (NDEB) for candidates in general dentistry as well as dental specialists.

By way of background, with respect to **general dentists**, there are two pathways to certification as a general dentist in Canada for graduates of non-accredited general dentistry programs: successful completion of an accredited Qualifying/Degree Completion Program; successful completion of the National Dental Examining Board of Canada (NDEB) Equivalency Process.

Graduates of accredited **dental specialty** programs taken in Canada or the United States must be accredited by the Commission on Dental Accreditation of Canada (CDAC) or recognized by CDAC under the terms of a reciprocal agreement. Graduates will apply to take the National Dental Specialty Examination administered by the NDEB. Graduates of non-accredited dental specialty programs who are interested in becoming licensed specialists in Canada can apply to take the Dental Specialty Core Knowledge Examination (DSCKE). The DSCKE is used by Canadian faculties of dentistry as part of the admission process for entry into Dental Specialty Assessment and Training Programs (DSATPs). Applicants must be graduates of a dental specialty program from a university that is sanctioned by the government of the country in which it is located to award such degrees but is not recognized by the Commission on Dental Accreditation of Canada. The dental specialty must be one of the nine dental specialty programs recognized in Canada.

2020 Administrative changes and challenges

Some changes and challenges occurred in 2020 that are more administrative in nature.

First, as noted in the RCDSO's 2019 report, 2020 is the first year that the NDEB administered examinations for dental specialists. Previously specialist examinations had been administered by the Royal College of Dentists of Canada.

Second, as noted in previous reports, the NDEB has been experimenting with converting exams into a digital format. That work started in 2018 with a pilot project to administer the DSCKE digitally. Based on the success of that pilot project and additionally in response

to the COVID-19 pandemic, the NDEB has offered additional examinations in a digital format. Further information on the NDEB's efforts to offer digital examinations can be found on its [website](#).

Third, similar to many organizations, the COVID-19 pandemic proved to be a significant disruptive factor to the NDEB's ability to administer examinations in 2020. In order to comply with the public health requirements issued by the Chief Medical Officers of Health, and provincial government restrictions, the NDEB has not been able to accommodate the same number of candidates for different examinations as they had in previous years and has had to cancel some examinations. Further information on the NDEB's response to COVID-19 can be found on its [website](#).

Fourth, the NDEB received several reports of cheating and complaints about unfairness on the Assessment of Fundamental Knowledge (AFK) in December 2020. It launched an investigation and as a consequence voided the December 2020 examination. Further information can be found on its [website](#).

ii) Describe the impact of the improvements/changes on applicants

Having a single third party provider (NDEB) responsible for administering the national examinations for both general dentistry and dental specialties will assist with continuity of the assessment process.¹ General dentists registered in Canada now applying to be a Specialist will already be familiar with the NDEB, its assessment of qualifications, its examination process, timeliness of results, its website and how to navigate it, etc. All these factors combined should ease the transition and add a level of comfort to those applying for the specialty examinations.

The challenges related to the impact of the COVID-19 pandemic and the voided December 2020 AFK examination has had an impact on applicants. The primary impact is on the timeliness with which applicants can move through the assessment process and be eligible to apply for a certificate of registration with the RCDSO. Simply put, the impact of COVID-19, specifically the fact that the NDEB has had to significantly reduce the number of candidates at each examination sitting, in order to comply with public health requirements, has resulted in many applicants experiencing a delay or lag in the speed with which they can move through the assessment process. A similar impact is

¹ The NDEB has been considering the long-term viability of delivering specialty exams; the RCDSO will be monitoring this development carefully.

experienced for those candidates who sat the December 2020 AFK examination which was subsequently voided due to cheating.

iii) Describe the impact of the improvements/changes on your organization.

The changes and challenges of 2020 as outlined above have had a modest impact on the RCDSO.

Having the NDEB administer all dental examinations is a positive development as the NDEB is a trusted third party provider with robust and transparent practices.

The challenges outlined above arising from the COVID-19 pandemic and the instance of suspected cheating have resulted in the RCDSO being contacted by exam candidates with concerns about the delays in the timelines to complete their assessment and to be eligible to apply for a certificate of registration. The RCDSO has worked effectively with the NDEB to provide applicants with clear and comprehensive information about these challenges, and the resulting delays.

c. Provision of timely decisions, responses, and reasons

i) Describe any improvements/changes implemented in the last year

As reported in previous years, a "decision" can be interpreted in different ways including an initial review of the application that might then require further action on the part of the applicant, followed by review and approval by senior staff or by the Registration Committee.

In 2020, the target was for staff to review applications within 2-3 weeks of receipt of an application. A final decision on whether to register the applicant takes place within the subsequent 1-2 weeks once the application is fully complete with all supporting documentation, unless the application requires referral to the Registration Committee which may increase the timeline slightly subject to the Committee's availability.

The first few months of 2020 saw no changes to this typical process for providing a decision on an application for registration. However, the COVID-19 pandemic had an impact on the provision of decisions in the second half of 2020. The Registration Department was previously reliant on a paper-based registration process. When the

pandemic hit, the department pivoted to working remotely and the RCDSO allowed for the acceptance of electronic copies of applications and supporting documents.

Initially, the shift to a digital process did not have a significant impact on our decision timelines as we were not receiving a large number of applications due to delays in the administration of licensing exams and specifically due to the cancellation of the NDEB spring exams. However, once applicants were able to sit the NDEB exams in the fall of 2020, we received a large influx of applications in October and November 2020, which resulted in a backlog of applications; the timeline to provide applicants with a decision on an application for registration were delayed by several weeks at the end of 2020. We have largely worked through this backlog in the first quarter of 2021, with an aim to continuing to improve our decision and response times this year.

With respect to the work of the Registration Committee and their provision of decisions on applications for registration, we were able to pivot quite seamlessly to holding meetings in a virtual format without any delays.

Additionally, at the end of 2020 the RCDSO introduced a new Customer Management System, which has provided an opportunity to improve the digital receipt and processing of applications with the aim to continue to improve efficiencies and reduce response times on decisions in 2021.

ii) Describe the impact of the improvements/changes on applicants

As noted, we faced processing delays later in 2020, which slowed the delivery of decisions to applicants due to an influx of applications received once the NDEB was able to hold its examinations in the fall.

However, the move to reviewing and approving applications digitally in 2020 ultimately provided an opportunity for the RCDSO to review and improve our application processes with an eye to increasing efficiency and reducing wait time for applicants in 2021.

Holding Registration Committee meetings virtually has also allowed the College to be more flexible and responsive to applicants in the provision of decisions, as virtual meetings can be booked more frequently.

iii) Describe the impact of the improvements/changes on your organization

Implementing a digital application process has allowed RCDSO staff to continue to review and approve applications for registration remotely during the pandemic.

d. Fees

i) Describe any improvements/changes implemented in the last year

The Annual fees to obtain or renew a certificate of registration with the RCDSO are set out in section 18 of RCDSO's [bylaws](#).

Pursuant to an amendment to the By-laws approved by Council on June 14, 2018, effective October 1, 2020 an amendment to the fees provision (18.3.2) came into effect. It states:

A member of the College who has never previously been a member of the College shall pay an annual fee in the following amount for the calendar year in which the member is first issued a general, academic, or specialty certificate of registration:

- a. \$2,510.00, if the certificate was issued on or after 01 January and before 01 June;
- b. \$1,255.00, if the certificate was issued on or after 01 June and before 01 September;
- c. \$740.00, if the certificate was issued on or after 01 September.

The fee by-law also enables dentists to apply for a 'Volunteer' dentistry category at a reduced fee. Dentists are only eligible for this category if they are engaged in work that improves access to oral healthcare and they are not earning a profit from dentistry over the registration period. The fee for this category is \$250.00. A description of minor amendments to this by-law that occurred in 2020 are outlined in section (f) below.

ii) Describe the impact of the improvements/changes on applicants

The change in fees, in accordance with the by-laws had a minimal impact on Ontario dentists. The 2020 fees represent a modest increase over 2019 fees: \$75 difference for dentists in category a as set out above; \$35 for dentists in category b and \$20 for dentists in category c.

In light of the COVID-19 pandemic, and its impact on Ontario dentists, the RCDSO extended the annual renewal period to the end of February 2021 to provide dentists with 2.5 additional months to submit their application.

iii) Describe the impact of the improvements/changes on your organization

The impact of the changes on the RCDSO has been minimal. As a result of the extended deadline, the annual renewal process has extended for 2.5 additional months.

The RCDSO has also committed to review all fees, including the annual fees, over the coming year. That work is currently underway.

e. Timelines

i) Describe any improvements/changes implemented in the last year

As reported in 2019, the Registration department of the RCDSO implemented a new approach in 2019: to triage applications for registration (straight forward to more complex). This approach enabled the RCDSO to improve overall processing times and enhance customer service. The triaging strategy continued to be used in 2020.

Due to the COVID-19 pandemic, as indicated above, the RCDSO's Registration Department moved quickly to adapt to an entirely remote work environment, adjusting to a digital approach. We also removed the requirement for applicants to provide true certified copies of documents so that applicants do not have to attend in person before a lawyer or notary public. In addition many Universities have moved to on-line verification for receiving transcripts, which allowed the RCDSO to do online verification in some instances.

ii) Describe the impact of the improvements/changes on applicants

These changes had a positive impact on applicants. If the RCDSO had not adjusted its processes to accept digital documentation and to take advantage of on-line verification, many applicants would have been in the position where they may have experienced challenges in obtaining the necessary documentation for their application, or would not have been able to have physical copies certified by a lawyer or notary public due to public health restrictions.

iii) Describe the impact of the improvements/changes on your organization

The changes to our processes did impact the RCDSO's Registration Department as they were required to develop and implement these changes on a very short timeline in

response to the COVID-19 pandemic. However, making these changes aligns well with the RCDSO's broader organizational efforts to conduct its work digitally.

f. Policies, procedures and/or processes, including by-laws

i) Describe any improvements/changes implemented in the last year

By-Law Amendments

As was reported last year, in May 2019 RCDSO Council approved an amendment to the College's by-laws to allow for a reduced fee for members wishing to provide dentistry services on a volunteer/charitable basis only, in furtherance of improving access to oral healthcare.

Based on applications received in 2019 and early 2020, the Registration Committee reviewed the reduced fee by-law to consider how it could be amended to more clearly communicate the intent of the reduced fee. In particular, the Committee wished to amend the by-law to specify that only dentists seeking to perform charitable/volunteer dentistry on an unpaid basis while supporting access to care would be eligible for the reduced fee.

As a result, at its February 2020 meeting, the Committee provided an amendment to the wording of the by-law to clearly articulate that the purpose of the reduced fee is to support access to care. This amendment was subsequently approved by Council in June 2020.

The amended by-law reads as follows:

18.3.7.1 Notwithstanding Article 18.3.7, the annual fee for a member holding a general or specialty certificate of registration may be reduced by the Registrar to \$250.00, with that fee being increased by COLA, rounded up to the nearest \$5.00 commencing with the annual fee for the 2020 calendar year, provided the Registrar is satisfied that:

1. the member has requested the reduction in a form approved by the Registrar;
2. the reduction is appropriate as it supports the principle of encouraging members to perform dentistry on an unpaid charitable basis which supports access to care;

3. the member will be engaging in the practice of dentistry, but only on a charitable basis during the calendar year for which the annual fee is being reduced;
4. the member will be receiving no income or other monetary benefit from the practice of dentistry or from the member being a holder of a certificate of registration; and
5. the member has signed an agreement/undertaking, in a form satisfactory to the Registrar, to ensure, among other things, that the conditions for the reduction have been and will continue to be met

In 2020, the RCDSO also updated the application form for dentists applying for the reduced fee, which is available on our website. The application form was improved by including specific questions for applicants that mirror the requirements in the by-law.

Language Proficiency Policy

In 2019, as reported previously the Registration Committee approved a new Language Proficiency policy. The introduction of the policy has allowed for additional pathways for applicants to demonstrate that they meet the language proficiency requirement in the College's Registration Regulation, in addition to the standardized language tests. This was particularly helpful to applicants earlier in 2020 as some of the language proficiency tests were not yet provided online.

Also in 2020, after having the policy in circulation for some time, RCDSO staff and the Registration Committee revisited the policy and noted that the level of detail in the policy as it was approved in 2019, presented some confusion for applicants wishing to prove proficiency through an alternative pathway. With this in mind, we are looking to review the language/presentation of the policy on our website in 2021 in order to ensure it is a useful resource for applicants. While the substance of the policy will not change, we will aim to improve readability and clarity for applicants.

ii) Describe the impact of the improvements/changes on applicants

By-Law Amendments

The amendment to the by-law allowed for clearer communication to the membership of the intent and requirements to receive the reduced fee.

Language Proficiency Policy

By identifying improvements to the language of the policy we will help to clarify for applicants what evidence is required to prove language proficiency.

iii) Describe the impact of the improvements/changes on your organization

By-law Amendment

Amendments to the by-law helped to streamline the process of approvals for RCDSO staff and the Registrar. The updated form has also reduced the number of questions to staff on the requirements for the reduced fee.

Language Proficiency Policy

Clarifying the language of the policy on our website will reduce the number of questions staff received about the policy with respect to what applicants are required to submit, which will free up staff time and ultimately improve application processing times.

g. Resource for applicants

i) Describe any improvements/changes implemented in the last year

Last year we reported that the RCDSO was enhancing the information available to applicants in French on our website. Due to decreased capacity as result of the demands of managing the COVID-19 pandemic, these updates did not occur in 2020. We will be updating the website to provide our Registration resources in French in 2021.

ii) Describe the impact of the improvements/changes on applicants

These changes will allow applicants to access information in both national languages.

iii) Describe the impact of the improvements/changes on your organization

No changes this year.

h. Review or appeal processes

i) Describe any improvements/changes implemented in the last year

No changes this year.

ii) Describe the impact of the improvements/changes on applicants

No changes this year.

iii) Describe the impact of the improvements/changes on your organization

No changes this year.

i. Access to applicants' records

i) Describe any improvement/changes implemented in the last year

There are no changes this year.

As reported in previous years, most of the documentation received by the RCDSO would already be in the hands of the applicant and in most cases the applicant retains the original versions of these documents. It is rare that an applicant would request a copy of their file. If an applicant is referred to the Registration Committee and documentation not in the possession of the applicant is received from other sources, then subsection 16(1) of the *Regulated Health Professions Act 1991*, sets out the RCDSO's responsibility to provide the applicant with copies of this documentation. The RCDSO would do this automatically as material is received; there is no need for an applicant to submit a request and no fee is charged. If for some reason additional copies are requested or a replacement copy is needed, the RDCSO asks that the request be provided in writing.

We are anticipating that increased access and enhanced customer service will be possible in the coming years as a result of a new IT operating system that the RCDSO implemented in 2020. The work to implement this system will occur over the next few years. When fully implemented, the new system will enable applicants to submit their application online through a secure online portal.

ii) Describe the impact of the improvements/changes on applicants

No changes this year.

iii) Describe the impact of the improvements/changes on your organization

No changes this year.

j. Training and resources for registration staff, Council, and committee members

i) Describe any improvements/changes implemented in the last year

The training described in the 2019 report for both Registration staff and the Registration Committee has continued in 2020.

In 2020, in alignment with the RCDSO's Strategic Plan, the RCDSO launched an Equity, Diversity and Inclusion initiative. We have partnered with the Canadian Centre for Diversity and Inclusion (CCDI) for this work. That initiative began in the third quarter of 2020 and has continued into 2021. It will involve an assessment of the RCDSO's current approaches to equity diversity and inclusion, recommendations for enhancing our approach, and staff training.

In early 2021, RCDSO Council also received some initial orientation and training on equity, diversity and inclusion from CCDI. Members of the Registration Committee were included in this session.

ii) Describe the impact of the improvements/changes on applicants

No changes this year. If through the RCDSO's work with CCDI we make broader changes to registration practices, policies and training those will be reflected in the 2021 report.

iii) Describe the impact of the improvements/changes on your organization

The RCDSO's work with CCDI reflects the RCDSO's commitment to equity, diversity and inclusion. This initiative is College-wide and all staff have access to additional educational and training resources from CCDI.

k. Mutual recognition agreements

i) Describe any improvements/changes implemented in the last year

No changes this year.

ii) Describe the impact of the improvements/changes on applicants

No changes this year.

iii) Describe the impact of the improvements/changes on your organization

No changes this year.

I. Describing any improvements/changes implemented in the last year

i) Describe any improvements/changes implemented in the last year

The RCDSO's Strategic Plan 2020-2023 was launched in January 2020. As part of the Strategic Plan, the RCDSO has an objective of implementing a risk-based and continuous quality improvement approach to regulation.

The RCDSO's approach to risk-based regulation is grounded in the following principles:

1. The RCDSO will identify risks in its regulatory work
2. The identification of risk will be informed by the RCDSO's mandate and its objects as set out in the *Regulated Health Professions Act, 1991*
3. Once identified, risks will be qualified and quantified to determine which matters are high risk, moderate risk or low/no risk
4. The RCDSO will prioritize those risks that have
 - a. Potential negative implications for patient or public harm or safety; and/or
 - b. Potential negative implications on the public's interest
5. Any regulatory response or activity undertaken by the RCDSO will be proportionate to identified risks
6. Any regulatory response or activity undertaken by the RCDSO will be outcome-focused and targeted to address identified risks.

In 2020, the Registration department developed a tailored risk based approach to govern how the work of the department is carried out and engaged in a re-evaluation of current registration policies and procedures to ensure alignment with a risk-based approach.

ii) Describe the impact of the improvements/changes on applicants

The impact on applicants to date has been minimal; our progress in implementing a risk-based approach has been delayed by the COVID-19 pandemic.

iii) Describe the impact of the improvements/changes on your organization

All regulatory areas of the RCDSO are engaged in similarly integrating a risk-based approach to their respective regulatory activities, grounded in the principles outlined above. It is a key strategic objective for the RCDSO.

m. Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

No changes this year.

Quantitative Information

The following quantitative information is collected for the purpose of observing statistical changes and trends related to application, licensure, appeals and staffing year over year.

a. Languages

Indicate the languages in which application materials and information about the application process are available.

Language	Yes/No
English	Yes
French	Yes

Other (please specify): None.

b. Gender applications

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	237
Female	261
None of the above	0

Additional comments:

This figure represents applicants for registration as at December 31, 2020, including full unrestricted certificates of registration and other certificates of registration such as graduate student, education and post-specialty training certificates.

c. Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of members
Male	6398
Female	4477
None of the above	0

Additional Comments:

This figure represents applicants for registration as at December 31, 2020, including full unrestricted certificates of registration and other certificates of registration such as graduate student, education and post-specialty training certificates.

For the following sections d,e & f, the OFC recognizes that the term initial education infers that applicants may receive their education in multiple jurisdictions.

For the purpose of these questions, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

d. Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
148	44	62	Albania 2	0	498
			Australia 28		
			Azerbaijan 1		
			Bangladesh 1		
			China 4		
			Cuba 2		
			Egypt 11		
			France 1		
			Hungary 4		
			India 100		
			Iran 19		
			Iraq 6		
			Ireland 17		
			Israel 1		
			Jordan 1		
			Korea 1		
			Libyan Arab		
			Jamahiriya 1		
			Pakistan 5		
			Philippines 6		
			Poland 2		
			Russia 1		
Saudi Arabia 1					
Spain 1					
Sudan 3					
Syrian Arab					
Republic 12					
Taiwan 1					

			Turkey	1		
			United Arab Emirates	5		
			United Kingdom	1		
			Venezuela	4		
			Yemen	1		
			Total	244		

Additional comments:

This figure represents applicants for registration as at December 31, 2020, including full unrestricted certificates of registration and other certificates of registration such as graduate student, education and post-specialty training certificates.

e. Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
			Albania	2	
			Australia	28	
			Azerbaijan	1	
			Bangladesh	1	
			China	4	
			Cuba	2	
			Egypt	10	
			France	1	
			Hungary	4	
			India	100	
			Iran	19	
			Iraq	6	
			Ireland	16	

146	39	60	Jordan	1	0	485
			Korea	1		
			Libyan Arab Jamahiriya	1		
			Pakistan	5		
			Philippines	6		
			Poland	2		
			Russia	1		
			Saudi Arabia	1		
			Spain	1		
			Sudan	2		
			Syrian Arab Republic	12		
			Taiwan	1		
			Turkey	1		
			United Arab Emirates	5		
			United Kingdom	1		
			Venezuela	4		
			Yemen	1		
			Total	240		

Additional comments:

This section only contains information about those applicants applying for a full unrestricted certificate of registration and who subsequently received a certificate of registration in the reporting year. It does not include information for applicants applying for restricted certificates of registration such as graduate student certificates, education certificates, post-specialty training certificates, etc.

f. Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
4987	1248	1320	Afghanistan 1 Albania 7 Argentina 3 Armenia 15 Australia 163 Azerbaijan 4 Bangladesh 10 Belarus 13 Belgium 2 Bolivia 2 Brazil 43 Bulgaria 11 Chile 5 China 96 Colombia 29 Croatia 9 Cuba 7 Czech Republic 7 Denmark 2 Dominican Republic 6 Ecuador 6 Egypt 173 El Salvador 7 Estonia 1 Finland 1 France 10 Germany 7 Greece 3	0	10,875

			Guatemala	3		
			Haiti	1		
			Hong Kong	18		
			Hungary	45		
			India	804		
			Indonesia	4		
			Iran	375		
			Iraq	252		
			Ireland	61		
			Israel	9		
			Italy	4		
			Jamaica	1		
			Japan	2		
			Jordan	38		
			Kazakhstan	3		
			Kenya	1		
			Korea	13		
			Kosovo	1		
			Kuwait	1		
			Kyrgyzstan	1		
			Latvia	2		
			Lebanon	12		
			Libyan Arab Jamahiriya	11		
			Lithuania	4		
			Macedonia	8		
			Malta	1		
			Mexico	22		
			Moldova	4		
			Morocco	3		
			Nepal	7		
			Netherlands	1		
			New Zealand	4		
			Nicaragua	3		
			Nigeria	7		
			Norway	4		
			Oman	1		
			Pakistan	88		

			Panama	1		
			Peru	3		
			Philippines	122		
			Poland	92		
			Romania	125		
			Russia	32		
			Saudi Arabia	8		
			Serbia	3		
			Singapore	1		
			Slovakia	4		
			Slovenia	1		
			South Africa	24		
			Spain	1		
			Sri Lanka	42		
			Sudan	12		
			Sweden	6		
			Syrian Arab			
			Republic	86		
			Taiwan	12		
			Tanzania	2		
			Thailand	1		
			Trinidad and			
			Tobago	3		
			Turkey	26		
			Ukraine	47		
			United Arab			
			Emirates	41		
			United Kingdom			
				66		
			Uzbekistan	3		
			Venezuela	29		
			Viet Nam	13		
			Yemen	5		
			Yugoslavia	47		
			Total	3320		

g. Application processed

Indicate the number of applications your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	146	39	60	240	0	485
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	0	0	0	0	0	0
Inactive applicants. Those who had no contact with your organization in the reporting year.	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members <u>but did not</u> become members	0	0	0	0	0	0
Applicants who became <u>fully</u> registered members	146	39	60	240	0	485
Applicants who were authorized to receive an alternative license <u>but were not</u> issued a license	0	0	0	0	0	0
Applicants who were issued an alternative class of license*	0	0	0	0	0	0

*An alternative class of license enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

In addition to system limitations (our new database system will be deployed in 2021), the requested data does not reflect how our processes work. We do not track applications. All applicants must have met all registration requirements before submitting an application to us. Accordingly, barring issues that are not part of these discussions, namely, issues respecting health matters, past complaints/disciplinary history and the like, all applicants have met the competency standards and are registered. It is also typical that individuals will apply in November/December of one year requesting registration for January 1 of the following year. Accordingly, the numbers recorded above reflect the number of applicants seeking full, unrestricted general or specialty certificates of registration and who were registered in 2020. We do not have "alternative" classes of license as defined above or by some Colleges (applicants working towards full licensure). Our other classes of license were created for specific situations such as for students or academic professors.

h. Classes of certificate/license

Provide a description of the classes of certificate/license offered by your organization. You should have at least one class listed.

#	Certification	Description
1	General	Full, unrestricted registration for general practitioners practising on the public.
2	Specialty	Dentists who have completed a post-graduate specialty program in a scope of practice recognized as a specialty, e.g. Oral Radiologist, Orthodontist, Oral and Maxillofacial Surgeon. Those who are only registered with a specialty certificate are restricted to the scope of practice of that specialty. The majority of specialists are also registered as General Practitioners and are

		therefore permitted the full scope of practice of dentistry.
3	Academic	For full-time University faculty appointments. Restricted to their duties within the school.
4	Graduate	Post dental degree students enrolled in specialty programs and restricted to those studies.
5	Education	Hospital internship for students in residency based specialty programs such as oral and maxillofacial surgery. Restricted to the hospital and their training.
6	Post-Specialty Training	As the name suggests, advanced training after completion of a specialty program - often called a "fellowship". Individual is restricted to the studies and training of their University/Hospital approved research.
7	Academic Visitor	Essentially cultural exchanges for Academics. Someone with a full-time professorial appointment at a University anywhere in the world can be given a one year appointment at an Ontario University.
8	Instructional	University offer to conduct a course sponsored by a faculty of school of dentistry that is 14 days in length or less.
9	Short Duration	University offer to attend a course sponsored by a faculty or school of dentistry that is 14 days in length or less.

Additional comments: None.

i. Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	4	2	2	4		12
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments: None.

j. Paid Staff

Provide the number of paid staff employed by your organization in the categories shown, as of December 31, 2020.

You may use decimals if you need to count half units. For example, one full-time employee plus one part-time employee will be equivalent to 1.5 employees.

Category	Number of staff
Total number of staff employed by the regulatory body	130
Number of staff involved in the appeals process	2
Number of staff involved in the registration process	6

Additional comments:

In the event that an applicant appeals a decision of the Registration Committee to the Health Professions Appeal and Review Board, the Registration Manager or the Registration committee's legal counsel may be required to attend.

Submission

Name of individual with authority to sign on behalf of the organization:

Title: Andréa Foti, Assistant Registrar

Date: April 30, 2021