

---

College of Dental Hygienists of Nova Scotia

---

Fair Registration Practices Act (FRPA)  
Review Report  
December 20, 2022

---

Province of Nova Scotia

---

## EXECUTIVE SUMMARY

The *College of Dental Hygienists of Nova Scotia* (CDHNS) is a “regulating body” subject to the *Fair Registration Practices Act* (FRPA or “the Act”). Section 6 of the Act summarizes the “Duty” of each “regulating body” as follows:

### *Duty of regulating body*

**6** *A regulating body has a duty to carry out registration practices that are transparent, objective, impartial and procedurally fair.*

The Review Officer, appointed under Section 13 of the Act and under the authority provided for under Sections 14 and 16 of the Act, facilitated a FRPA Review, which was initiated on June 30, 2022, and resulted in this final report. The purpose of this FRPA Review at the outset was:

- 1) To determine the current compliance status with the FRPA; and
- 2) If areas of non-compliance are identified, to facilitate a path back to compliance through the requirement to develop an Action plan containing specific actions and completion dates as well as the requirement of progress reports on that Action plan until compliance is achieved.

The current compliance status was determined based on CDHNS’s responses to 10 review questions, as well as corroborating information on CDHNS’s website (<https://cdhns.ca/>). Upon review of this information, no compliance issues were identified and therefore no Action Plan was required. The review questions, CDHNS’s responses, and the assessment of those responses based on compliance criteria are detailed in this report.

As required under Subsections 16(8) of the Act, another review will be conducted on CDHNS’s registration practices within 5 years of the date of this report.

The collaboration and cooperation of the *College of Dental Hygienists of Nova Scotia* throughout this review process is gratefully acknowledged.

Sincerely,



Frank Reinhardt  
Review Officer, Fair Registration Practices Act (FRPA)

# TABLE OF CONTENTS

**EXECUTIVE SUMMARY** ..... **ii**  
**TABLE OF CONTENTS** ..... **iii**

**1. INTRODUCTION** ..... **1**  
    **1.1. THE FAIR REGISTRATION PRACTICES ACT** ..... **1**  
    **1.2. OVERVIEW OF THE REGULATING BODY** ..... **1**

**2. QUANTITATIVE DATA - 2021** ..... **8**

**3. FRPA REVIEW QUESTIONS, RESPONSES, AND COMPLIANCE ASSESSMENTS** ..... **9**  
    **3.1: INFORMATION AND REGISTRATION PROCEDURES** ..... **9**  
    **3.2: ASSESSMENT CRITERIA AND COMMUNICATION OF DECISION PROCESSES** ..... **19**  
    **3.3: INTERNAL REVIEW/APPEAL PROCESS** ..... **22**

**4. ACKNOWLEDGEMENTS:** ..... **25**

# 1. INTRODUCTION

## 1.1. THE FAIR REGISTRATION PRACTICES ACT

[The Fair Registration Practices Act](#) (FRPA; the Act) applies to 49 [regulatory bodies](#) in Nova Scotia, covering over 62 occupations and 21 trades. A regulatory body (regulatory authority or regulator) sets the standards and regulates how people practice as members of an occupation or trade. Everyone who practices within a regulated occupation or trade must register with the regulatory body.

The FRPA mandates that regulating bodies carry out registration practices that are transparent, objective, impartial and procedurally fair. Section 16(2) of the FRPA states: “Every regulating body shall review its registration practices in accordance with this Section and shall file a report on the results of the review with the Review Officer for the reporting period.” This review process is to occur as per the Act and if items are deemed to be noncompliant with the FRPA, an Action Plan is required to be completed by the regulating body. The intent of the Action Plan is to identify how the items of noncompliance are progressing to ensure compliance, fairness, and transparency, as required by the Act.

## 1.2. OVERVIEW OF THE REGULATING BODY

<b>Name of Regulating Body:</b>	College of Dental Hygienists of Nova Scotia
<b>Review Questions Due:</b>	2022-12-15
<b>Date Submitted:</b>	2022-12-15

### Occupational Profile

The practice of dental hygiene is defined in section 22 (1) of the [Dental Hygienists Act of Nova Scotia](#) (the Act) as “the application of professional dental hygiene knowledge for the purpose of providing therapeutic, preventative and maintenance services and programs for the promotion of optimal oral health and, without limiting the generality of the foregoing,

- (a) includes assessment for dental hygiene services, the planning of dental hygiene interventions to prevent oral disease and the evaluation of the progress and results of dental hygiene interventions and services, oral health practices and behaviours;
- (b) includes such practices as prescribed in this Act or the regulations; and
- (c) excludes such practices as prescribed in this Act or the regulations.

As part of the practice of dental hygiene, a dental hygienist may act as a researcher, clinician, consultant, administrator, manager, educator or health promoter.

The [Regulations](#) further define the scope of practice specific to dental hygienists in Nova Scotia.

Services provided by dental hygienists include all interventions performed within the dental hygiene scope of practice directed towards attaining and maintaining optimal oral health for individuals and communities. In this context, the Dental Hygiene Process of Care is used to assess, diagnose, plan, implement and evaluate policies, processes, interventions and outcomes. The use of *each* step, in progression, of the dental hygiene process of care, is essential to the safe and effective delivery of dental hygiene services and programs.

Dental hygienists focus primarily on oral disease prevention and health promotion. In Nova Scotia, dental hygienists who meet the requirements and are authorized by the College of Dental Hygienists of Nova Scotia (CDHNS or ‘the College’), in conjunction with a dental practitioner, may perform (1) [dental hygiene orthodontic procedures](#), such as placement of braces, and (2) [permanent restorative procedures](#), such as placing fillings. Dental hygienists may also be authorized to [administer local anesthesia](#).

Dental hygienists provide a range of personalized care and will work with clients to help maintain proper oral health. Per the *Act*, only regulated health professionals may provide dental hygiene services in Nova Scotia.

### **Organizational Description**

In order that the public interest may be served and protected, the CDHNS regulates the profession of dental hygiene through registration, licensing and disciplinary processes. The profession is governed by the *Act* and Regulations. As the dental hygiene regulatory body appointed by the Government of Nova Scotia, the CDHNS grants the Registered Dental Hygienist (RDH) designation and authorizes a dental hygienist to legally practice in Nova Scotia.

The *Act* provides that, subject to its regulatory function, the CDHNS may advance and promote the profession of dental hygiene. This mandate is addressed through membership services that include supporting continuing education, research, alternate practice and increased access to care.

Under the Dental Hygienists Act, the CDHNS is governed by a Council of nine dental hygienists who are members of the College and three public representatives appointed by the Governor in Council.

An appointed Registrar and administrative staff support the Council. For further details on the CDHNS Structure, click on this [link](#).

The CDHNS, as a regulatory body, works with government, provincial and national associations, other provincial regulators, public agencies, post-secondary institutions, and Nova Scotians to ensure the 800+ registered dental hygienists in NS provide a high standard of care to the public. We work in an interprofessional manner to improve overall health.

The CDHNS is accountable to the public, the dental hygiene profession, and its registrants. We promote and support quality dental hygiene care, and work to educate Nova Scotians about the link between oral health and general health and wellbeing.

### **Active Membership**

To be an active registrant (i.e., practising registrant) with the College, applicants must meet the registration and licensing requirements of the College as outlined in the section below. To maintain a practising licence with the College, all dental hygienists must complete an annual renewal and demonstrate that they are compliant with all licensing requirements, including the College's Continuing Competency Program requirements, currency in practice requirements and good conduct requirements; as laid out in Sections 8 through 10 of the Regulations.

To support the initial registration and licensing process, checklists are provided on the CDHNS website, and within the application form itself.

### **Registration and Licensing Requirements**

As set out in sections 3 through 10 of the Regulations and the College's registration policies, an applicant must meet the following requirements to be registered and issued a practising licence. Not all requirements listed below may apply to each applicant.

1. Complete and submit the online application form available located on the College's website. The [Registration Information page](#) provides them with links to the specific 'application registration/licensing pathway' that would be specific to their situation. These 'Application Pathway' Tabs have recently been added to our website. They align with the wording in our Legislation (accredited and non-accredited). Once they select the correct option, they can start the application process. Options are:
  - a. [Graduates of an accredited dental hygiene program, not registered in another Canadian jurisdiction](#)
  - b. [Graduates of a non-accredited dental hygiene program, including international applicants, who do not hold a current practising licence in another Canadian jurisdiction](#)
  - c. [Applicants who hold a current practising licence in another Canadian jurisdiction \(CFTA\)](#)
  - d. [Individuals previously registered with the CDHNS](#)
2. **Pay the initial application fee.**
3. **Meet the educational requirements.** A transcript, diploma or degree sent directly from the dental hygiene educational program is required. (A notarized document is also accepted.)
  - a. As per Section 3 of the Regulation, the educational requirement for licensure to practice dental hygiene in Nova Scotia is graduation from a dental hygiene program which has been accredited by the [Commission on Dental Accreditation of Canada](#) or the American Dental Association [Commission on Dental Accreditation](#). *or*

- b. Graduates of non-accredited dental hygiene programs who want to be registered to practice in Nova Scotia must meet all the requirements for registration and meet any additional requirements approved by the Council. This can include acquiring a Certificate of Clinical Competency as defined by the Council [i.e., completion of the (clinical) Canadian Performance Based Exam in Dental Hygiene, CPEDH]. For individuals who have been informed that they are required to complete the CPEDH, they are directed to <https://www.ndhcb.ca/cpedh> for further information. This link includes the Candidate Guide for the CPEDH and other Examination Preparation Resources. The CPEDH is offered at different locations in Canada, at different times per year. The most recent offering was in Toronto on Oct 22 and 23, 2022.
4. **Pass the Written Examination.** Applicants must successfully complete the National Dental Hygiene Certification Board (NDHCB) written exam, or equivalent, from the Province of Quebec.
  5. **Provide proof of Identity.** Applicants must submit an unmounted passport-sized photograph of the applicant, and a birth certificate. If the applicant's current name differs from that on the birth certificate and/or transcript, they are also required to provide evidence of a name change e.g., driver's licence, passport, marriage licence, or other government issued ID.
  6. **Demonstrate Good Conduct/Good Character.** Applicants must complete a self-declaration on the initial application form and submit a regulatory history form from each jurisdiction previously registered. (Form must come directly from the originating jurisdiction and be completed on the form provided by CDHNS.) The Registrar follows up on this information, as necessary.
  7. **Demonstrate English Language Proficiency.** If there is no equivalent English proficiency requirement in the jurisdiction where the applicant is currently registered, applicants whose primary language is not English and/or whose program of study was conducted in a language other than English will be required to provide proof of English language competency. Full details on the [English Language Requirements](#) are posted on the CDHNS website. (**Please note:** These requirements were confirmed with the contact from Labour Mobility/CFTA during the last review.)
  8. **Declare their Intention to Practise Dental Hygiene in Nova Scotia.** Applicants must self-declare the intent to practice dental hygiene in this province on the application form.
  9. **Complete their CPR Certification (upload permanent CPR Card/Certificate).** This CPR must be at the level required by Council and taken within the last 12 months. Must include both a classroom instruction and a practical component. See [CPR Information and Courses](#) for further details.
  10. **Provide evidence of currency in Dental Hygiene Practice.** Applicants must meet one of the following requirements:
    - a. Complete a dental hygiene diploma or degree within the 3 years immediately preceding the date the application for registration is received.
    - b. Provide evidence of [practice as a dental hygienist](#) within the 3 years immediately preceding the date of the application for registration is received.
    - c. Successfully complete a Council-approved refresher education program within the year immediately preceding the date the application for registration is received *or* pass any examination or examinations approved by Council.
  11. **Provide evidence of currency in Continuing Competency.** Applicants must meet one of the following requirements:

- a. Complete a dental hygiene diploma or degree within the 3 years immediately preceding the date the application for registration is received.
  - b. Provide evidence of having obtained 45 hours of continuing dental hygiene education within the 3 years immediately preceding the date of the application for registration is received.
  - c. Successfully complete a Council-approved alternate requirement (i.e., refresher education program) within the year immediately preceding the date the application for registration is received.
12. **Complete the Jurisprudence Examination for Nova Scotia.** All applicants for registration must successfully complete a jurisprudence exam for Nova Scotia which assesses their understanding of the legislation, standards of practice, and other matters relevant to the practice of dental hygiene in Nova Scotia. There are two courses (with exams) that meet these criteria — the Jurisprudence Course (JP) for Nova Scotia or the Self-Initiation (SI) Course for Nova Scotia (exam includes SI and JP exam content). Both are offered as an online course through the [Canadian Dental Hygienist Association \(CDHA\)](#). Applicants who successfully complete the Self-Initiation Course ([Nova Scotia](#)) are not required to complete the separate JP exam.
13. **Professional Liability Insurance.** Applicants must provide proof of professional liability insurance (PLI) coverage, as required by [legislation and Council policy](#).
14. **Legal Authorization to Work in Canada.** Applicants must provide a copy of a Canadian passport or birth certificate, or other identification documents satisfactory to the Registrar—e.g., proof of permanent resident status, or a valid work permit.
15. **Pay registration and licensing fees.**
16. **Complete interview with the Registrar. This is the last step in the application process.** Once a completed application is received, the CDHNS will contact the applicant directly to schedule this interview. The purpose of this structured interview is to ensure that newly licensing registrants understand their professional obligations regarding the practice of dental hygiene in Nova Scotia, including obligations under the Act and Regulations. This interview will highlight Sections 25 through 28 of the Regulations, the Order or Protocol, Appendix A to the Dental Hygiene Regulations (if applicable), the Continuing Competency Program Requirements document, and any other relevant information pertinent to the specific registrant. During this interview, registrants are able to ask questions and obtain clarity on any area of the legislation or elements of dental hygiene practice that may be unclear.

Applications for Registration and Licencing are reviewed by the Registrar. In accordance with the Act (Sections 14 and 17), the Credentials Committee may review an application for registration or licencing upon referral by the Registrar, or at the applicant’s request.

#### Interprovincial Applicants

Applicants currently registered/licensed as a practising dental hygienist in another Canadian jurisdiction can [apply for registration with the CDHNS](#) in accordance with section 4 of the Dental Hygienists Regulations and the Labour Mobility Legislation.

To be eligible to be considered under this section of the Regulations, after completing an initial application, including payment of the application fee, applicants are required to provide evidence that they are currently registered in good standing as a practising registrant (non-restricted licence) in another Canadian jurisdiction.

Applicants must complete the top section of the CDHNS verification of registration form authorization and send it directly to the other Canadian jurisdiction(s) for completion. These forms must be sent directly to the CDHNS by the other regulatory body.

Applicants must ensure that all necessary documentation is provided to the CDHNS. This process has been streamlined, and some of the documents required by other new applicants are not required for the purposes of general registration and licensing e.g., undergrad DH education transcript and the NDHCB certificate.

In addition, applicants must demonstrate that they meet the remaining registration and licensing requirements e.g., proof of identity, legal authorization to work in Canada, professional liability insurance.

### International Applicants

The process for international applicants is the same as applicants from other [non-accredited programs](#).

All components of the registration process, with the exception of the National Dental Hygiene Certification Board (NDHCB) written exam and the clinical (performance based) examination, are available online and may be completed outside of Canada.

### Organizational Structure and Staffing

The CDHNS is governed by a Council of nine dental hygienists who are registrants of the College and 3 public representatives appointed by government.

The Council is responsible for the governance and strategic planning of the College and delegates activities and responsibilities to committees and the Registrar. The College currently has two full-time employees (the Registrar and the Administrative Assistant/Registration Clerk) and one part-time employee, the Professional Development & Communications Coordinator. (

The Registrar is responsible for the planning and implementation of all aspects of the management and operation of the College, including the maintenance of the Registers of the College. The Administrative Assistant's primary focus is to efficiently manage the office of the CDHNS, focusing on registration and licensing, and to assist the Registrar in effectively executing the Mission and Vision of the Council. The Professional Development & Communications Coordinator plans and manages a range of high-quality programs and services for CDHNS registrants. This individual also manages communications including the College's website, the CDHNS newsletter, and the Annual Report. The Professional Development & Communications Coordinator liaises (and provides support to), the Member Services Committee, to help achieve the Ends (desired outcomes) of the CDHNS.

The College maintains the following Statutory Committees, as outlined in the legislation — Credentials, Investigations, and Hearings Committee. There are also two other Registrar Committees — Quality Assurance and the Member Services Committees. In accordance with legislation, the three statutory Committees include registrants of the College *and* public or lay representatives appointed by the Council. The other two Registrar Committees include registrants of the College.

See [Structure](#) and the rest of the Tabs under the ‘About’ dropdown on the [CDHNS website](#) for further details about the organizational structure, roles, responsibilities, and purpose.

#### Types of Licenses/Certificates Issued

Under the Regulations, there are various classes of CDHNS membership. There are three that are considered licenses —practising, non-practising, and provisional. All dental hygienists who meet the requirements receive a certificate of registration and may hold either an annually renewed practising licence or a non-practising membership with the CDHNS.

## 2. QUANTITATIVE DATA - 2021

Quantitative data is collected from regulating bodies each year by way of a data survey. The following is some of the information provided by the *College of Dental Hygienists of Nova Scotia* through the 2022 survey, covering the 2021 year, in fulfillment of the quantitative reporting requirements under Section 15 of the FRPA:

<b>Total Practicing Members*:</b>	846
-----------------------------------	-----

\* As of December 31, 2021

<b>Applications</b>				
	Decisions Rendered in 2021 <sup>1</sup>		In Progress at end of 2021 <sup>1</sup>	Received in 2021
	Successful	Unsuccessful <sup>2</sup>		
New	42	0	0	43
Interprovincial	24	0	3	27
International	0	0	0	0

1. Regardless of when the applications were received.

2. Excludes Withdrawn Applications.

<b>Internal Reviews Conducted in 2021*:</b>	0
---	---

\*Reviews of unsuccessful registration decisions conducted at the request of unsuccessful applicants.

<b>Provinces of Origin of Interprovincial Applicants:</b>	
Ontario	18
Alberta	3
Other (2 or less) *	6
<b>Total</b>	<b>27</b>

\* These six applicants were from BC, PEI, NB, MA and SK.

### 3. FRPA REVIEW QUESTIONS, RESPONSES AND COMPLIANCE ASSESSMENTS

As per Section 16 of the Act, the registration practices of a regulating body must be reviewed, and a public report produced. The FRPA Program works with regulatory bodies to assess the registration practices against the compliance criteria. The *College of Dental Hygienists of Nova Scotia* responses to the FRPA Review questions are detailed below, along with the review findings determined by the Review Officer in accordance with the Act.

#### 3.1: INFORMATION AND REGISTRATION PROCEDURES

This section assesses how and what information is provided to applicants during the registration process. The registration process includes the actions required to be taken by individual applicants, and any documentation required to be submitted, which will be used to assess an application for registration.

##### QUESTION 1 - REGISTRATION PROCESS, REQUIREMENTS AND COMMUNICATIONS

The following question is broken into three parts, one for each of the three application streams, as follows:

**A: “New Applicants”**

- Those who are only including Canadian credentials in their application to apply for registration (licensure) and are not currently registered (licenced) to practice anywhere in Canada.

**B: “International Applicants”**

- Those who are including international credentials in their application to apply for registration (licensure) and are not currently registered (licenced) to practice anywhere in Canada.

**C: “Interprovincial Applicants”**

- Those who are currently licenced to practice elsewhere in Canada (outside of Nova Scotia).

The response to Part A should be fully detailed, while the responses to Parts B and C only detail any differences from Part A.

Alignment with the FRPA: Section 3, 7(c), 9(a), 16(3)(a), (b) and (g)

**QUESTION 1A (REGISTRATION OF “NEW APPLICANTS”)**

Using the table below, explain, in detail, the registration process and requirements for “New Applicants” (see definition above) and how this information is communicated to these applicants. Please answer separately for each license type.

**Instructions:** Subsections A through F below are identical and are only provided to allow for the possibility that multiple license types are issued (practising). If there is only one license type, use only subsection ‘A’, if there are two license types, use subsections ‘A’ and ‘B’ etc.

<b>RESPONDENT ANSWER</b>	<b>A. LICENSE TYPE</b>	Practising – Dental Hygienist
	<b>QUALIFICATIONS (LIST ALL)</b>	<ul style="list-style-type: none"> <li>- Requirements are outlined in <a href="#">Sections 3-5 (Registration)</a> and in <a href="#">Sections 8-10 (Licensing)</a>. While registration and licensing are two distinct processes, as outlined in the Act and Regulations, applicants complete <u>one form</u>.</li> <li>- The <a href="#">Registration Information</a> page has links to all four ‘application pathway’ tabs. Each one provides full details of what is required for each ‘application pathway’. They are noted in the intro, and copied and pasted below for ease of reference.</li> <li>- <a href="#">Graduates of an accredited dental hygiene program, not registered in another Canadian jurisdiction</a></li> <li>- <a href="#">Graduates of a non-accredited dental hygiene program, including international applicants, who do not hold a current practising licence in another Canadian jurisdiction</a></li> <li>- <a href="#">Applicants who hold a current practising licence in another Canadian jurisdiction (CFTA)</a></li> <li>- <a href="#">Individuals Previously Registered with the CDHNS.</a></li> <li>- To minimize repeats of information, please see the intro to this report for further details on qualifications, and the <b>Documentation row</b> below.</li> </ul>
	<b>DOCUMENTATION (LIST ALL)</b>	<p>Not all may apply to each individual applicant. This listing is included at the beginning of this report as well. The <b>Qualifications row</b> above provides links to each specific application ‘pathway’, which identifies specific documents required for that group of applicants.</p> <p>See also, the <a href="#">CDHNS Policy on Alternatives to Required Documentation</a>.</p> <ol style="list-style-type: none"> <li>1. <b>Meet the educational requirements.</b> A transcript, diploma or degree sent directly from the dental hygiene educational program is required. (A notarized document is also accepted.)             <ol style="list-style-type: none"> <li>a. The educational requirement for licensure to practice dental hygiene in Nova Scotia is graduation from a dental hygiene program which has been accredited by the <a href="#">Commission on Dental Accreditation of Canada</a> or the American Dental Association <a href="#">Commission on Dental Accreditation</a>.</li> <li>b. Graduates of non-accredited dental hygiene programs who want to be registered to practice in Nova Scotia must meet all the requirements for registration, and meet any additional requirements approved by the Council. This can include acquiring a Certificate of Clinical Competency as defined by the Council [i.e., completion of the (clinical) Canadian Performance Based Exam in Dental Hygiene, CPEDH]. For individuals who have been informed that they are required to complete the CPEDH, they are directed to <a href="https://www.ndhcb.ca/cpedh">https://www.ndhcb.ca/cpedh</a> for further information. This</li> </ol> </li> </ol>

link includes the Candidate Guide for the CPEDH and other Examination Preparation Resources. The CPEDH is offered at different locations in Canada, at different times per year. The most recent offering was in Toronto on Oct 22 and 23, 2022.

2. **Pass the Written Examination.** Applicants provide evidence that they have successfully completed the National Dental Hygiene Certification Board (NDHCB) written exam, or equivalent, from the Province of Quebec.
3. **Provide proof of Identity.** Applicants must submit an unmounted passport-sized photograph of the applicant, and a birth certificate. If the applicant's current name differs from that on the birth certificate and/or transcript, they are also required to provide evidence of a name change e.g., driver's licence, passport, marriage licence, or other government issued ID.
4. **Demonstrate Good Conduct/Good Character.** Applicants must complete a self-declaration on the initial application form and submit a regulatory history form from each jurisdiction previously registered. (Form must come directly from the originating jurisdiction and be completed on the form provided by the CDHNS.) The Registrar follows up on this information, as necessary.
5. **Demonstrate English Language Proficiency.** If there is no equivalent English proficiency requirement in the jurisdiction where the applicant is currently registered, applicants whose primary language is not English and/or whose program of study was conducted in a language other than English will be required to provide proof of English language competency. Full details on the [English Language Requirements](#) are posted on the CDHNS website. (*Please note:* These requirements were confirmed with the contact from Labour Mobility/CFTA during the last review.)
6. **Permanent CPR Card/Certificate.** This must be completed at the level required by Council and taken within the last 12 months. Must include both a classroom instruction and a practical component. See [CPR Information and Courses](#) for further details.
7. **Provide evidence of currency in Dental Hygiene Practice.** Applicants must meet one of the following requirements:
  - a. Complete a dental hygiene diploma or degree within the 3 years immediately preceding the date the application for registration is received.
  - b. Provide evidence of [practice as a dental hygienist](#) within the 3 years immediately preceding the date of the application for registration is received. (Letter from employer on letterhead, or ROE from CRA.)
  - c. Successfully complete a Council-approved refresher education program within the year immediately preceding the date the application for registration is received *or* pass any examination or examinations approved by Council.
8. **Provide evidence of currency in Continuing Competency.** Applicants must meet one of the following requirements:
  - a. Complete a dental hygiene diploma or degree within the 3 years immediately preceding the date the application for registration is received.
  - b. Provide evidence of having obtained 45 hours of continuing dental hygiene education within the 3 years immediately preceding the date of the application for registration is received.
  - c. Successfully complete a Council-approved alternate requirement (i.e., refresher education program) within the year immediately preceding the date the application for registration is received.
9. **Complete the Jurisprudence Examination for Nova Scotia.** All applicants for registration must successfully complete a jurisprudence exam for Nova Scotia which assesses their understanding of the legislation, standards of practice, and other matters relevant to the practice of dental hygiene in Nova Scotia. There are two courses (with exams) that meet these criteria — the Jurisprudence Course (JP) for Nova Scotia or the Self-Initiation (SI) Course for Nova Scotia (exam includes SI and

		<p>JP exam content). Both are offered as an online course through the <a href="#">Canadian Dental Hygienist Association (CDHA)</a>. Applicants who successfully complete the Self-Initiation Course (<a href="#">Nova Scotia</a>) are <u>not</u> required to complete the separate JP exam.</p> <p>10. <b>Professional Liability Insurance.</b> Applicants must upload proof of liability insurance coverage, as required by <a href="#">legislation and Council policy</a>.</p> <p>11. <b>Legal Authorization to Work in Canada.</b> Applicants must provide a copy of a Canadian passport or birth certificate, or other identification documents satisfactory to the Registrar e.g., proof of permanent resident status, or a valid work permit.</p>
	<p><b>REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)</b></p>	<p>With the exception of the required application fee that must accompany the initial submission of an application form, all other documents may be provided in any order.</p> <ul style="list-style-type: none"> <li>• Before a licence is issued, all fees and required documents must be received.</li> <li>• Individuals applying under Labour Mobility/CFTA, are strongly encouraged to submit the verification of registration forms first.</li> <li>• The last step of the process is the interview with the Registrar. As soon as an application is complete, the CDHNS reaches out to schedule an interview. These interviews are completed one-on-one, or in small groups. Typically, individuals are offered potential interview slots that can be scheduled within 1-3 business days of when an application is considered complete. They determine a format (individual or group), and date and time that works best for them.</li> <li>• This flexibility in steps allows applicants to continue to progress through their application process, regardless of when a specific document is uploaded or received in-office.</li> </ul> <p><b>See checklists and the links on the website. Checklists are linked below for the different pathways for ‘new applicants to the CDHNS’. The website links are under the ‘Qualifications’ row.</b></p> <p>New Applicants not registered in another Canadian Jurisdiction: <a href="#">Registration and Licensing Application Checklist for November 1, 2022 to October 31, 2023</a></p> <p>New Graduates not registered in another Canadian Jurisdiction: <a href="#">Registration and Licensing Application Checklist for New Grads ONLY for November 1, 2022 to October 31, 2023</a></p> <p>Applicants registered in another Canadian jurisdiction (CFTA): <a href="#">Registration and Licensing Checklist for CFTA Applicants Nov 1 2022 to Oct 31 2023</a></p>
	<p><b>COMMUNICATION OF INFORMATION (DESCRIBE &amp; ADD ANY RELEVANT LINKS)</b></p>	<p>Following submission of the initial application and receipt of the application fee, a preliminary review of the documentation is completed by CDHNS staff.</p> <p>If anything is missing, an email is sent directly to the applicant outlining the deficiencies, along with a link that allows them to return to the original renewal application form. If necessary, the staff also follows up with a phone call to provide any further clarity. This process continues until the application is completed.</p> <p>The same checklists, noted in an early row, are also provided to each applicant when they submit their application form, summarizing the required documents and fees. As necessary, they are customized for them.</p> <p>The website also has several sections which outline the requirements and full details for applicants. As noted in an earlier row, the website has recently been updated and now there are tabs for each specific ‘application pathway’ – graduates of accredited DH programs, never registered in a Canadian jurisdiction; graduates of non-accredited DH programs, never registered in another</p>

		Canadian jurisdiction (this includes graduates of international programs); applicants who are registered (unrestricted practising licence) in another Canadian jurisdiction; and individuals applying to reinstate/re-licence with the CDHNS. There are also Tabs for <a href="#">registration and licensing policies</a> , and the <a href="#">relevant legislation and standards</a> .
	<b>B. LICENSE TYPE</b>	Non-Practising
	<b>QUALIFICATIONS (LIST ALL)</b>	Previously met the Registration Requirements (Regulations: Section 3 to 5) and were issued a practising licence with the CDHNS. (a) they must not currently be subject to any disciplinary finding that would prohibit them from practising dental hygiene; (b) they must not currently be practising dental hygiene in the Province.
	<b>DOCUMENTATION (LIST ALL)</b>	Regulations: Section 14: Must submit a complete application in the form prescribed by the Registrar, together with the applicable licensing fee.
	<b>REGISTRATION PROCESS AND HOW REQUIREMENTS ARE MET BY APPLICANT (STEP-BY-STEP)</b>	Renewed on an annual basis; not an initial application.
	<b>COMMUNICATION OF INFORMATION (DESCRIBE &amp; ADD ANY RELEVANT LINKS)</b>	During renewal, a preliminary review of the documentation is completed. If anything is missing, an email is sent directly to the registrant outlining the deficiencies, along with a link that allows them to return to the original renewal application form. If necessary, the staff also follows up with a phone call to provide any further clarity.

#### QUESTION 1B (REGISTRATION OF INTERNATIONAL APPLICANTS)

Does the registration process and requirements for “international applicants” (see definition above) differ from that of “New Applicants” (as described above under Question 1A)?

If so, please describe these differences, including any allowances, exemptions and/or accommodations available to these applicants and how these differences are communicated to them.

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <p>If yes, describe the differences (include any relevant web links, if any):  The pathway for registration and licensure of international applicants differs from that of ‘New Applicants who are from <u>accredited</u> dental hygiene programs’. The process for international applicants, not registered in another Canadian jurisdiction, is the same as the process for new applicants from <i>other</i> non-accredited programs.  The pathway for international applicants is referenced on the CDHNS’s webpage at the following link: <a href="https://cdhns.ca/index.php/registration/nonaccredited-dh-program-applicants">https://cdhns.ca/index.php/registration/nonaccredited-dh-program-applicants</a></p> <p>The CDHNS provides a link to ISANS’ <i>Pathway to Licensure Internationally Educated Dental Hygienists</i>: <a href="https://www.isans.ca/wp-content/uploads/2019/07/DentalHygienists_pathway_2019.pdf">https://www.isans.ca/wp-content/uploads/2019/07/DentalHygienists_pathway_2019.pdf</a>. Please note: Several of the links in the ISANS pathway document do not currently work. The CDHNS has</p>
--------------------------	--

	<p>advised ISANS of this issue, and provided the updated links. An updated pathway document will be uploaded as soon as it is available. We have left this document on our website because it is an important visual aid, and the broken links are merely sub-pages of NDHCB’s main website (from when NDHCB did a recent website reorganization). The main page of their website can still be accessed, which allows the international applicants to find the necessary information.</p> <p>International applicants must first successfully complete an equivalency assessment administered by the Federation of Dental Hygiene Regulators/National Dental Hygiene Certification Board (FDHRC/NDHCB). The international applicant must then successfully complete the <a href="#">National Dental Hygiene Certification written exam</a> and the <a href="#">clinical Canadian Performance Based Exam for Dental Hygiene (CPEDH)</a>. Following this, the international applicant must satisfy the remaining registration and licensure requirements for new applicants.</p> <p>All components of the CDHNS registration process, with the exception of the NDHCB written exam and the clinical (performance based) examination, are available online and may be completed outside of Canada.</p>
--	---

**QUESTION 1C (REGISTRATION OF INTERPROVINCIAL APPLICANTS)**

Does the registration process and requirements for “interprovincial applicants” (see definition above) differ from that of “New Applicants” (as described above under Question 1A)? For example, are the process and requirements somehow “streamlined” to comply with the [Canadian Free Trade Agreement](#) (Chapter Seven - Labour Mobility, pages 83-88), as required under Nova Scotia’s [Canadian Free Trade Agreement Implementation Act](#)?

If so, please describe these differences, including any allowances, exemptions and/or accommodations available to these applicants and how these differences are communicated to them.

**RESPONDENT ANSWER**

- Yes
- No

If yes, describe the differences (include any relevant web links, if any):  
 The registration process and requirements for interprovincial applicants differs from that of “New Applicants”. The process is streamlined for interprovincial applicants. Interprovincial applicants are not required to provide the same level of documentation as new applicants. For example, interprovincial applicants are not required, for the purpose of general registration and licensure, to provide proof of successful completion of an entry to practice exam, or educational transcripts. *Please note:* Interprovincial applicants may be requested to provide educational transcripts if they seek specialized authorizations, such as performing permanent restorative, local anaesthetic, and orthodontic procedures.  
 These differences reduce barriers to registration and licensure for interprovincial applicants, consistent with the *Canadian Free Trade Agreement*. Website link: <https://cdhns.ca/index.php/registration/applicants-currently-registered-or-licensed-in-another-canadian-jurisdiction>

**QUESTION 1 (Parts A, B AND C) REVIEW FINDINGS (To be completed by the FRPA Review Officer):**

REVIEW FINDINGS	Compliance Criteria (pursuant to Sections 3, 7(c), 9(a), 16(3)(a), (b) and (g) of the FRPA): Requirement that the regulating body:	Compliant? (YES/NO)

(To be completed by the FRPA Review Officer)	<ul style="list-style-type: none"> <li>provides information about its registration practices in a clear and understandable form, including descriptions of any differences for applicants with international qualifications and for those who are licenced in other Canadian jurisdictions;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>explains the qualifications required for registration;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>identifies documentation of qualifications that must accompany an application;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>explains the registration process and how requirements for registration are to be met;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>explains how information is communicated; and</li> </ul>	YES
	<ul style="list-style-type: none"> <li>provides information in a publicly accessible manner.</li> </ul>	YES
<p><b>Comments, to be completed by the FRPA Review Officer:</b>  Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on CDHNS’s website (<a href="https://cdhns.ca/">https://cdhns.ca/</a>) on December 16, 2022.</p>		

## QUESTION 2 (REGISTRATION PROCESS FEES)

Do you charge a fee for the registration process? If so, describe the fee and explain how this information is communicated to applicants. Include a link to information published in the public domain. If there is a third-party process with associated fees, please explain. Provide a link to any published information.

Alignment with the FRPA: *Section 7(f) and 16(3)(d)*

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  Describe and explain: There are three fees that new applicants (accredited, non-accredited, and interprovincial applicants) must pay – (1) Application Fee, (2) Registration Fee, and (3) Licensing Fee. All fees are posted on our website - (1) We have a full listing of fees under the Fees and Payments tab of our website. This includes other fees from third parties, such as the NDHCB. The current Fee schedule is: <a href="https://cdhns.ca/images/CDHNS_Fee_Schedule_Updated_Nov_1_2022_-_Post_on_Website.pdf">https://cdhns.ca/images/CDHNS_Fee_Schedule_Updated_Nov_1_2022_-_Post_on_Website.pdf</a> (2). The Registration and Licensing Application checklists outline the fees. (3) Each individual Registration Tab for a specific application pathway, also has several links to the fee document. Further, as the applicant proceeds throughout the application process, they are generated invoices that reflect the fees and accepted payment methods. The fee list is updated regularly, as fees change.	
<b>REVIEW FINDINGS</b>	<b>Compliance Criteria:</b> Requirement that the regulating body:	<b>Compliant? (YES/NO)</b>
	<ul style="list-style-type: none"> <li>provides information setting out any fees for registration in a clear and understandable form;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>describes the fees even if they are not applicable or are \$0; and</li> </ul>	YES

	<ul style="list-style-type: none"> <li>provides information about fees in a publicly accessible manner.</li> </ul>	YES
--	--	-----

**Comments, to be completed by the FRPA Review Officer:**  
 Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on CDHNS’s website (<https://cdhns.ca/>) on December 16, 2022.

**QUESTION 3 (ALLOWANCE FOR ALTERNATIVE DOCUMENTATION)**

Are there any situations, where the standard required documentation cannot be reasonably obtained by an applicant, that alternative documentation may be acceptable to the regulating body?

If yes, please detail what alternative documentation may be accepted in what situations and in place of what standard documentation. How is this information communicated to applicants? If available, please provide a link to where this information is published in the public domain.

Alignment with the FRPA: *Sections 7, 9 and 16(3)(c)*

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain: Please see link below. This information is also provided to applicants, if they ask us a specific question that pertains to their application situation. It is always posted on our website publicly under <a href="#">Registration and Licensing Policies</a> . When a review of their application is completed, they are also provided with the same, consistent info each time, using a template, so that the info is consistently provided. This document was updated using the template provided by FRPA during the last review. <a href="https://cdhns.ca/images/Accepting_Alternative_Information_to_Required_Documentation_CDHNS_Policy-Approved_by_Council_Oct_3_2020.pdf">https://cdhns.ca/images/Accepting Alternative Information to Required Documentation CDHNS Policy-Approved by Council Oct 3 2020.pdf</a>
--------------------------	---

<b>REVIEW FINDINGS</b> (To be completed by the FRPA Review Officer)	<b>Compliance Criteria (only if there is an allowance for alternative documentation):</b> Requirement that the regulating body:	<b>Compliant? (YES/NO/ N/A)</b>
	<ul style="list-style-type: none"> <li>provides clear and understandable information with respect to acceptable alternative documentation;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>advises applicants on what alternative information may be supplied when they cannot reasonably obtain the standard documentation; and</li> </ul>	YES
	<ul style="list-style-type: none"> <li>provides information about acceptable alternative documentation in a publicly accessible manner.</li> </ul>	YES

**Comments, to be completed by the FRPA Review Officer:**  
 Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on CDHNS’s website (<https://cdhns.ca/>) on December 16, 2022.

#### QUESTION 4 (SUPPORT PROVIDED TO APPLICANTS DURING THE REGISTRATION PROCESS)

Do you provide any support to applicants during the registration process? If so, describe the type of support provided. (Examples: contact information, explanation of registration requirements, translation services, etc.). How is information about supports communicated to applicants? Provide a link(s) to information published in the public domain.

Alignment with the FRPA: *Sections 7(e) and 16(3)(k)*

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <b>If yes, describe:</b> Continual. CDHNS contact information is provided – phone number and email, with expected timelines for response. Typically, responses are within 1-3 business days. Continual feedback of applicant’s submissions is provided as documents are submitted/received. There are also automated system responses acknowledging submission of their application and any resubmissions. During staff reviews of the submissions, personalized responses are sent to the applicant. Additional supports, e.g., translation services are arranged, if necessary. Our contact information is also listed on our website. This also includes who to contact re: questions, as well as timelines for responses - <a href="https://cdhns.ca/index.php/contact">https://cdhns.ca/index.php/contact</a>
--------------------------	--

<b>REVIEW FINDINGS</b> (To be completed by the FRPA Review Officer)	<b>Compliance Criteria:</b>	<b>Compliant? (YES/NO)</b>
	Requirement that the regulating body:	
	• provides support to the applicant during the registration process;	YES
	• describes the type of support provided to the applicant during the registration process; and	YES
	• provides information about the type of support provided to applicants during the registration process in a publicly accessible manner.	YES

**Comments, to be completed by the FRPA Review Officer:**

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on CDHNS’s website (<https://cdhns.ca/>) on December 16, 2022.

#### QUESTION 5 (ACCOMMODATION POLICIES FOR APPLICANTS WITH A PHYSICAL OR MENTAL DISABILITY)

Do you have a description of existing accommodation policies for applicants with a physical or mental disability? If so, describe how an applicant would request an accommodation and how requests are considered. How do you make this process available to applicants in a transparent, objective, impartial and procedurally fair manner? Include a link(s) to information published in the public domain.

Alignment with the FRPA: *Section 6, 16(3)(h)*

Reference: [Human Rights Act \(nslegislature.ca\)](https://www.legislature.ca)

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <b>If yes, describe:</b> The CDHNS used the template provided by FRPA to update our <a href="#">Policy</a> . As well, legal counsel completed a review of other policies used by other regulatory bodies, and a review of the Human Rights Act, to complete the updated document, approved by CDHNS Council.	
<b>REVIEW FINDINGS</b> (To be completed by the FRPA Review Officer)	<b>Compliance Criteria:</b> Requirement that the regulating body:	<b>Compliant? (YES/NO)</b>
	• has a description of existing accommodation policies for applicants with a physical or mental disability;	YES
	• has a clear process for applicants to request an accommodation and understand how requests will be considered; and	YES
	• provides a description of accommodation policies in a publicly accessible manner.	YES
<b>Comments, to be completed by the FRPA Review Officer:</b> Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on CDHNS’s website ( <a href="https://cdhns.ca/">https://cdhns.ca/</a> ) on December 16, 2022.		

#### QUESTION 6 (ACCESS TO REGISTRATION RECORDS)

Do you have a documented process by which an applicant can request access to their registration records? If so, describe how an applicant can make this request, any exclusions to information that can be provided, and any fees that may apply. Include a link(s) to any published information, if available.

Alignment with the FRPA: *Sections 12(1) through (5) and 16(3)(j)*

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <b>If yes, describe:</b> Outlined in the Act/Regs and <a href="#">Bylaws</a> (section 30), but also further detailed in the <a href="#">Policy</a> posted on our website under <a href="#">Registration and Licensing Policies</a> . This Policy was recently reviewed when we changed databases in Feb 2022. This same Policy is also provided as a hard copy to all new registrants, with the initial registration package.	
<b>REVIEW FINDINGS</b> (To be completed by the FRPA Review Officer)	<b>Compliance Criteria:</b> Requirement that the regulating body:	<b>Compliant? (YES/NO)</b>
	• has an established process by which an applicant can make a request in writing for access to their registration records; and	YES
	• describes how an applicant can make a request, any exclusions to information that can be provided and any fees that may apply.	YES

**Comments, to be completed by the FRPA Review Officer:**

CDHNS confirmed in writing (via a December 16, 2022, e-mail) that the following statement accurately describes CDHNS' registration practices:

*“Upon the written request from an applicant, the applicant is provided with access to any records related to that applicant’s application other than records or portions of records that Section 12 of the FRPA specifically permits regulating bodies to refuse to provide (e.g., those protected by legal privilege or other existing legislation or to protect the identities of other individuals, or to avoid negative impacts on public safety or the integrity of the registration process.).”*

Based on this statement, compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review question was determined.

### 3.2: ASSESSMENT CRITERIA AND COMMUNICATION OF DECISION PROCESSES

This section assesses how the regulating body evaluates applications and how this process, including registration decisions, are communicated to applicants.

#### QUESTION 7 (ASSESSMENT CRITERIA)

Explain, in detail, the criteria used by the regulating body to assess if an applicant has met requirements to be registered/licensed. (Examples: competencies, pass marks, experience standards, etc.) Also, explain how this information is communicated to applicants. Provide a link(s) to information published in the public domain.

If there is a third-party assessor involved in the process, describe their role in the space provided.

Alignment with the FRPA: *Section 7(d), 16(3)(b) and (i)*

**RESPONDENT ANSWER**

Explain the criteria used for assessment and how the information is communicated:  
The requirements for general registration and licensing are set out on the CDHNS' website: <https://www.cdhns.ca/index.php/registration/registration-information>.

With respect to assessments, there are two third-party assessments that may occur. New applicants must successfully complete the written National Dental Hygiene Certification Board (NDHCB) Exam, or the equivalent if from Quebec [as outlined in Regulations, Registration Section 3 (c)].

In addition, graduates from non-accredited programs, not registered in another Canadian jurisdiction, must complete a clinical assessment, as approved by Council, i.e., the [Canadian Performance-Based Examination for Dental Hygiene](#). (As per the Regulations, Registration Section 3.b.)

Is a third party involved in the assessment process?

	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <p>If yes, name the third-party(s) and describe their role:  The <a href="#">NDHCB</a> written examination tests whether an applicant possesses the necessary theoretical knowledge, skills, attitude and judgment required for entry-level practice. The NDHCB Candidate Guide provides information on the exam objectives, eligibility criteria, application procedures (including <a href="#">accommodations for testing</a>), development process, format, content, security measures, scoring and exam review application process. The Candidate Guide is available on the <a href="#">NDHCB website</a>.</p> <p>The examination is held in May and again in September and January (depending on applicants). If the exams are delivered in-person, it is held at Dalhousie University, Halifax, and at a variety of other sites across Canada. A list of examination sites and the deadlines for application to write the examination are posted on the NDHCB website.</p> <p>The Canadian Performance Based Examination for Dental Hygiene (CPEDH) is the clinical examination approved by CDHNS Council that meets the requirements set out in 3(b). This specific format of the examination (with its 10 stations) has been delivered since 2017. The information about the examination itself, exam eligibility, the CPEDH Blueprint, and a Guide for Candidates are all available on their <a href="#">website</a>.</p> <p>General Information about the relevant examinations is posted on the CDHNS website under the Tabs for each Application Registration ‘Pathway’ e.g., <a href="#">Non-Accredited DH Program Applicants</a>. To ensure that the information is always accurate and up-to-date, rather than including full details on our site, we provide links to the written and clinical examination sites. The CDHNS is a member of the Federation of Dental Hygiene Regulators of Canada (FDHRC). All members of the FDHRC (DH regulators) are involved in ensuring the necessary standards are maintained for both examinations, and updated as necessary.</p>												
<b>REVIEW FINDINGS</b> (To be completed by the FRPA Review Officer)	<table border="1"> <thead> <tr> <th data-bbox="432 868 2198 933"><b>Compliance Criteria:</b></th> <th data-bbox="2204 868 2483 933"><b>Compliant? (YES/NO)</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="432 937 2198 982">Requirement that the regulating body:</td> <td data-bbox="2204 937 2483 982"></td> </tr> <tr> <td data-bbox="432 985 2198 1031">• describes all criteria used to assess whether the requirements for registration have been met;</td> <td data-bbox="2204 985 2483 1031">YES</td> </tr> <tr> <td data-bbox="432 1034 2198 1079">• explains how information is communicated;</td> <td data-bbox="2204 1034 2483 1079">YES</td> </tr> <tr> <td data-bbox="432 1083 2198 1128">• provides information in a publicly accessible manner; and</td> <td data-bbox="2204 1083 2483 1128">YES</td> </tr> <tr> <td data-bbox="432 1131 2198 1177">• describes the role of third-party assessors (if applicable).</td> <td data-bbox="2204 1131 2483 1177">YES</td> </tr> </tbody> </table>	<b>Compliance Criteria:</b>	<b>Compliant? (YES/NO)</b>	Requirement that the regulating body:		• describes all criteria used to assess whether the requirements for registration have been met;	YES	• explains how information is communicated;	YES	• provides information in a publicly accessible manner; and	YES	• describes the role of third-party assessors (if applicable).	YES
<b>Compliance Criteria:</b>	<b>Compliant? (YES/NO)</b>												
Requirement that the regulating body:													
• describes all criteria used to assess whether the requirements for registration have been met;	YES												
• explains how information is communicated;	YES												
• provides information in a publicly accessible manner; and	YES												
• describes the role of third-party assessors (if applicable).	YES												
<b>Comments, to be completed by the FRPA Review Officer:</b> Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on CDHNS’s website ( <a href="https://cdhns.ca/">https://cdhns.ca/</a> ) on December 16, 2022.													

**QUESTION 8 (COMMUNICATING REGISTRATION DECISIONS)**

Explain how you communicate registration decisions to applicants who are: a) successful; and b) not granted registration. Include the approximate length of time required to issue a registration decision, who makes the decision, and what information is provided with each type of decision.

Alignment with the FRPA: *Sections 8(b), (c), (d), 16(3)(l) and (m)*

<b>RESPONDENT ANSWER</b>	<p><b>Explain the registration decision communication process:</b></p> <p>a) Successful applicants: Following receipt of a complete application, (fees and documents), the applicant is emailed to inform them that their application is complete. The email includes all of the legislation and Continuing Competency Program (CCP) Requirements. An interview slot is then scheduled with the Registrar. Slots are usually available within 1-3 business days of when an application is complete. During the interview, the Registrar reviews the more pertinent legislation pieces, the CCP requirements, and other important information. The practising licence is issued that day and a registration package is also sent, which includes the Registration Certificate, and any other certificates for additional authorizations e.g., administering local anaesthesia. Their practising licence card is available on the CDHNS Registrant Portal – to which new registrants are given access on the day of the interview.</p> <p>b) Applicants not granted registration: If an applicant is not granted registration, they are informed by email and mail. The template regarding the Registrar’s decision is used, and includes reasons for not granting registration, plus options re: appeal, including timelines. (Template was approved by FRPA during last review.) See question 9 for further details. At anytime, throughout the process, an applicant is also welcome to call, or email, to ask for further clarity.</p>
--------------------------	--

<b>REVIEW FINDINGS</b> (To be completed by the FRPA Review Officer)	<b>Compliance Criteria:</b>	<b>Compliant? (YES/NO)</b>
	Requirement that the regulating body:	
	• explains the process they use to communicate registration decisions, and the timeframe;	YES
	• provides written decisions to all applicants;	YES
	• provides applicants with reasons when registration has not been granted;	YES
	• provides information on programs/services available to support the future success of applicants, if applicable; and	YES
	• provides a description of the internal review process to applicants who are not granted registration.	YES

**Comments, to be completed by the FRPA Review Officer:**  
 Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on CDHNS’s website (<https://cdhns.ca/>) on December 16, 2022.

### 3.3: INTERNAL REVIEW/APPEAL PROCESS

Section 10 of the Act requires that regulating bodies provide unsuccessful applicants with a clear process to appeal a registration decision. Section 11 requires that those involved with reviewing registration decisions receive training on conducting such reviews. This section assesses compliance with these requirements.

#### QUESTION 9 (INTERNAL REVIEW PROCESS)

Do you have a documented internal review process for applicants who disagree with the registration decision?

If yes, describe the process including:

- time frames throughout the process; and
- opportunities available to the applicant to provide new information and make submissions with respect to their internal review; and
- how internal review decisions are communicated to applicants and what information is included with the decision; and
- a statement that no one who acted as a decision-maker in respect of a registration decision can act as a decision-maker in an internal review of that decision; and
- if available, provide a link to this information published in the public domain.

Alignment with the FRPA: *section 7(a) and 10, 16(3)(m) and (n)*

**Internal review:** a rehearing, reconsideration, review or appeal or other process provided by a regulating body in respect of the merits of a registration decision, regardless of the terminology used to describe the process.

RESPONDENT  
ANSWER

- Yes  
 No

**If yes, explain:**

An applicant may appeal registration and licensing decisions made by the Registrar to the Credential Committee. The Credentials Committee is a statutory committee composed of registrants and public representatives appointed by Council.

An applicant appealing a decision of the Registrar is entitled to submit written submissions and appear before the Complaints Committee to make oral submissions.

An applicant is advised of the CDHNS' internal review process upon the Registrar rendering a decision that adversely impacts the applicant's registration and/or licensure.

As the initial decision-maker, the Registrar is not permitted to participate in the decision-making process of the Credentials Committee. This information is documented in the policies described below and stated in the Credential Committee's Terms of Reference.

	<p>Decisions of the Credentials Committee are communicated to the applicant in writing.</p> <p>An applicant may appeal a licensure decision to the Council of the College. No member of the Council who considered the application as a member of the Credentials Committee can participate in the Council's consideration of the application.</p> <p>Publicly available information regarding the internal review process, including timeframes, is accessible on the CDHNS website under the Tab, <a href="#">Registration and Licensing Policies</a>. These policies were developed, and approved by FRPA, following the last FRPA review, as were the templates for writing decisions.</p> <p><b>If no, explain why not:</b></p>	
<b>REVIEW FINDINGS</b> (To be completed by the FRPA Review Officer)	<b>Compliance Criteria:</b> Requirement that the regulating body:	<b>Compliant? (YES/NO)</b>
	<ul style="list-style-type: none"> <li>• has a documented internal review process;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>• describes time frames associated with the internal review process;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>• describes opportunities the applicant has to provide new information and make submissions with respect to their internal review;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>• describes how internal review decisions are communicated to applicants and what information is included with the decision;</li> </ul>	YES
	<ul style="list-style-type: none"> <li>• ensures that no one who acted as a decision-maker in respect of a registration decision can act as a decision-maker in an internal review; and</li> <li>• provides information on the internal review process in a publicly accessible manner.</li> </ul>	YES
<p><b>Comments, to be completed by the FRPA Review Officer:</b>          Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on CDHNS's website (<a href="https://cdhns.ca/">https://cdhns.ca/</a>) on December 16, 2022.</p>		

**QUESTION 10 (INTERNAL REVIEW TRAINING)**

Have the decision-makers for the internal review received training on conducting on an internal review? If so, describe the training.

Alignment with the FRPA: *Sections 11 and 16(3)(p)*

<b>RESPONDENT ANSWER</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <b>If yes, please describe:</b> Upon initial appointment to the Credentials Committee, an orientation is provided. Regular orientations and training for the full Committee are also provided by legal counsel.  The orientation/training is a formal, structured process that includes the following necessary components:  (1) Governance documents (Dental Hygienists Act, Regulations, Bylaws, Policies), the Common Law, and other applicable legislation that may impact on decision-making; (2) Registration and licensing processes and procedures; (3) Credentials Committee’s mandate, functions, and authorities; (4) Mobility legislation (FRPA and the Canadian Free Trade Agreement); (5) Procedural fairness; (6) Conflicts of interest and bias; (7) Human rights considerations, including a discussion regarding the Charter of Rights and Freedoms and the Nova Scotia Human Rights Act  The most recent orientation took place on November 23, 2021, when new Committee members started. The orientation document, prepared by legal counsel, is also posted in the Credentials Committee resources for later reference. If there is a Credentials Committee review/appeal, there is also a specific orientation for the Panel for that case. Templates are also provided re: letters to individuals regarding the Credential Committee decisions. These templates were approved by FRPA during the last review.  CDHNS Council has an annual formal orientation that includes most of the components covered above, plus all necessary governance requirements for them, as a Council. Any new Council members who come on mid-year also receive an orientation, as soon as possible following their appointment. Orientation documents are also posted in the Council Library as well, for later reference.	
<b>REVIEW FINDINGS</b> (To be completed by the FRPA Review Officer)	<b>Compliance Criteria:</b> Requirement that the regulating body: <ul style="list-style-type: none"> <li>ensures that internal review decision-makers have received training on conducting an internal review; and</li> <li>describes the training.</li> </ul>	<b>Compliant? (YES/NO)</b>  YES  YES
<b>Comments, to be completed by the FRPA Review Officer:</b> Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on CDHNS’s website ( <a href="https://cdhns.ca/">https://cdhns.ca/</a> ) on December 16, 2022.		

#### 4. ACKNOWLEDGEMENTS:

The *College of Dental Hygienists of Nova Scotia* hereby declares that the information contained in this report is a true and accurate representation of its current registration practices.

**SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:**

2022-12-22

X *Stacy Bryan*

Signed by: b8f7bcd6-f312-42e4-b05f-6e9c07d83981

Name (print): Stacy Bryan

DATE: 2022-12-22