
COLLEGE OF
DENTAL
HYGIENISTS OF
NOVA SCOTIA
(CDHNS)

Fair Registration
Practices Act (FRPA)
Review
February 2019

Province of Nova Scotia

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Executive Summary

The College of Dental Hygienists of Nova Scotia's (CDHNS) Action Plan is a progressive response to the recommendations resulting from the Fair Registration Practices Act (FRPA) review process. These actions will support the fairer assessment of applicants to the profession in Nova Scotia and are fully consistent with the FRPA.

Many aspects of the CDHNS's practices are commendable. As a member of the National Dental Hygiene Certification Board, the CDHNS is supporting the development of accreditation standards and examination measures. At the local level, Stacy Bryan, CDHNS's Registrar, is an active participant in the Multi-stakeholder Work Group for Internationally Educated Dental Professionals. The work group aims to ensure fair, transparent and equitable pathways to licensure and develop sustainable programs to help newcomers become qualified and integrated into the dental professions in Nova Scotia.

The CDHNS has demonstrated a commitment to ensuring the transparency of its registration practice by keeping website up-to-date and making information available to all streams of applicants, with a planned update to the website to include greater access to information for internationally educated applicants. The CDHNS is also currently engaged in developing a policy which facilitates the issuance of provisional licenses to individuals who are, for reasons beyond their control, unable to provide original documentation.

Key measures included in the CDHNS's Action Plan to facilitate continuous improvement in registration practices include:

- Develop policies addressing the following issues:
 - Accommodation for applicants with disabilities
 - Translation of registration documents
 - Access to information
 - Accepting alternatives to required documentation
- Improve the policy on internal reviews to provide increased clarity
- Enhance website to include the following:
 - A tool to solicit user feedback
 - Detailed information on assessment processes
 - Information for applications transferring licenses from other jurisdictions
 - A complete fee schedule
 - Step-by-step requirements and a visual pathway to licensure

I truly appreciate CDHNS's cooperation and openness during the registration and review process and thank the Registrar, Stacy Bryan, for her participation in the review process.

Sincerely,



Cara Spittal, Ph.D.
FRPA Review Officer

Introduction

The purpose of the Fair Registration Practices Act (FRPA) Review is to share the Review Officer's understanding of the College of Dental Hygienists of Nova Scotia's (CDHNS) practices regarding the fair consideration of individuals applying for registration.¹ During the FRPA Review Process, a regulatory body's registration practices are measured against both the specific and general duties outlined in the *Fair Registration Practices Code*—all of which encompass the overarching principles of transparency, objectivity, impartiality and procedural fairness.²

The analysis is based on the FRPA Review Officer's work with CDHNS to date. The *College of Dental Hygienists of Nova Scotia 2018 Review* captures the results of the FRPA Review Process and includes an inventory of exemplary licensing practices and an Action Plan that holds the CDHNS accountable for continuous improvement within two years of the review.

Through the 2018 FRPA Review, the FRPA Review Officer aims to build on the work of the CDHNS to date and identify opportunities to further improve and evolve registration practices.

¹ For more information on the FRPA Review Process, see the *Guide to Fair Registration Practices Act*: http://novascotia.ca/lae/RplLabourMobility/documents/FRPA_GuidetoReviewProcess_WEB.pdf

² The *Fair Registration Practices Code* is delineated in Sections 6-12 of the Fair Registration Practices Act. *Government of Nova Scotia*. Ch. 38 of the Acts of 2008, as amended by 2014, c. 14.

Context of the Profession in Nova Scotia

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, in conjunction with a dental practitioner, may provide orthodontic procedures, such as placement of braces, and in providing restorative services, such as placing fillings.

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 Canada.

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, public agencies, post-secondary institutions and Nova Scotians to ensure the 700+ 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 members. 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 member) with the College, all 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 competence program, the practice currency requirements and good conduct requirements, as laid out in Sections 8 through 10 of the Regulations.

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:

1. Complete and submit the online application form available located on the College's website.
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. For applicants educated in Canada, 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.
 - 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 clinical (performance based) exams]. Contact CDHNS directly for further information.
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.
6. **Demonstrate Good Conduct.** Applicants must complete a self-declaration on the initial application form and submit 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.)
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.
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.** This must be done 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 competence education 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.
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 CDHA liability insurance coverage *or* include payment for the CDHA insurance fees to CDHNS with the application for registration and licensing.
14. **Legal Authorization to Work in Canada.** Applicants must provide a copy of a Canadian passport or birth certificate other identification documents satisfactory to the Registrar—e.g., proof of landed immigrant 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, CDHNS will contact the applicant directly to schedule this interview. The purpose of this structured interview is to ensure that newly licensing members 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 member. During this interview, members 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.

CFTA Transfers

Applicants currently registered/licensed as a practising dental hygienist in another Canadian jurisdiction can apply for registration with CDHNS in accordance with section 4 of the Dental Hygienists Regulations.

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 member 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 will be required to ensure that all necessary documentation is provided to the CDHNS – whether from the originating jurisdiction, or the original source e.g., transcript from the dental hygiene program.

In addition, applicants must demonstrate that they meet all the registration and licensing requirements— e.g., proof of identity, evidence of currency in practice and continuing education, legal authorization to work in Canada, professional liability insurance, and good conduct.

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 Exam and the clinical (performance based) examination, are available online and may be completed outside of Canada. See Non-Accredited Dental Hygiene Program Applicants for more details.

Organizational Structure and Staffing

The CDHNS is governed by a Council of nine dental hygienists who are members 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 Member Services 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 Member Services Coordinator plans and manages a range of high-quality programs and services for CDHNS members. The Member Services Coordinator also manages communications media including the College's website, the CDHNS Unison newsletter, and the annual report. The Member Services 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 members of the College *and* public or lay representatives appointed by the Council. The other two Registrar Committees include members of the College.

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.

Overview of Registration Process

Registration Information

Information about the registration process is available on the College’s website (www.cdhns.ca) under the Registration tab.

Information is based on three streams of registration – accredited (see page 5) and non-accredited programs (national or international) and dental hygienists from other Canadian jurisdictions.

Processes are in place to develop a logical, easy-to-understand pathway to licensing for all three categories of applicants. In the interim, detailed checklists and the listing of requirements are posted on the website. The checklists are also provided to applicants upon completion of their initial online application for registration. A new tracking system has been integrated into the online database so that applicants can track their application progress.

Written policies are being revised and revamped. Once completed, these will be posted on the website as well.

The College provides information to applicants over the telephone, by e-mail and in person. Contact information is available at the bottom of each webpage and in the Contact Us section, including the College’s mailing address, telephone number, e-mail address, office hours, the names of the Registrar, and all support staff.

Registration Process

All applicants must meet the registration and licensing requirements outlined in the previous section. To help streamline this process for applicants, there is one online application form that allows them to both register and apply for a practising licence with the CDHNS. The application, which is accessible online, provides a checklist of supporting documents the applicant will need to submit as part of the process.

The registration process for graduates of accredited programs, non-accredited programs and licensed, practising dental hygienists in other jurisdictions is outlined on the next page.

Accredited Dental Hygiene Program Applicants

1. Establish Academic Eligibility by completing an accredited dental hygiene program.
2. Successfully complete the National Dental Hygiene Certification Board (NDHCB) written exam.
3. Complete online registration and licensing application form, with application fee.

4. Compile required documentation.
5. Complete registration and licensing process, including payment of final fees.
6. Complete interview with the Registrar.

Non-Accredited Dental Hygiene Program Applicants

1. Establish Academic Eligibility:
 - a. Successfully complete a non-accredited dental hygiene program.
 - b. Apply to have the NDHCB evaluate your dental hygiene credentials to determine eligibility to write the exam.
2. If deemed eligible, successfully complete the NDHCB written exam.
3. Complete online registration and licensing application form, with application fee.
4. This can include acquiring a Certificate of Clinical Competency as defined by the Council [i.e., completion of clinical (performance based) exams].
5. Compile required documentation.
6. Complete registration and licensing process, including payment of final fees.
7. Complete interview with the Registrar.

Applicants Currently Registered/Licensed as a Practising Dental Hygienist in another Canadian Jurisdiction

1. Complete online registration and licensing application form, with application fee.
2. Send Verification of Registration form to all applicable Canadian Jurisdictions for completion.
3. Compile any remaining required documentation.
4. Complete registration and licensing process, including payment of final fees.
5. Complete interview with the Registrar.

Cost of Registration and Licensing as of September 10, 2018 (including payment methods)

Application, registration and licensing fees are provided below.³ All fees related to applications for registration and licensing are payable by certified cheque, money order, e-transfer or credit card.

Fees Paid Directly to the CDHNS		
1	Application Fee The application fee must accompany the initial application for registration to be considered.	\$100
2	Registration Fee (one-time fee) The registration fee, if required, must be provided prior to approval of registration and licensing.	\$150
3	Practising Licence Fee (all or part of a year); there is no pro-rating of fees. Practising licences expire on October 31 of each year.	Fees vary per year. Nov 1, 2018 to October 31, 2019 fees: \$466.00
Other Fees		
4	CDHNS Reinstatement Fee Please contact CDHNS directly to determine if you are required to pay a reinstatement fee. The reinstatement fee is in addition to any other applicable fees.	½ of the licensing fee for the year e.g., for the Nov 1, 2018 to October 31, 2019, the practising licence reinstatement fee is \$233.

³ Prices are subject to change. Please check the CDHNS website or contact CDHNS directly via phone or email to obtain up-to-date information on fees.

The following costs may also be incurred by applicants during the registration and licensing process. While we have done our best to list these in sequential order, fees may be incurred in a different sequence.

Third-party Fees that the Applicant may incur during the Registration and Licensing Process	
Applying for Registration	
<p>1. Notarization of Documents</p> <p>Applicants are required to provide notarized application and authenticated copies of supporting documentation outlined in the Application for Registration checklist— e.g., NDHCB certificate.</p>	<p>Costs will vary.</p> <p>A Notary public, Commissioner of Oaths or Lawyer to sign or seal the required documentation.</p> <p><i>Alternatively</i>, original documents may be brought into the CDHNS office in person, where staff will authenticate copies.</p>
<p>2. Transcripts</p> <p>Applicants are responsible for arranging to have the original transcripts sent directly from their educational institution to the CDHNS office.</p> <p>For graduates of Ontario colleges that have closed, contact the Ministry of Training, Colleges and Universities for a transcript. Email address: pcc@ontario.ca</p>	<p>Costs will vary.</p> <p>Consult your educational institution.</p>
<p>3. Written Exam Eligibility Review</p> <p>Diplomas/degrees completed in dental hygiene outside of Canada or the USA must be assessed by the National Dental Hygiene Certification Board (NDHCB) to determine whether the studies meet the equivalency requirements to take the NDHCB written exam.</p>	<p>\$800 + applicable tax (2018)</p> <p>NDHCE Application and fee information and eligibility requirements are available on the NDHCB website. Steps and costs associated with meeting the educational requirements are also outlined on the website.</p>
<p>4. Translation</p> <p>Documents that are not in English or French must be translated. (This applies to documents required by NDHCB and the CDHNS.)</p> <p>Applicants are responsible for having their documents translated by a certified translator and providing a certified official translation of the specified documents.</p> <p>For CDHNS: If the documents were translated for another organization e.g., NDHCB, we will accept a copy of previously translated documents that meet the criteria stated above and if they are sent directly from that organization.</p>	<p>Costs will vary depending on the volume of the text.</p> <p>Applicants are responsible for having their documents translated by a certified translator.</p>
<p>5. National Dental Hygiene Certification Board Exam (Written)</p> <p>All applicants for registration are required to successfully complete the NDHCB written examination.</p>	<p>\$675 + applicable tax (2018)</p> <p>Costs vary each year and for individuals applying to write a rewrite exam.</p> <p>See NDHCB for further details.</p>

Third-party Fees that the Applicant may incur during the Registration and Licensing Process	
<p>6. Canadian Performance Exam in Dental Hygiene (Clinical Exam)</p> <p>Applicants for registration must have graduated from an accredited dental hygiene program or successfully completed any examinations approved by the Council. If required, this exam is offered across Canada at varying times per year.</p>	<p>Price will vary, depending on the province and number of exam candidates.</p> <p>Contact CDHO, CDHBC, CRDHA</p>
<p>7. Verification of Registration (Letters of Professional Conduct) from other Regulated Jurisdictions</p> <p>Applicants must be in good standing with each dental hygiene regulatory authority they are currently, or were previously, practising dental hygiene and must provide evidence of good character, as outlined in Section 3 (e and f) of the Regulations. To verify this, applicants are responsible for arranging to have CDHNS's Verification of Registration completed (signed and sealed) and sent <i>directly from each jurisdiction</i> where they currently, or previously, practiced dental hygiene.</p>	<p>Costs and turnaround times will vary according to the regulatory body.</p>
<p>8. English Language Proficiency</p> <p>English language proficiency is required for safe and competent dental hygiene practice.</p> <p>If there is no equivalent English proficiency requirement in the jurisdiction where an 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 are required to provide proof of English language competency.</p>	<p>Costs will vary per provider.</p> <p>See the current CDHNS English language requirements document for testing agencies, required scores and contact information.</p>
Applying for a Practising Licence	
<p>1. CPR Certification</p> <p>Applicants and members must be currently certified in CPR (i.e., completed the course less than 12 months ago), to the level approved by Council. For any individual applying for registration or for a practising licence on or after November 1, 2018, the level of CPR certification must include, at a minimum, classroom instruction and practical experience related to:</p> <ul style="list-style-type: none"> • one and two-person rescuer chest compressions for adults, children and infants; • one and two-person rescuer adult, child and infant bag-valve mask technique and rescue breathing; • relief of choking in adults, children and infants; and • use of an automated external defibrillator (AED). 	<p>Costs will vary based on course provider and individual instructor.</p> <p>The CDHNS website provides further details on course offerings and evidence required for CPR certification. http://cdhns.ca/index.php/members/cpr-information-courses</p>

Third-party Fees that the Applicant may incur during the Registration and Licensing Process

2. Professional Liability Insurance

All members who hold a practising licence must have professional liability insurance coverage or similar malpractice protection coverage in the minimum aggregate amount of \$2 000 000. This is obtained through the Canadian Dental Hygienists Association (CDHA).

For 2018/19, the fees are \$206 (basic liability insurance) and \$221 (for enhanced liability insurance). The basic insurance coverage meets the legislated requirements.

Costs may change annually.

Applicants are required to have coverage in place before being registered *or* they may pay CDHA fees through CDHNS as part of initial registration and licensing fees. Contact the [Canadian Dental Hygienists Association](#), 1-800-267-5235 for further details.

3. Jurisprudence Exam

All applicants for registration must successfully complete the jurisprudence exam which assesses an applicant's 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). Applicants who successfully complete the SI Course for Nova Scotia, are not required to complete the separate JP exam.

Costs will vary and may change annually.

For non-CDHA members, the 2018 fees are: \$100 (JP) or \$399.00 (SI)

Lower costs are offered to CDHA members, and CDHA student members. Please contact [CDHA](#) directly.

2018 Fees for CDHA members: \$50 (JP) or \$199 (SI)

4. Eligibility to Work in Canada

Any individual who is not a Canadian Citizen must provide proof of valid eligibility to work in Canada as part of the application process, which is managed by the Immigration and Citizenship Canada.

To learn more about the requirements to work in Canada, visit:
<https://www.canada.ca/en/services/immigration-citizenship.html>

Cost will vary.

2017 Registration Data

The following is a copy of the information provided to the FRPA Review Office through the Annual Assessment Questionnaire.

#	Question	Response
1	Total number of individuals with practicing licenses/certifications. Do not report on any licenses or certificates you issue to a business, school or group.	687
2	Number of registrations for the reporting year, from applicants who received their qualifications as indicated below:	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant. 	20
	<ul style="list-style-type: none"> Received qualifications in Canada, new applicant - n/a for trades - issue a Certification of Qualification. 	16
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant. 	0
	<ul style="list-style-type: none"> AIT/CFTA Transfers, applicants already registered in another Canadian jurisdiction. 	12
	<ul style="list-style-type: none"> Total number of applicants. 	48
3	Types of practicing licenses/certificates you issue and total number of individuals for each type identified for the reporting year.	
	<ul style="list-style-type: none"> Practising License 	687
4	Number of completed applications submitted by applicants who received their qualifications as indicated below.	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	20
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Still in process: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Withdrawn: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> File inactive or closed: 	0
	<ul style="list-style-type: none"> Received qualifications in Canada, new applicant: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	11
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Still in process: 	5
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Withdrawn: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> File inactive or closed: 	0
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant: 	
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Accepted: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rejected: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Still in process: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Withdrawn: 	0
	<ul style="list-style-type: none"> <ul style="list-style-type: none"> File inactive or closed: 	0

	<ul style="list-style-type: none"> • AIT/CFTA transfers, applicants already registered in another Canadian jurisdiction: 	
	<ul style="list-style-type: none"> ○ <i>Accepted:</i> 	12
	<ul style="list-style-type: none"> ○ <i>Rejected:</i> 	0
	<ul style="list-style-type: none"> ○ <i>Still in process:</i> 	1
	<ul style="list-style-type: none"> ○ <i>Withdrawn:</i> 	0
	<ul style="list-style-type: none"> ○ <i>File inactive or closed:</i> 	0
5	For those new Canadian applicants (not NS), list the provinces in Canada (and associated numbers) where the level of education to qualify the applicant for licensure (training or work experience for trades) was obtained.	
	<ul style="list-style-type: none"> • Ontario 	8
	<ul style="list-style-type: none"> • New Brunswick 	8
6	For new international applicants, list the source countries (and associated numbers) where the applicant received the level of education to qualify them for licensure (training or work experience for trades).	
	<ul style="list-style-type: none"> • N/A 	N/A
7	Average length of time (in days) between receipt of a completed application and response to the applicant, for those who received their qualifications as indicated below. Response to the applicant to include whether they meet the requirements, partially meet and need to fill gaps, or there is no match and other pathways might be a consideration.	
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) in NS, new applicant: 	2
	<ul style="list-style-type: none"> • Received qualifications in Canada, new applicant: 	2
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) internationally, new applicant: 	2
	<ul style="list-style-type: none"> • AIT/CFTA transfers, applicants already registered in another Canadian jurisdiction: 	2
8	Average registration process time (or application approval) for those who received their qualifications as indicated below.	
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) in NS, new applicant: 	26
	<ul style="list-style-type: none"> • Received qualifications in Canada, new applicant - n/a for trades - issue a Certification of Qualification 	42
	<ul style="list-style-type: none"> • Received qualifications (training/work experience for trades) internationally, new applicant 	0
	<ul style="list-style-type: none"> • AIT/CFTA transfers, applicants already registered in another Canadian jurisdiction 	48 As noted in the 2017 Annual survey notes submitted to FRPA Review Office, the application process was delayed for some CFTA transfer applicants because they changed their mind re: practising dental hygiene in NS or did not provide any further documentation or fees.

9	Total costs (to the applicant) associated with registration (certification) and licensing for applicants who received their qualifications as indicated below. Separate costs that the regulatory body themselves imposes on the applicant from other necessary costs incurred related to registration.	
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) in NS, new applicant: 	Regulatory body costs: \$460 Other: \$250
	<ul style="list-style-type: none"> Received qualifications in Canada, new applicant: 	Regulatory body costs: \$460 Other: \$250
	<ul style="list-style-type: none"> Received qualifications (training/work experience for trades) internationally, new applicant 	Regulatory body costs: \$460 Other: \$250 (100 application and 150 registration fee) Third party costs include: <ol style="list-style-type: none"> National Dental Hygiene Certification Board Exam (Written): Exam Eligibility Review is \$800 + applicable tax; cost to write the test is \$675 + applicable tax (first time applicant) National Performance Based Examination (costs vary per province and number of applicants), if applicable NS Jurisprudence or Self-Initiation Course – offered through CDHA: \$50-199 Professional Liability Insurance: \$200 or 215. Other costs may also be incurred, depending on individual applicant e.g., English language proficiency tests.
<ul style="list-style-type: none"> AIT/CFTA transfers, applicants already registered in another Canadian jurisdiction: 	Regulatory body costs: \$460 Other: \$250 (100 application and 150 registration fee) <ol style="list-style-type: none"> NS Jurisprudence or Self-Initiation Course – offered through CDHA: \$50-299 Professional Liability Insurance: 200 or 215. Other costs may also be incurred, depending on individual applicant e.g., English language proficiency tests. 	

10	Number of appeals, internal reviews or challenges related to a registration decision from applicants who received their qualifications as indicated below:	
	• Received qualifications (training/work experience for trades) in NS, new applicant:	0
	• Received qualifications in Canada, new applicant:	0
	• Received qualifications (training/work experience for trades) internationally, new applicant	0
	• AIT/CFTA transfers, applicants already registered in another Canadian jurisdiction:	0
	• Total number of appeals, internal reviews or challenges related to a registration decision:	0
11	Length of time the appeals or internal review process took for applicants who received their qualifications as indicated below:	
	• Received qualifications (training/work experience for trades) in NS, new applicant:	0
	• Received qualifications in Canada, new applicant:	0
	• Received qualifications (training/work experience for trades) internationally, new applicant:	0
	• AIT/CFTA transfers, applicants already registered in another Canadian jurisdiction:	0
12	What does registration and licensing with your organization authorize?	Scope of Practice rights (Certificate of Registration and issuance of a practising licence) and rights to use the restricted titles of Dental Hygienist, Registered Dental Hygienist, DH, and RDH.

Exemplary Practices

As part of its continuous improvement strategy, the FRPA Review Office identifies the commendable practices of regulated professions in Nova Scotia.

An Exemplary Practice is defined as program, activity or strategy that meets one or more of the following criteria:

- improves transparency, objectivity, impartiality and/or fairness of registration practices;
- produces successful outcomes for regulators and/or applicants; and
- is shown to be effective through qualitative and/or quantitative data.

The CDHNS is committed to ensuring that applicants have access to registration practices that are transparent, objective, impartial and procedurally fair. During the FRPA Review Process, the progressive steps that the CDHNS has taken to improve registration practices were brought to light, including:

Name of the Exemplary Practice:		
Exemplary Practice Category:	<input checked="" type="checkbox"/> Collaboration at regional, national level <input type="checkbox"/> Making or communicating registration decisions <input type="checkbox"/> Impartial, objective and consistent assessment <input checked="" type="checkbox"/> Applicant Support and Tracking <input type="checkbox"/> Assessment criteria and methods	<input type="checkbox"/> Training for decision-makers <input type="checkbox"/> Governance <input type="checkbox"/> Access <input type="checkbox"/> Outreach <input type="checkbox"/> Workforce integration <input type="checkbox"/> Exams <input type="checkbox"/> Appeals
Description:	<p>1. Collaboration at the National Level: The CDHNS works closely with dental hygiene regulators across Canada and is part of the Federation of Dental Hygiene Regulators of Canada (FDHRC), a newly formed organization. The FDHRC is a federation of organizations which have a statutory responsibility to regulate the profession of dental hygiene within their respective provinces. The group works together to:</p> <ul style="list-style-type: none"> • provide national leadership on issues concerning the protection of the public interest with respect to the profession of dental hygiene; • provide a forum for networking and information exchange among Canadian dental hygiene regulatory authorities; • develop quality benchmarks for dental hygiene accreditation standards and processes; • ensure that valid, reliable examination mechanisms for assessing dental hygiene competencies are available to Canadian dental hygiene regulatory authorities; • promote and monitor labour mobility and workforce planning for dental hygiene. <p>Currently, the CDHNS Registrar serves as Vice Chair of this organization.</p> <p>2. Collaboration at the Regional Level: Since its inception, CDHNS has been a member of the Multi-stakeholder Work Group for Internationally Educated Dental Professionals. This Working Group includes a variety of dental professionals e.g., dentists, dental hygienists, dental assistants, denturists,</p>	

	<p>and the educational programs. As noted below, other critical partners and stakeholders are also members.</p> <p>3. The Multi-stakeholder Work Group model is unique to Nova Scotia and has been recognized nationally as a best practice to address international qualifications recognition (IQR). It emerged out of the experience of the settlement sector, working with clients in regulated occupations and realizing that partnership was essential. The model recognizes that IQR is a complex problem; the challenges are not owned by regulatory bodies alone; sustainable change needs all key stakeholders at the table. It is a collaborative approach to making systemic change and developing innovative programming.</p> <p>The Internationally Educated Dental Professional (IEDP) Work Groups aims to ensure fair, transparent and equitable pathways to licensure, and develop sustainable programs to help newcomers become qualified and integrated into the provincial workforce in their chosen fields. The initiative also supports the goals of the provincial Fair Registration Practices Act (FRPA) as well as the Pan-Canadian Framework for the Assessment & Recognition of International Credentials. For more information, follow this link: https://novascotia.ca/lae/RplLabourMobility/IQRStakeholder.asp</p> <p>Application Support and Tracking: The application checklists, available on the website and provided when the initial application is submitted, are detailed and comprehensive. A new system, integrated into the database last month, allows applicants to track the progress of their application i.e., applicant document progress status. This includes documents that must be mailed in and documents to be uploaded.</p>
<p>Value to Applicants:</p>	<p>Collaboration at National and Regional Levels</p> <ol style="list-style-type: none"> 1. Regional differences are discussed and potential options and solutions are brought forward. Helps to improve consistency in registration and licensing approaches for applicants. 2. Potential gaps in knowledge and processes are identified; learning opportunities, additional resources (e.g., funding for potential applicants) and potential alternate pathways are also identified and explored through CDHNS’s participation in the IEDP Work Group. 3. Options that would not be available with only one regulator/stakeholder can be made available through pooling of resources, which increases options for applicants. 4. Internationally educated individuals in Nova Scotia who participate in programs here do significantly better on national examinations than those in other provinces. (Benefit of Collaboration at Regional Level) 5. Engaging with the local dental community during this process may increase opportunities for future employment once registration and licensing is completed. (Benefit of Collaboration at Regional Level)

	<p>Application Support and Tracking: Checklists provide detailed info re: document requirements and allow applicants to track the documents as they send them. The new online tracking system will allow the applicant to check in their Member portal at any time to see if CDHNS has received and approved the documents. This process will continue to be refined as we use it. The ability to review document progress through the Member Portal is particularly helpful for applicants in other time zones.</p> <p>To support both tracking elements, CDHNS admin staff provide updates throughout the process regarding outstanding requirements.</p>
<p>Value for Regulator:</p>	<ol style="list-style-type: none"> 1. Awareness of gaps in knowledge that may need to be addressed. 2. Registration and licensing processes can be streamlined. Concerns/questions are identified and can be addressed as needed. 3. Internationally educated immigrants are more likely to be working in their occupation in Nova Scotia than in almost any other province. (Benefit of Collaboration at Regional Level) 4. Opportunity to encourage engagement of local dental hygienists within the internationally educated individuals. (Benefit of Collaboration at Regional Level) 5. Tracking systems, if used by applicants, help to streamline and expedite the process. (Benefit of Applicant Support and Tracking)
<p>Link to further information:</p>	<ol style="list-style-type: none"> 1. https://www.fdhrc.ca/wp/ 2. https://novascotia.ca/lae/RplLabourMobility/IQRStakeholder.asp 3. Immigrant Services Association of Nova Scotia (ISANS): http://www.isans.ca/find-employment/professionals/ 4. Contact CDHNS directly for further contact information, as required.

Fair-access Analysis

Overall, the College of Dental Hygienists of Nova Scotia’s registration practices comply with *the Fair Registration Practices Code* as outlined in Sections 6 to 12 of the *Act (FRPA)*.

Per Section 16 of the Act, the registration practices of a regulating body must be reviewed and a public report produced. The FRPA Office works with regulatory bodies to assess their registration practices against the Fair-access Guidelines listed below and develop an Action Plan to help each organization comply with the Act and improve their registration practices.

The CDHNS’s responses to the FRPA Review Survey are detailed below, along with the Review Findings determined by the Review Officer in accordance with the Act.

FRPA Review Questionnaire and Assessment

	Question	Respondent Answer	Compliance Guideline	Review Finding	FRPA Reference
1a	How (what methods) do you use to provide information to potential applicants on your registration practices? (i.e. internet, individual counselling, hard copies)?	<p><i>Internet</i> <i>Email</i> <i>Hard Copy</i> <i>Telephone</i></p> <p><i>Potential applicants can access an online application form by following this link:</i></p> <p><i>Information on our website provides further details on the process as well. Applicants are provided with a checklist that outlines the steps in the process. This application checklist is now available online. CDHNS also responds to registration questions by email or telephone. While we have not had a request for a hard copy of the application form since we converted to an online application process, the online application can be converted to a PDF document and sent to applicants upon request.</i></p>	<p>Level 1 Paper forms and information made available to applicants via regular post, Telephone</p> <p>Level 2 E-mail forms and information, telephone. Forms and information can be downloaded from website to be emailed / faxed / mailed in after completion</p> <p>Level 3 Automated on-line form on website and information is easily accessible on a website Process in place for applicants to</p>	Level 3	16(3)(g)

			track application status		
1b	Can applicant begin the process outside of Canada?	<p>Yes</p> <p><i>Applicants may complete the College registration process from any location.</i></p> <p>Canadian citizenship/Legal entitlement to work in Canada does not need to be met until the end of the registration process.</p> <p>NDHCB exam must be written in Canada (https://www.ndhcb.ca/writing-centres).</p> <p>While it is most beneficial to the applicant to complete the structured interview with the Registrar in person, it can be done virtually via telephone or Skype/Zoom.</p>	<p>Level 1 No</p> <p>Level 2 Yes</p>	Level 2	
2	Please provide a link to your website.	<i>cdhns.ca</i>	<p>Level 1 No website</p> <p>Level 2 Website is not up to date</p>	Level 2	16(3)(g)
2a	I believe that information on our website is: clear and understandable, written in plain language?	<p><input type="radio"/> 1 (Strongly Agree)</p> <p><input checked="" type="radio"/> 2</p> <p><input type="radio"/> 3</p> <p><input type="radio"/> 4</p> <p><input type="radio"/> 5 (Strongly Disagree)</p>	<p>Website is not in plain language</p> <p>Website does not have links for international applicants</p>		
2b	On what basis do you make changes to your website?	<p><i>Feedback from Applicants</i></p> <p><i>Policy Change</i></p> <p><i>News Postings</i></p> <p><i>Other</i></p>	<p>Website does not contain all forms and/or guidelines</p>		
2c	When was the section of the website pertaining to registration last updated?	<p><i>On-going</i></p> <p><i>There are a variety of areas on the website that are relevant to new/potential applicants. This includes a tab for Registration and two options on the drop-down menu that relate to applicants - Registration information and Registration Forms and Payments. Based on feedback from applicants, or an internal review to confirm accuracy and clarity, we continuously work to make it more user friendly. This was done as recently as this week.</i></p>	<p>Level 3 Website content is reviewed for accuracy and updated annually</p> <p>Website is in plain language</p> <p>Website is easy to navigate (e.g. international applicants)</p>		

			Website contains all forms and/or guidelines Information on pathway to licensure		
3a	Are your requirements (e.g. education, work experience, examination and fees) for registration specified by legislation, regulation and/or policy?	<i>Legislation Regulation Policy</i>	Level 1 Policy describing the registration process does not exist or is not documented Documents only available upon specific request Level 2 Policy exists to describe certain aspect of registration process Available to the applicant	Level 3	7(a), 7(c), 7(f), 16(3)(a), 16(3)(d)
3b	Specify the appropriate section(s)	<i>There are some requirements that are outlined in our legislation but are further determined by policy (and/or specific decisions made by Council, as authorized in the Act and Regs) e.g., English language, CPR requirements, liability insurance.</i>	Available to the applicant		
3c	Is this information made available to applicants	<i>Yes There are links to the legislation on the website; further info is included in several sections of the website detailing these requirements; the English language proficiency policy is posted. A checklist is provided to each applicant during their application submission, which details the info. The checklists are now also posted on the website. A new section of the website for CPR requirements was added. Further clarification is also highlighted as the applicant proceeds through the application (real time info).</i>	Level 3 Policy exist to describe all aspects of the registration practices Available to the applicant		
4	Are you waiting for legislation to be passed?	<i>No</i>	N/A	N/A	
5a	Is the criteria for meeting the requirements of registration documented?	<i>Yes</i>	Level 1 Criteria is made available to applicants verbally but no	Level 2	7(d), 16(3)(b)

5b	Do you provide applicants with the description of the criteria used to assess whether the requirements have been met (i.e. the number of years of schooling needed to be considered equivalent to a degree)?	<p>Yes</p> <p><i>The educational requirements are laid out on our website - there is no requirement re: number of years of schooling, but the program must be a dental hygiene program - accredited or non-accredited (as outlined in our legislation). That information is found on our website here: http://www.cdhns.ca/index.php/registration/registration-information</i></p> <p><i>The clinical examination is undergoing revisions. Nationally, the dental hygiene regulators, Federation of Dental Hygiene Regulators of Canada (FDHRC), are working to deliver a single national performance-based exam that is offered throughout the country. The initial exam using this new format was successfully delivered in December 2017 and again in November 2018. However, decisions regarding protocols and processes are still being determined. Once more information is available, this will be posted on the website.</i></p>	<p>supplemental documentation</p> <p>Level 2 Criteria is documented and made available to applicants</p> <p>Limited information about the standard you will be assessed against</p> <p>Level 3 Criteria is documented and made available to applicants</p> <p>Criteria clearly outlines all assessment methods to be used and what competencies are being assessed by each method</p> <p>Applicants know the required standards that they will be assessed to</p>		
6	If you require translation of specific documents how is the applicant informed?	<p><i>Email</i></p> <p><i>Telephone</i></p> <p><i>There is the ability to have someone local to assist with translation of French to English, if needed. Applicants who apply to write the NDHCB may already have had specific documents translated that are applicable to our process. Per the CDHNS website, with the permission of the applicant, these translated documents can be used for our registration process as well.</i></p> <p><i>Since CDHNS's inception in 2009, there has never been a requirement for translation of any</i></p>	<p>Level 1 No indication of translation requirements</p> <p>Available to applicants upon request</p> <p>Level 2 Translation requirements indicated but not specific</p>	Level 3	7(a)

		<p><i>documents. Because this is such a small number of applicants, we would respond on a case-by-case basis - and communicate with the individual by telephone or email.</i></p> <p><i>We will be posting a fee schedule on the website within the next few months that includes reference to translating documents and acceptable alternatives, e.g., NDHCB. Since this fee schedule will be similar to the fee schedule inserted into this FRPA document on pages 9-11, we will await feedback from FRPA on any requested revisions before posting it.</i></p>	<p>Available to applicants</p> <p>Level 3 Translation requirements documented with specific instruction</p> <p>Available to applicants</p>		
7	Do you have a streamlined registration process for those applicants already registered in another Canadian jurisdiction (as per Chapter 7 Canadian Free Trade Agreement)?	<p>Yes</p> <p><i>The application form for all applicants is the same, regardless of the type of applicant e.g., Canadian trained (accredited and non-accredited), internationally educated, and applicants who qualify under the CFTA. However, how they meet the requirements is different. When we receive evidence from another Canadian jurisdiction (completed verification of registration form), that form asks the other jurisdiction if specific documents are already on file. For the registration process in Nova Scotia, the documents are requested from the originating jurisdiction, helping to streamline the process for the applicant. The applicant's jurisdiction of origin must determine if it will provide the required documents. Per the CFTA, applicants from other Canadian jurisdictions are not required to provide evidence of completion of certain requirements if they are actively practising members in that jurisdiction e.g., QE applicants are not required to successfully complete the NDHCB exam.</i></p> <p><i>We are currently working on developing pathways to licensure for applicants that highlight any different processes for individuals e.g., internationally educated applicants (graduates of non-accredited programs) and CFTA individuals.</i></p>	<p>Level 1 Yes – process not documented</p> <p>Level 2 Yes – process documented</p> <p>Level 3 Yes – process documented and made public on website</p> <p>Any additional requirements approved by government are explained on website</p>	Level 2	3
8	Does your organization	Yes	Level 1	Level 2	16(3)(h)

	make accommodation for applicants with physical or mental disability?	<p><i>With regards to the NDHCB exam, (one of the few elements of the application process that would require accommodations), accommodations are made for applicants who meet their requirements to write the exam. This information is clearly posted on their website. On the CDHNS website, the information is included in the paragraphs that describe the NDHCB requirement. (http://www.cdhns.ca/index.php/registration/registration-information)</i></p> <p><i>Although most of the process is done online or via email/telephone and there is no specific requirement to come into the CDHNS office, the office is accessible to applicants who have physical disabilities. This includes the main entrance to the building and the washrooms on-site.</i></p>	<p>Yes – process not documented</p> <p>Level 2 Yes – process documented</p> <p>Level 3 Yes – process documented and available to applicant</p>		
9a	Is any of your assessment process conducted by a third party (i.e. national bodies, credential assessment agencies, etc.)?	Yes	<p>Level 1 Regulatory body assumes that the certifying organization meets FRPA standards</p> <p>Level 2 Regulatory body has received documentation indicating that the certifying organization meets FRPA standards</p> <p>Level 3 Regulatory body has influence with the certifying organization (e.g. membership) or has an agreement with the certifying organization</p>	Level 1	16(3)(i)
9b	If so, please specify the name of the organization and describe their role.	<p><i>NDHCB - National written examination.</i></p> <p><i>CDHA - Jurisprudence exam and Self-initiation exam (online) - CDHA does not do credential assessment, verification of documents, or PLAR. They provide access to the two modules developed in collaboration with CDHNS.</i></p>			
9c	Please indicate the types of activities that they assist with.	<p><i>Data collection</i></p> <p><i>Data storage</i></p> <p><i>Credential assessment</i></p> <p><i>Verification of documents</i></p> <p><i>Examinations</i></p> <p><i>Recognition of prior learning</i></p>			
9d	Can you describe how they adhere to the General Duties of the Regulatory Body as outlined in the	<p><i>Service level agreement</i></p> <p><i>Participation on board</i></p>			

	Act, including transparency, objectivity, impartiality and procedural fairness?				
9e	Are you informed of all decisions made by third parties on applicants?	<p>Yes</p> <p><i>The CDHNS is a representative on the Board of Governors for the NDHCB and has engaged in appropriate agreements, as advised by legal counsel, with the NDHCB for provision of this national written exam. These processes are consistent with the recommendations made following the review in QE. Appropriate policies and protocols are in place to ensure that all of the criteria are followed e.g., security, accommodations, appropriate testing, etc.</i></p> <p><i>The exams delivered through CDHA are written and approved by CDHNS. In May 2018, an update to both examinations was undertaken by CDHNS. New questions and a revised blueprint were developed.</i></p>			
9f	Does the third party have an internal review process for unsuccessful applicants?	<p>Yes</p> <p><i>Information about the NDHCB appeal process can be accessed through this link.</i></p>			
10a	What types of supports do you provide to applicants during the registration process?	<p><i>Internet: Information is available on our website including links to the application forms, registration information and contact info to relevant external agencies, and for CDHNS.</i></p> <p><i>Telephone: We provide support to our applicants prior to, and throughout the process, by clarifying the registration requirements, required supporting documentation, and an update on their application status.</i></p> <p><i>Print Material: As requested, print materials can be provided to applicants.</i></p> <p><i>Other: Email and in-person: Upon receipt of the initial application and throughout the process, we</i></p>	<p>Level 1 None</p> <p>Level 2 Multiple types of supports exist but not well documented</p> <p>Level 3 Multiple types of support exist, well defined and accessible</p>	Level 3	7(e), 16(3)(k)

		<i>provide applicants updates re: missing supporting documentation and other elements (e.g., payment) that would be required to make their application complete. This is typically done through email, but if individuals come into the office to provide documents, we will take that time to review their file and inform them if there are any further elements outstanding before their application will be considered complete.</i>			
10b	Have you had applicants who need support mechanisms that you can't provide or are not available?	No			
11	Where practical, do you provide unsuccessful applicants with information on programs and services they can participate in to facilitate successful registration in the future?	<p>Yes</p> <p><i>Third party feedback (1): Potential applicants who do not successfully complete the NDHCB exam, required for registration, are provided with detailed feedback directly from NDHCB regarding their areas for improvement. As necessary, the NDHCB will provide them with options for programs and services they can participate in to facilitate successful completion of this exam.</i></p> <p><i>Third party feedback (2): Individuals completing the Jurisprudence or Self-initiation exam who are not successful, are provided with detailed feedback directly from CDHA immediately following their test question submissions.</i></p> <p><i>CDHNS: Applicants who do not meet the practice hours requirements for registration are provided with information on Council-approved refresher courses they can complete to provide evidence that they have entry-level clinical competence.</i></p>	<p>Level 1 Only upon request Not documented</p> <p>Level 2 Yes – not documented</p> <p>Level 3 Yes – documented and available to applicant</p> <p>Applicants are told what their competencies gaps are that need to be addressed</p>	Level 2	8(d)
12	Do you have a reasonable timeframe to respond to inquiries from applicants?	<p>Very reasonable</p> <p><i>Email/Voicemails: If possible, applicants are responded to within the same day. On the website, all individuals, including applicants are advised they will be responded to within 1-3 business days. (As noted on the website, occasionally, delays may occur if on business</i></p>	<p>Level 1 No policy</p> <p>Level 2 Policy in Place</p> <p>Level 3 Policy in place and accessible</p>	Level 3	7(b), 8(a), 8(b), 8(c)

		<i>travel, since there are only 2 staff members in the office.)</i>			
13a	Do you provide written decisions, responses and reasons for acceptance or rejection of an application?	Yes	Level 1 Upon request, limited documentation and no standard timeline	Level 2	8(b), 8(c), 10
13b	Do you have a formal policy for this process?	Yes	Level 2 Some documentation		
	Do you have a standard timeline	Yes	Level 3 Well-documented process with clearly established timelines		
13c	Do you provide applicants who are not granted registration with information regarding an internal review process (including the opportunity to make submissions respecting such reviews?)	Yes	Level 1 Yes – upon request, limited documentation Level 2 Yes – limited documentation Level 3 Yes – well documented process	Level 2	
13d	Based on the previous questions, describe ways your organization could improve the timeliness of your decisions and/or how you could communicate the results.	<i>We are revising our current policies and developing new ones to address areas that were noted as gaps by the FRPA Review Office and through our own internal review.</i> <i>However, the timeliness of decisions and communication of results is quite good already. It is recognized that applicants are eager to be placed on the register and we do our best to communicate expected timelines to the applicants throughout the process. The timeline posted on our website and communicated to</i>			

		<p>applicants throughout the process (e.g., on the application form itself) is two weeks from the date of receipt of a completed application e.g., http://www.cdhns.ca/index.php/contact.</p> <p>In most cases, our timeline for response is less than two weeks, even during a high volume of applications like June/July just after graduation of most DH programs. Applicants are informed promptly, upon review of a completed application, of the decision. If an application is deemed to be complete, the individual is contacted and the final step (interview) is scheduled. (See info on registration info on website for further info on this interview.) If referral to the Credentials Committee is perceived to be necessary by the Registrar, prior to decision, the applicant is informed and the timeline is reviewed in that communication. To my knowledge, no applications have been outright rejected. If there are concerns about elements that would result in a potential rejection e.g., doesn't meet the educational or practice hours requirements, this is identified to the individual prior to submission of an application. Options to address these concerns, if possible, are outlined at that time. As needed, applications for registration are referred to the Credentials Committee for their decision. The processes and appeals for the Credentials Committee are clearly outlined in the legislation and Credentials Committee policies and followed closely by the Committee. (Policies are attached in a later question.)</p>			
14a	Do you provide information on what documentation of qualifications must accompany an application?	<p>Yes</p> <p>In addition to the detailed info provided as an applicant progresses through the online registration/licensing form, a checklist is provided to applicants that outlines the required documents. These are also found on our website.</p>	<p>Level 1 Documents indicated and communicated verbally</p> <p>Level 2 List of required documents indicated on website</p>	Level 2	9(a), 16(3)(a), 16(3)(b), 16(3)(e)
14b	Do you include a process for verification of documentation authenticity?	<p>Yes</p> <p>In terms of original education verification of authenticity from applicants outside of Canada, this is usually completed by the NDHCB prior to acceptance of their application to complete the</p>			

		<p>written exam. If necessary, with the applicant's permission, we request copies of these documents.</p> <p>To minimize issues with authenticity, applicants are required to send educational documents directly from the educational institution. Alternatively, they may provide a notarized copy of their DH diploma. The only other document which requires this level of authenticity verification for the initial application is the NDHCB exam certificate.</p> <p>With regards to verification of registration from other jurisdictions, these must also come directly from the originating jurisdiction.</p>	<p>Process to verify document authenticity</p> <p>Level 3 N/A</p>		
15	Do you provide information on the steps in the registration process including supporting documentation required at the various steps?	<p>Yes</p> <p><i>This info is provided on our website and found in the checklist provided to applicants. The link to the checklist is now posted on the website, in addition to being provided to the applicants when they submit their application. Further, a customized email is sent to each applicant, following review of their initial application, outlining next steps required, including missing documents, etc.</i></p> <p><i>Since the July 2018 meeting, an online tracking system has also been integrated into the applicant portal which allows them to see which items have been received and accepted by the CDHNS staff. This new process has just been started.</i></p> <p><i>Additionally, the Federation of Dental Hygiene Regulators of Canada, outlines the general processes for registration in Canadian jurisdictions, including Nova Scotia. https://www.fdhrc.ca/wp/</i></p>	<p>Level 1 General information</p> <p>Not broken into steps</p> <p>Level 2 Step by step process indicate where applicant needs to supply information</p> <p>Level 3 Step by step process indicate where applicant needs to supply information</p> <p>Pathway to licensure</p>	Level 2	7(c), 16(3)(a), 16(3)(b)
16	Do you accept alternative information if required documents cannot be	<p>Yes</p> <p><i>All efforts are made to work closely with the individuals to assist them in obtaining the required documentation e.g., contacting the Program Director of a DH program to determine</i></p>	<p>Level 1 Yes – on a case by case basis</p> <p>Level 2 Yes – examples documented</p>	Level 2	9(b), 16(3)(c)

	<p>obtained for reasons beyond the applicant's control (i.e. a sworn statement in lieu of full documentation)?</p>	<p><i>the reason for a roadblock in provision of required documentation.</i></p> <p><i>As necessary, alternative documentation is accepted. For example, in Ontario, several DH programs have closed, therefore, applicants cannot access their program documentation or transcripts directly from the original program. A new repository has been developed by ON's Ministry of Training, Colleges and Universities and they are able to provide the documentation for the closed programs.</i></p> <p><i>We have not had an applicant who has graduated from a DH program outside of North America for a variety of reasons e.g., small number of programs beyond those borders; therefore, we do not experience this issue at the same level as many other regulators. Because this is a rare instance, there is not currently one specific policy on this, it is handled on a case-by-case basis. As necessary, the cases are brought to the Credentials Committee for decision.</i></p> <p><i>As noted in the Act, 18 "(1) Where (a) a person is temporarily unable to provide written confirmation of a requirement for registration or licensing but such confirmation will be available within a reasonable period of time in the opinion of the Registrar, and the Registrar is able to verify the information through some other acceptable means;"a Provisional licence can be issued. This is another acceptable option that can be used, if needed.</i></p>	<p>Process not clearly laid out or documented</p> <p>Level 3 Yes – process clearly documented</p>		
17	<p>What difficulties or obstacles are faced by applicants who received their qualifications in a country other than Canada?</p>	<p><i>Obtaining original documents</i> <i>Verification of credentials</i> <i>Identifying and participating in gap training programs</i> <i>Access to qualifying exam</i> <i>Language proficiency or professional technical language</i></p> <p><i>As noted in the previous response, we have not had an international applicant from outside of North America. However, since we participate in the IEDP Committee and with the Federation of</i></p>	N/A	N/A	6, 9(b), 16(3)(c)

		<i>Dental Hygiene Regulators of Canada, we are aware of the issues that other dental professionals experience when applying to practice in NS. With the exception of Ontario, the majority of Canadian provinces have very few, if any, DH applicants outside of North America. This includes Quebec - in recent conversations with the equivalent of their Registrar, I was informed that they do not receive any applications for DH registration because of the France/Quebec agreement, since there is no DH program in France.</i>			
18a	Do you have a process for which requests for access documentation related to registrations are considered?	Yes	Level 1 Not documented Level 2 Documented Level 3 Documented and made available to applicants	Level 2	12, 16(3)(j)
18b	Is this made available to applicants?	<i>Yes This is currently made available to applicants if there is a decision that they may need to appeal. CDHNS is developing new documents and policies using the templates provided by the FRPA Review Office to fully address all areas around documentation requests. Once completed, CDHNS will bring these to Council for approval. They will then be posted on the website.</i>			
18c	What information may you exclude?	<i>No documentation that is maintained by the CDHNS is excluded. However, if a third party is requesting the information e.g., another Canadian jurisdiction, the applicant/individual must complete the appropriate form providing authorization for the CDHNS to release the information to that party.</i>			
18d	Do you charge a fee?	<i>Not currently. Other regulatory bodies do charge an administration fee. If the volume of requests increases, CDHNS will consider a small cost-recovery fee to meet these requests.</i>			
19	Does your Act include an authority to conduct an internal review of	Yes <i>Sections 16 and 17 of the Act provide authority to conduct an internal review of the registration (Sect 16) /licensing (Section 17) decision.</i>	Level 1 N/A Level 2 N/A	Level 3	7(a)

	the registration decision?		Level 3 Yes		
20	Do you have a regulation or by-law that defines the internal review process?	Yes <i>As noted in the last question, it is in legislation (Act), not the regulations or bylaws. There is a documented process for appeals.</i>	Level 1 N/A Level 2 N/A Level 3 Yes	Level 3	7(a), 10
21	When are unsuccessful candidates informed of their right to internal review of the registration decision?	<i>Included with a registration decision Upon Request Other</i> <i>As noted previously, it is in the Act, which they are referred to at the initiation of the process. If an applicant is unsuccessful during the registration process, they are advised of the relevant legislation regarding their right to an internal review.</i> <i>Additionally, they are tested on the Act and Regulations, in the Jurisprudence Exam and Self-Initiation Exam. This includes potential questions about the registration and licensing processes such as Credentials Committee's roles and internal reviews.</i>	Level 1 No specific timeline Level 2 Specific timeline Not documented Level 3 Specific timeline Documented and communicated	Level 2	7(a), 10(1)
22a	Do you have an internal review process and procedures document (policy document)?	Yes	Level 1 Yes Not documented Level 2 Yes	Level 2	7(a), 10(1)
22b	Does this include time frames for the internal review?	Yes <i>There are different processes for request for an internal review and requests for appeals of registration and licensing decisions.</i> <i>For appeals, within one month of the request, Chair of the Appeal Panel, in collaboration with the Registrar, choose the time, date and location for the Appeal. Following the decision, the Registrar is to notify the individual of the decision of the Panel within 10 business days. The formal policies are included in the response to question 23.</i>	Documented Level 3 Yes Documented and available to applicant		

23a	With regards to the internal review process you make available to applicants that are not granted registration: summarize the process of the internal review.	<i>Within 30 days of receiving a written request, the review/appeal must be scheduled. The applicant is sent notice of the Appeal (date, time, and location), along with the mandate and composition of the panel. In the letter, they are provided with options to provide written or verbal submissions; options to be accompanied by legal counsel, if they wish (for support, not to speak on that individual's behalf). (The individual does not need to be present for the review or appeal to proceed.) If they are appealing a registration decision, they are notified there is no further appeal. If they are appealing a licensing decision they are notified that they can further appear to Council - and timelines for that option, the individual is notified of the decision within 10 business days of the rendering of the decision.</i>	Level 1 Not documented Level 2 Documented Level 3 Documented and made available to applicant	Level 3	7(a), 10, 16(3)(m)
23b	Describe the opportunities made available to an applicant to make submissions respecting such review.	<i>As noted in the Act, the initial request for review or appealing the decision must be submitted in writing (and signed). Also, per the Act (and as outlined in the Policies/letters to the individual), depending on the process (Registration or Licensing), an applicant may make submissions (oral or written) to the Credentials Committee or to the CDHNS Council (depending on the Appeal). They may also make these submissions with or without legal counsel.</i>			
23c	Specify the format for the internal review submission	<i>Oral Written</i>			
23d	What is the timeline for submitted supporting evidence?	<i>Weeks Any submissions from the appellant must be provided prior to the scheduled appeal/review. The Registrar must provide a disclosure package to the individual (and the Panel) 2 weeks before the scheduled date.</i>			
23e	Do you believe this is enough time to receive supporting evidence from outside Canada?	<i>Yes While we have not had experience with applicants outside of North America, nor any actual appeals/requests for review from applicants, the policies were developed in consultation with legal counsel who are very experienced with regulatory legislation and</i>			

		<i>standards/best practices for these types of appeals and reviews. If it was found that this timeline was not sufficient, the policy can be revised.</i>			
24a	Are the results of the internal review made available to applicants in writing with reasons?	Yes	Level 1 Yes Level 2 Yes Specific timeline Level 3	Level 3	
24b	In what timeframe are the results of the internal review made available to applicants?	<i>Less than 1 month</i>	Yes Specific timeline and communicated		7(a), 10(3)
24c	Are these timelines communicated?	Yes <i>As noted in the policies uploaded in question 23, the applicant is notified of the decision within 10 business days.</i>			
25	Have individuals who make internal review decisions received appropriate training?	Yes <i>The Credentials Committee, who would be involved in certain components of a Review/Appeal, are trained upon their appointment to the Committee. They are provided with access to all necessary policies for their future use as well. If a review is required, additional support and orientation would be completed by legal counsel, as necessary.</i> <i>If the review/appeal goes to Council, Council members are also oriented to this process in their initial orientation. Further, upon an actual request for review, legal counsel would complete any other necessary training.</i>	N/A	N/A	7(a), 11, 16(3)(p)
26	Do you have a prohibition that states that 'no one who acted as a decision-maker in respect of a registration decision acted as	Yes <i>In accordance with the Act - e.g., Section 17 "(8) No member of the Council who considered the application pursuant to subsection (5) shall participate in the Council's consideration of the application."</i>	Level 1 N/A Level 2 N/A Level 3 Yes	Level 3	7(a), 10(5), 16(3)(n)

	a decision-maker in an internal review?	<i>There are also further elements outlined in the policies provided with question 23.</i>			
27	Do you have any international agreements (i.e. reciprocal recognition) endorsed by your regulatory body or national organization?	<p>Yes</p> <p><i>Re: Accreditation of Dental Hygiene educational programs - As noted on our website, the basic qualification 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 (CDAC) or the American Dental Association Commission on Dental Accreditation (CODA). This is the only reciprocal agreement and it is recognized nationally by all DH jurisdictions within Canada - through CDAC.</i></p>	N/A	N/A	7
28	Has your organization experienced any unintended consequences— defined as an unintended negative impact on labour market, economic, social or other condition— arising as a result of the implementation of Chapter 7 of the Agreement on Internal Trade / Canadian Free Trade Agreement?	<p>No</p> <p><i>Although there are general concerns with regards to being able to uphold/apply the provincial regulatory requirements that are considered a minimum to ensure entry-level safe and effective provision of dental hygiene care to Nova Scotians. So far, with the legitimate objectives that are in place, we appear to be able to continue to uphold these registration and licensing requirements for the safety of Nova Scotians.</i></p> <p><i>However, as expressed during CDHNS’s meeting with the FRPA Review Office in July 2018, there are several programs in Quebec which are now choosing to opt out of the national accreditation process. The majority of Quebec dental hygiene program graduates already choose not to write the written national exam. As the CFTA stands right now, if an applicant was registered in Quebec (even if they never practiced a day in that province) and they graduated from a non-accredited program in Quebec and never completed the written or a clinical competency assessment, we would have to register them without requiring any examinations to determine competence. At this point, the CDHNS is unsure of the actual impact this may have, but potentially, this may put Nova Scotians at risk of having unskilled, incompetent dental hygienists</i></p>	N/A	N/A	3

		<i>providing care. The only avenue after placement on the register/licencing is through the complaint mechanisms.</i>			
29	Does your legislation and/or regulations include labour mobility provisions (i.e. the ability to accept applicants already certified in another Canadian jurisdiction regardless of the requirements in the previous jurisdiction?)	<p>Yes</p> <p><i>There are 3 sections for the Regulations that refer specifically to labour mobility provisions:</i></p> <p><i>Section 4: Registration of dental hygienists - Mutual Recognition Agreement transfers 4 "A person who is licensed to practise as a dental hygienist under a non-restricted license issued before July 1, 2001, in a jurisdiction that is a signatory to the Mutual Recognition Agreement is eligible to be registered in the Register upon compliance with clause 3(c) and Section 5."</i></p> <p><i>5 (2) "The Registrar may waive any of the criteria for registration required by these regulations for either of the following reasons:</i></p> <p><i>(a) it is required by the Agreement on Internal Trade or by law;</i></p> <p><i>(b) it is consistent with the objects and purpose of the College and the Registrar considers it necessary."</i></p> <p><i>Qualifications for Practising Licence:</i></p> <p><i>Section 8 (2) "With the exception of clause (1)(h), the Registrar may waive any of the criteria for a practising licence required by these regulations for either of the following reasons:</i></p> <p><i>(a) it is required by the Agreement on Internal Trade or by law;</i></p> <p><i>(b) it is consistent with the objects and purpose of the College and the Registrar considers it necessary."</i></p>	N/A	N/A	Chapter 7, CFTA
30	Do you review the requirements of the other provincial regulatory bodies regularly?	<p>Yes</p> <p><i>Not only do I regularly consult with other regulators individually on an as-needed basis, I am part of the formalized Network here in NS and participate in their scheduled meetings.</i></p> <p><i>With regards to dental hygiene regulators, I consult with other DH regulators (individually) on an as-needed basis and am also part of the formalized Federation of Dental Hygiene</i></p>	N/A	N/A	3, Chapter 7, CFTA

		<p><i>Regulators of Canada - we have meetings at least twice per year to discuss a variety of things, including registration and licensing requirements in our respective jurisdictions. Recently, a website has been developed that provides additional information about the practice of dental hygiene in Canada -with links to each provincial jurisdiction. https://www.fdhrc.ca/wp/</i></p> <p><i>At the IEDP Work Group meetings, I also have another opportunity to connect with the oral health professional regulatory bodies to discuss requirements, gaps in education, and other issues and solutions that are being offered for international applicants of all oral health professions.</i></p>			
31a	<p>Has your organization made any changes to the occupational standards in your legislation, regulations and/or by-laws (i.e. entry to practice standards, continuing education requirements, codes of ethics) within the last two years?</p>	<p>No</p>	N/A		
31b	<p>If yes, did you work with the Labour Mobility Coordinator or a Provincial Government representative to complete an AIT/CFTA notification (i.e. notification form sent prior to</p>	<p><i>Not applicable, since we did not make any changes to legislation or bylaws that would affect registration or labour mobility. If a legislative change is sought, the processes outlined by the Nova Scotia government for legislative changes will be followed, including appropriate consultation/collaboration with all stakeholders, including the labour mobility coordinator and the FRPA Review Office.</i></p>			

approval that informs other Canadian jurisdictions of the proposed change)?				
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FRPA Action Plan

In accordance with the *Fair Registration Practices Code*, the FRPA Action Plan outlines the measures that the CDHNS has agreed complete towards before the commencement of its next FRPA Review.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
1	Create a mechanism for soliciting user feedback on the CDHNS website.	1, 2	6	End of September, a feedback form will be put on the Contact Us page of the website to solicit user feedback. A more fulsome feedback mechanism will be integrated into our plan to revamp our website e.g., public and member focus groups (To be initiated within the next 2 years).
2	Explore documentation requirements between CDHNS and the NDHCB to identify possible redundancies.	3, 6	6, 9(a)	Initial contact has been made. We will be working together to make those changes. I will inform FRPA once an action plan and timeline are in place. This does not just involve CDHNS and will require multi-stakeholder feedback. Confirmed with NDHCB that there would be no issue to obtain any documents that were previously translated, we can easily obtain them. The authorization to allow NDHCB to provide these documents to CDHNS or other regulatory authorities is already in the documents signed by the candidate.
3	Provide detailed information on the CDHNS website about the jurisprudence exam, clinical competency evaluation and interview process.	3, 5	7	Interview process info was updated on July 14, 2018. Clinical examination will be updated as soon as possible. Jurisprudence: Initial update was done in August 2018. Targeted to be done within 3-6 months.
4	Provide more information on the CDHNS website about what requirements applicants transferring	7	3	Targeted to be completed in conjunction with the licensure

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
	from another Canadian jurisdiction must meet, including applicants who are subject to a labour mobility exception.			pathways component. In progress. Preliminary information has been updated on the website. Next step will be to update the three “streams”, including CFTA applicants, once FRPA provides feedback on those sections of this document to indicate if they feel it is a good starting point.
5	Develop and post a fee schedule for all applicants on the CDHNS website which includes fees for examinations and fees levied by the NDHCB for international academic/qualification assessments.	3a	7, 16	In progress. Should be done by the end of this fiscal year. If FRPA indicates they think that the fee schedule provided on pages 9-11 is appropriate, that will be the template used for the website.
6	Develop a policy on documentation translation requirements and post it on the CDHNS website or link to the existing NDHCB policy on the CDHNS website.	6	7	Info has been posted on CDHNS website. We have not been required to translate any documents to date. I confirmed with NDCHB that if the need is there, we have authority (through the documents signed by the applicant) to obtain copies of the translated documents provided to NDHCB.
7	Develop a policy on accommodating applicants with disabilities, particularly regarding the interview and jurisprudence exam, and make the policy publicly accessible.	8	16(3)(h)	(1) Requesting further information from FRPA re: expectations for CDHNS interview accommodations. (2) Working with CDHA re: jurisprudence exam and accessibility. (They have new transition in staff and next communication will not be until Oct.) I will advise you of a timeline for this piece once I connect with CDHA. Once completed, the policy(ies) will be publicly accessible.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
8	Increase the transparency of the registration process by developing numbered step-by-step requirements and a visual pathway.	15	7	In progress. Will be connecting with the Network and the Multi-stakeholder work group to see about IQR funding for a robust, clear, logical, and accurate DH visual pathway. The current requirements on the website will be replaced with a revised numbered step-by-step process once we receive feedback from FRPA on the acceptability of the revised steps outlined in the Context of the Profession section of this document.
9	Develop a policy on accepting alternative information to required documentation, and request that NDHCB develop a similar policy.	16	9(b), 16(3)(i)	In progress. Anticipated CDHNS Completion: Feb 2019 NDHCB: Sample template has been provided to NDHCB. Will update timeline once I get a response from NDHCB.
10	Develop an access to information policy and make it available to all applicants on the CDHNS website.	18	12	Policy is being developed. Will take to Council for approval and then post on website. Anticipated completion: Feb 2019
11	Enhance the internal review policy by including: <ul style="list-style-type: none"> • a timeframe for appellants to provide written submissions or additional documentation, • language ensuring that both the applicant and the appeal panel receive all documentation relating to the applicant's application, and • making the policy available to all applicants on the CDHNS website. 	23	10(1-2)	Policy is being revised in conjunction with legal. Will take to Council for approval and then post on website. Anticipated completion: Feb to May 2019. Once completed, this will be posted on the CDHNS website.
12	Develop a training plan for decision-makers, which may include training in administrative law and cultural competency.	25	11	As noted in the initial report and during discussions in July, decision makers are already training in administrative law – at beginning of their term and again prior to any decisions being made.

#	Action	Questionnaire Reference	FRPA Reference	Plan for Completion
				<p>This is a consistent part of the orientation process for Council, the Credentials Committee, and the Discipline Committees. Cultural competency is certainly a component. An evaluation of the current cultural competency orientation training will be completed, and gaps/required improvements will be addressed. We will work with legal counsel, and other experts, to make these changes.</p> <p>The majority of the <u>current</u> Council/Committee members participated in cultural competence workshops after CDHNS staff completed additional training.</p> <p>Timeline : This will be completed within the next 12-18 months, or sooner if an orientation is required. Currently, there are no new Committee members and upcoming appeals/reviews, etc., that would require these decision makers to have an update on their initial training.</p>
13	<p>Develop a template rejection letter which includes the following:</p> <ul style="list-style-type: none"> • Reasons for the decision • Information on programs and services that the applicant can participate in to facilitate successful registration in the future • Information regarding the internal review process, including the opportunity for the applicant to make submissions respecting the review 	11, 13	8(b), 8(c), 8(d), 10	February 2019. The request was sent to legal counsel in January 2019 for development of a template rejection letter.

Disclaimer

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

Stacy Bryan
Registrar

Jan 30/2019
Date

Appendix

- ✓ Application Form
- ✓ Registration and Licensing Application Checklist
- ✓ Letter to applicants re: Licensing appeal
- ✓ Letter to applicants re: Registration appeal
- ✓ Review Process for Credentials Committee
- ✓ FRPA website checklist
- ✓ Third Party Questionnaire – CDHA
- ✓ Third Party Questionnaire - NDHCB



APPLICATION FOR REGISTRATION PERSONAL INFO

Personal Information

CDHA Membership #

Gender

- Male
 Female
 Other

(DD/MM/YYYY)

Birth Date

Please enter personal information in Proper case: Example: John Smith and not JOHN SMITH

Salutation

First Name *

Preferred First Name

Middle Name

Last Name *

Former Name(s)

Is this your legal name

- Yes No

If not, enter your Legal Name

Name to appear on Register

(Enter your name, as it appears on the public register, must be the name you use while practicing dental hygiene and in all correspondence with the CDHNS)

Place of Birth

Non Canadian citizens must enclose a copy of your Employment Visa under the Canadian Immigration Act.

City of Birth

Country of Birth

Province/State of Birth

Eye Colour

Please enter height in meters, example: 1.37 (one meter thirty seven centimeters)

Height

Please enter "None" if no identifying marks

Identifying Marks

HOME
ADDRESS

Address Line 1

Address Line 2

City

Country

Canada

Province/State

Nova Scotia

Postal/Zip

Home Phone

Cell Phone

Primary Email *

Secondary Email

Cardio Pulmonary Resuscitation

A "Hands On" CPR course must be completed within 12 months of applying or renewing a licence for a full practising membership;

CPR Aid Level

Date Completed



Previous Dental Hygiene Practice

Other Jurisdictions

**** Application for Registration and Application for Reinstatement Only**** A letter of standing must be sent directly to the CDHNS from all jurisdiction(s) that you were registered and/or licensed since being registered in Nova Scotia, even if you did not practice dental hygiene within that Province.

Have you ever been licensed in another jurisdiction(s)

Yes No

Where

Years

Province/State

Effective Date

Expiry Date

Registration/Licence Number

Please select Yes for Practising and No for Non Practising

Yes No

Have you practised in this jurisdiction in the past year?

Yes No

Enter Second Jurisdiction (if applicable)

Where

Years

Province/State

Effective Date

Expiry Date

Registration/Licence Number

Please select Yes for Practising and No for Non Practising

Yes No

Have you practised in this jurisdiction in the past year?

Yes No

Enter Third Jurisdiction (if applicable)

Where

Years

Province/State

	<input type="text"/>
Effective Date	<input type="text" value="📅"/>
Expiry Date	<input type="text" value="📅"/>
Registration/Licence Number	<input type="text"/>

Please select Yes for Practising and No for Non Practising

Yes No

Have you practised in this jurisdiction in the past year?

Yes No

A letter of good standing sent directly to the CDHNS by the jurisdiction(s) in which you were ever registered and/or licensed is required.

Dental Hygiene Education

An official transcript for your dental hygiene education which indicates proof of graduation must be sent directly to the CDHNS by the institute.

If you graduated from a non-accredited program, you should also submit evidence you have completed a Clinical Competency Assessment.

Program	<input type="text"/>
University/College	<input type="text" value="▼"/>
	<input type="text"/>
Credential Type	<input type="text" value="▼"/>
City/Province/Country	<input type="text"/>

(DD/MM/YYYY)

Date of Graduation	<input type="text" value="📅"/>
Surname on Credential	<input type="text"/>

List your dental hygiene education attended, select "Other" if name not found in the drop down menu.

Additional Post Secondary Education

Program	<input type="text"/>
University/College	<input type="text" value="▼"/>
	<input type="text"/>
Additional Credential Type	<input type="text" value="▼"/>
	<input type="text"/>

City/Province/Country

Grad Year

Surname or Credential

Additional Post Secondary Education

Program

Additional Credential Type

University/College

City/Province/Country

Surname or Credential

Grad Year

Are you licensing for the purpose of entering the Bachelor of Dental Hygiene Program?

Yes No

Specific Dental Hygiene Practice Education

A certified copy of the certificate of Completion for any specific skill completed as a separate module must be provided.

Anaesthetic Information

Please note: If you wish to be authorized to administer Local (Oral) Anaesthesia, you must complete that specific application form.

Local Anaesthetic

- Part of Dental Hygiene Program
 Separate Module

Local Anaesthetic School

Local Anaesthetic Year

Practicing Now
 Yes
 No

Restorative Information

Restorative

- Part of Dental Hygiene Program
- Separate Module

Restorative School

Restorative City/Province/Country

Restorative Year

Practicing Now

- Yes
- No

Orthodontics Information

Orthodontics

- Part of Dental Hygiene Program
- Separate Module

Orthodontics School

Orthodontics City/Province/Country

Orthodontics Year

Practicing Now

- Yes
- No

Type of Practice

- General Office
- Orthodontics Office

Employment Information

I am currently working as a dental hygienist and my Employment Status is:
Please select from the list below

- Full-time permanent (30+hours)
- Part-time permanent
- Full-time temp/contract
- Part-time temp/contract
- Fill-in

Primary Employer Information

Future Employment Information

You **"must not"** begin practice until you have been registered and your licence to practice dental hygiene has been issued. This includes participation in a working interview. If you have arranged future employment as a dental hygienist in **Nova Scotia**, indicate below under the drop down menu otherwise leave the Primary Employer blank.

Anticipated Start Date



Primary Employer



Select **"Other"** from the Primary Employer drop down box if your employer is not listed, you will be prompted later to add the employer's information.

Check employer address for accuracy and to ensure the proper dental office is chosen when there is more than one office with the same name

Do not add your personal contact information under the employer tab. If you are self employed, select Self Employed and leave the contact fields blank.

If you work for a specific Dentist, please enter his/her name

Dentist

If Yes, Please enter Year

Practice Setting for Primary Employer

Primary Area(s) of Responsibility

- Administration
- Community Health
- Consulting
- DND
- General Dentistry

Please select which days you work for this employer

- Monday
- Tuesday

Practice Setting for Secondary Employer

Primary Area(s) of Responsibility if applicable

- Administration
- Community Health
- Consulting
- DND
- General Dentistry

Please select which days you work for this employer

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

Independent Practice

Have you practiced dental hygiene independently within the past year?

Yes No

If yes, what kind of specific practice? (Check all that apply)

- Independent Clinic
- Mobile Clinic
- Long Term Care
- Tooth Whitening
- Mouthguards

Other:

Combined Average Hours per Week

Combined Preferred Hours per Work
Week

NDHCB #

Updating your Login Information

You may create or change your username and password by entering your new username and password below. Your user name must be system unique (each registrant has a unique user name), must be at least 6 characters long and must not begin with a space. Your password should be a minimum of 6 characters long, but longer is better. A good password contains letters, numbers and symbols and does not contain easily guessed words, names or phrases. Avoid using any part of your user name in your password.

Login Information

Username *

Password *

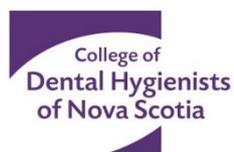
Password Confirmation *

Next

Cancel



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**Registration and Licensing Application Checklist for 2017/18
Membership Year**

College of Dental Hygienists of Nova Scotia

11-2625 Joseph Howe Drive, Halifax, NS, B3L 4G4

I have uploaded the following supporting documents (uploaded to Member profile under Application for Registration Document Upload):	
<input type="checkbox"/>	A photocopy of my birth certificate
<input type="checkbox"/>	CDHA proof of membership and liability insurance
<input type="checkbox"/>	A copy of my current permanent CPR certificate, at the level required by Council i.e., healthcare provider or equivalent or Level C CPR with AED, taken within the last 12 months
<input type="checkbox"/>	A completed Continuing Education form – use Attachment A http://cdhns.ca/images/Attachment_A- form_A-1.pdf (does not apply to applicants who graduated within the last 35 months)
<input type="checkbox"/>	Evidence that I have practiced dental hygiene in the 3 years immediately before the date of my application (does not apply to applicants who graduated within the last 35 months)
<input type="checkbox"/>	A passport-type picture
<input type="checkbox"/>	Evidence of successful completion of the Jurisprudence NS course or the Self Initiation NS Course
I have had the following documents certified by either a Notary Public or Commissioner of Oaths and mailed to CDHNS (address above):	
<input type="checkbox"/>	NDHCB Certificate
<input type="checkbox"/>	Certificate of Completion of any modules completed separately from your DH undergrad program e.g., restorative, orthodontics, LA.
I have requested these documents to be sent directly to CDHNS (address above):	
<input type="checkbox"/>	My official transcript with proof of graduation from an accredited school
<input type="checkbox"/>	My official transcript with proof of graduation from a non-accredited school, plus a copy of certificate of completion of a Clinical Competency Assessment in a recognized jurisdiction
<input type="checkbox"/>	Verification Forms: I have completed Part A of the <i>CDHNS Verification Form for Other Regulatory Bodies</i> and sent the form to each jurisdiction that I am currently (or was previously) certified, licensed, or registered as a dental hygienist. I have requested each jurisdiction to send the completed form directly to CDHNS.
I require additional documentation:	
<input type="checkbox"/>	My Employment Visa under Canadian Immigration Act (non-Canadian citizens only)
<input type="checkbox"/>	Copy of any English language proficiency tests completed (Mother tongue other than English and/or Dental Hygiene program delivered in a language other than English)
<input type="checkbox"/>	I am applying to have my self-directed clinical education or experience recognized. Therefore, I have: submitted a completed letter of application Re: Self-directed clinical practice applying for the equivalent under Regulation 8 (1) (h).
<input type="checkbox"/>	I am applying to have my local anaesthesia recognized. Therefore, I have: Completed the online form Recognition of Local Anaesthetic (LA) Credentials (under Forms) and provide all required documentation (if applicable) – <i>Note: LA is not mandatory for registration in NS</i>
I have paid the required fees by <u>certified cheque, money order, e-transfer or credit card</u>: (Note: An invoice will be generated for you. Further payment details are provided in the invoice.)	
<input type="checkbox"/>	\$100.00 Application fee (separate) & non-refundable – must have been sent with initial application request
<input type="checkbox"/>	\$150.00 Registration fee (One-time fee)
<input type="checkbox"/>	\$460 Licence fee \$230 Licence fee for all <u>new</u> DH Diploma graduates <u>who have never registered in another province</u> (i.e., first time registrant) June 1 to October 31, 2018 only
<input type="checkbox"/>	\$200 or \$215 CDHA Membership fees (\$215 is the enhanced CDHA Membership fee), <i>if I did not provide evidence of CDHA</i>

Date

Applicant's name

Applicant's mailing address

Dear (Name of Applicant):

Re: College of Dental Hygienists of Nova Scotia Appeal on the matter of Licensing

On (date) you requested an Appeal of the decision of the Registrar of the CDHNS regarding the matter of **licensing**. This letter will serve as notice to you that an Appeal date has been set for the CDHNS Appeal Panel to meet and make a determination regarding your request.

Time and Place of Appeal

The Appeal has been scheduled for (date) at (time) at the office of the CDHNS, 11 - 2625 Joseph Howe Drive, Halifax, Nova Scotia.

Mandate and Composition of the Appeal Panel

Under Section 2 (k) and Section 17 (4) (5) the Dental Hygienists' Act of Nova Scotia, the mandate to determine your appeal request is the responsibility of the Credentials Committee of the CDHNS. The Credentials Committee has delegated an Appeal Panel.

The Appeal Panel consists of 3 members of the CDHNS Credentials Committee including one public member. These members are as follows:

- 1 XXXXXXXXXX
- 2 XXXXXXXXXX
- 3 XXXXXXXXXX (Public Member)

Please advise if you have concerns regarding the composition of the Appeal Panel.

Pursuant to Section 17 of the Act, the Appeal Panel may confirm the Registrar's decision or reverse the Registrar's decision.

You will receive a written decision within ten business days of the Appeal by registered mail.

If the Panel refuses your application, you may request the opportunity to appear before the next scheduled meeting of the CDHNS Council, with or without legal counsel, at which time the Council will consider your application in accordance with the Act.

...2

Evidence and Submissions at the Appeal

At the Appeal, you will have the opportunity to make representations to the Appeal Panel with respect to your application. You may also provide the Appeal Panel with written submissions or additional documentation that you believe will support your position. The Registrar will likewise present her decision on your application to the Appeal Panel.

If you intend to rely on written submissions or present other documentation to the Appeal Panel, you must ensure those submissions or documents are served on the Appeal Panel in care of the CDHNS, 11-2625 Joseph Howe Drive, Halifax, NS B3L 4G4.

You will receive a supplemental mailing that will include a disclosure package of all documentation relating to the Appeal on which the Registrar/Appeal Panel intends to rely.

Support:

You may be represented by legal counsel at the Appeal; however, it is not required. Any arrangement regarding the attendance of your legal counsel is solely your responsibility. You must advise the Appeal Panel of your intentions.

If you choose, a support person may accompany you to the Appeal. They may act as support only; they may not speak on your behalf.

Attendance at Appeal :

If you are unable to attend the Appeal in person, please advise the CDHNS. Arrangements can be made for your participation using electronic, computer or teleconferencing equipment.

If you fail to attend the Appeal, the Appeal will proceed in your absence. In such circumstances, the Appeal Panel will hear the representations of the Registrar, review your application and make its decision based on the available information.

If you have any questions regarding any of the above, please contact me through the CDHNS at (902) 444-7241.

Yours truly,

Chair

CDHNS Credentials Committee Appeal Panel

Date

Applicant's name

Applicant's mailing address

Dear (Name of Applicant):

Re: College of Dental Hygienists of Nova Scotia Appeal on the matter of Registration

On (date) you requested an appeal of the decision of the Registrar of the CDHNS regarding the matter of **registration**. This letter will serve as notice to you that an Appeal date has been set for the CDHNS Appeal Panel to meet and make a determination regarding your request.

Time and Place of Appeal

The Appeal has been scheduled for (date) at (time) at the office of the CDHNS, 11 - 2625 Joseph Howe Drive, Halifax, Nova Scotia.

Mandate and Composition of the Appeal Panel

Under Section 2 (k), Section 16 (1) (2) the Dental Hygienists' Act of Nova Scotia and the Regulations Respecting Dental Hygienists' Section 6. (b), the mandate to determine your appeal request is the responsibility of the Credentials Committee of the CDHNS. The Credentials Committee has delegated an Appeal Panel.

The Appeal Panel consists of 3 members of the CDHNS Credentials Committee including one public member. These members are as follows:

1. XXXXXXXXXXX
2. XXXXXXXXXXX
3. XXXXXXXXXXX (Public Member)

Please advise if you have concerns regarding the composition of the Appeal Panel.

Pursuant to Section 16 of the Act, the Appeal Panel may confirm or reverse the Registrar's decision on the registration application. The Panel must consider the application in accordance with the Act.

You will receive a written decision within ten business days of the Appeal by registered mail.

The Appeal Panel's decision is final.

...2

Evidence and Submissions at the Appeal

You will have the opportunity to make representations to the Appeal Panel with respect to your application. You may also provide the Appeal Panel with written submissions or additional documentation that you believe will support your position. If you intend to rely on written submissions or present other documentation to the Appeal Panel, you must ensure those submissions or documents are served on the Appeal Panel within two weeks prior to the date of the Appeal. These may be sent in care of the CDHNS, 11-2625 Joseph Howe Drive, Halifax, NS B3L 4G4.

The Registrar will likewise present her decision on your application to the Appeal Panel.

You will receive any supplemental documentation relating to the Appeal on which the Registrar/Appeal Panel intends to rely.

Support:

You may be represented by legal counsel at the Appeal; however, it is not required. Any arrangement regarding the attendance of your legal counsel is solely your responsibility. You must advise the Appeal Panel of your intentions.

If you choose, a support person may accompany you to the Appeal. They may act as support only; they may not speak on your behalf.

Attendance at Appeal:

If you are unable to attend the Appeal in person, please advise the CDHNS. Arrangements can be made for your participation using electronic, computer or teleconferencing equipment.

If you fail to attend the Appeal, the Appeal will proceed in your absence. In such circumstances, the Appeal Panel will hear the representations of the Registrar, review your application and make its decision based on the available information.

If you have any questions regarding any of the above, you may contact me through the CDHNS at (902) 444-7241.

Yours truly,

Chair

CDHNS Credentials Committee Appeal Panel

CDHNS Credentials Committee

Process for **Review** for Registration and Licensing Matters

As per the Dental Hygienists' Act of 2007

Regarding Registration:

16 (1) Where the Registrar is not satisfied with the evidence presented by a person applying for registration, the Registrar may, or, where the applicant so requests in writing, shall refer the matter to the Credentials Committee.

2 Upon a referral pursuant to subsection (1), the Credentials Committee, following consultation with the Registrar, shall consider the eligibility of the applicant and may make such inquiries or demand such further information as the Committee sees fit, and the Committee shall consider the application in accordance with this Act.

3

As per Regulations Respecting Dental Hygienists'

6. The Registrar may require an applicant for registration to have a personal interview with any 1 or more of the following:

- (a) the Registrar
- (b) the Credentials Committee
- (c) the Council

...2

Regarding Licensing:

17 (4) Where the Registrar is not satisfied with the evidence presented by a person applying for a license or the renewal of a license, the Registrar may, or, where the applicant so requests in writing, shall refer the matter to the Credentials Committee.

(5) Upon a referral pursuant to subsection (4), the Credentials Committee, following consultation with the Registrar, shall consider the eligibility of the applicant and may make such inquiries or demand such further information as the Committee sees fit, and the Committee shall consider the application in accordance with this Act.

Process:

The Registrar contacts the Chair of the Credentials Committee and asks the Chair to call a panel of the Credentials Committee to review a case. This is not an appeal.

The Chair contacts the Credentials Committee members to set a date for the panel. The matter should be dealt with in an expedient manner. The Public Member must be present.

Prior to the panel, the Registrar will forward any pertinent information about the case to the committee members to review.

On the day of the set panel, the Registrar will present the information to the committee. The committee may ask questions of the Registrar to better understand the case.

The committee, after consideration as a group, will notify the Registrar of their decision.

Web Design Best Practices Checklist for Nova Scotia Regulatory Bodies

Use these best practice examples to learn how your organization can enhance what it is doing to provide fair, equitable and accessible pathways to licensure and meet its obligations under the Fair Registration Practices Act (FRPA).

Decide on a plan of action. Once you have assessed your website in accordance with these guidelines, decide what best practices your organization will adopt to improve the accessibility of your website for internationally trained applicants.

VISUAL DESIGN AND ACCESSIBILITY	
Site is responsive to all 'smart' devices: <ul style="list-style-type: none"> • e.g.: desktop, tablet or smart phone. 	✓
Content displays on popular/current versions of Chrome, Firefox, Internet Explorer, Safari, etc. (This is always reliant on the next update of these web browsers. We do our best to keep up. We have an IT that deals with our website specifically.)	✓
Keywords are used in menu items (i.e. "Registration Process", "Forms and Documents", "Fees," etc.).	✓
Main menus have fewer than 5 items. In most cases. (This website was inherited and I have budgeted to do a major revamp of it. However, that is 2 years down the road due to limited financial and human resources. We are continuously working on revising and improving the website do the best of our ability in the interim. The backend is an earlier version of Joomla and it is not user friendly, or easy to make revisions.)	P
Images provide additional clarity to content: <ul style="list-style-type: none"> • e.g...: icons for simplicity and clarity: <ul style="list-style-type: none"> ○ static visuals (to avoid visual chaos and distractions), ○ hover effects are often used to provide visual clues to users about links and key content. The movement should only happen in response to a user action (e.g. a click, or moving the mouse over an element on the page). 	✓
Information provided is succinct: <ul style="list-style-type: none"> • content should start as a summary and provide links to more in-depth information, • users should always have a clear expectation of what they will get when they click on a link. 	P

<p>Headings are appropriately styled to give a visual guide to their importance:</p> <ul style="list-style-type: none"> • H1 headings = largest • H2 headings = smaller • H3 headings = smaller still <p>IN October 2017, I developed a document/newsletter style guide for all forms of publication that come from CDHNS. All new documents are revised to meet these criteria, including the heading format noted above. However, there are 100s of documents that are already posted and published on the website and in other publications. A plan is in place to complete a sequenced review of each document. Additionally, each time a document is updated or revised, it is not only looked at for clarity, but for compliance with this style guide.</p>	P
<p>Limited, industry-specific colours have been used.</p>	✓
<p>Text colour has sufficient contrast with background colour.</p>	✓
<p>Font, font sizes and font colours are consistently used. (See above re: consistency with style guide.)</p>	P
<p>Nothing makes sound (unless you click on a short video).</p>	✓
<p>Captions are provided to audio or video files.</p>	✓
<p>Bulleted lists are used where possible.</p>	✓
<p>Wording is clear and consistent. (See above re: revisions to website and style guide)</p>	P
<p>Plain language principles have been applied: (See above)</p> <ul style="list-style-type: none"> • for reference, see the Perfectly Plain: A quick-reference handbook for people who create websites, write emails, and design forms on the FRPA website. 	P
CONTENT AND NAVIGATION	
<p>A specific drop-down menu or heading is available for internationally educated individuals.</p>	<input type="checkbox"/>
<p>‘Information Architecture’ principles—e.g. with the goal of organizing structure and labelling content in an effective way— have been applied:</p> <ul style="list-style-type: none"> • every click gives the visitor confidence that they are moving towards the correct information, • users can get the information they’re looking for in minimal clicks, • content is organized with a pathway or link to pathway as a visual aid for applicant, • well-researched personas are used when considering content, layout, navigation—e.g.: female; single; mother of 2; fulltime employment at Superstore; internationally educated; looking for employment in field of study; does not have time to weed through website jargon. 	P

<p>Pathway to licensure is clearly articulated, including information on:</p> <ul style="list-style-type: none"> • visual, step-by-step pathway to licensure, • timeframe of the length of the licensure process, • pre-arrival supports (e.g. self-assessments, introduction to Canadian, availability of bridging programs, alternative career pathways, grant programs, etc.), • documents required at each stage of the registration process, including acceptability of alternative forms of documentation, • assessment criteria and methodology, • required standards (against which applicants will be assessed), • internal review/appeals process, • how applicants can track application status, • language proficiency requirements, • document translation requirements, with specific instruction, • how applicants can access information on their files—preferably in the format of an automated, on-line form. 	<input type="checkbox"/>
<p>Cost of application/licensure is clearly articulated, preferably in a table format. (Yes, in checklist; in application form and on invoice)</p>	<input type="checkbox"/>
<p>Evaluation mechanisms are in place:</p> <ul style="list-style-type: none"> • e.g. visitors can provide feedback via email or an online, fillable form, • input from international applicants has been sought on website design, usability, aesthetics, etc. (Unsure – website was developed 9 years ago; this will be part of the major revamp noted earlier in this questionnaire) 	<input type="checkbox"/>
FUNCTIONALITY	
All internal hyperlinks work.	✓
All external hyperlinks work.	✓
All forms function as expected.	✓
No JavaScript errors are generated.	✓
LINKS FOR INTERNATIONAL APPLICANTS	
<p>Fair Registration Practices (FRPA) Review Office: https://novascotia.ca/lae/RplLabourMobility/FRP.asp</p>	<input type="checkbox"/>
<p>Labour Mobility: https://novascotia.ca/lae/RplLabourMobility/LM.asp</p>	<input type="checkbox"/>

International Qualification Recognition (IQR) : https://novascotia.ca/lae/RplLabourMobility/IQR.asp	<input type="checkbox"/>
Nova Scotia Office of Immigration (NSOI): https://novascotiainmigration.com/	<input type="checkbox"/>
Forum of Labour Market Ministers (FLMM) Labour Mobility website: Forum of Labour Market Ministers	<input type="checkbox"/>
Immigrant Services Association of Nova Scotia (ISANS): http://www.isans.ca/	<input type="checkbox"/>
Nova Scotia Start Program www.novascotiastart.ca	<input type="checkbox"/>
Additional, profession-specific links for internationally educated individuals	<input type="checkbox"/>



Questions for Third Party Organizations

Completed by:

Victoria Leck, RDH, MHM
Manager of Professional Development
Gestionnaire du développement professionnel
The Canadian Dental Hygienists Association
L'Association canadienne des hygiénistes dentaires
1122 Wellington St W, Ottawa, ON K1Y 2Y7
t: 613-224-5515 x128 • 1-800-267-5235
f/t: 613-224-7283
vleck@cdha.ca • www.cdha.ca

CDHA provides the following courses in both official languages on behalf of CDHNS.

Self-Initiation for Dental Hygienists Nova Scotia

https://www.cdha.ca/cdha/Education/Online_Courses/Self-Initiation_Nova_Scotia/CDHA/Education/Courses/Self-Initiation_Nova_Scotia.aspx?hkey=436b7429-7198-4baa-84c0-acc70ad0c670

Knowledge of Dental Hygiene Practice in Nova Scotia: Jurisprudence

https://www.cdha.ca/cdha/Education/Online_Courses/Dental_Hygiene_Practice_Jurisprudence/CDHA/Education/Courses/Dental_Hygiene_Practice_in_Nova_Scotia.aspx?hkey=17c50234-78dc-4cac-887e-ecc79c98c1b5

Provide links to policy where possible

1. Describe the information provided to applicants regarding your assessment practices. By what means is this information provided (e.g. website, downloadable documents, etc.)?

Participants are provided with information about the format and duration of the assessment in the course information tab of the online description. Additionally, when they begin the assessment online, they are provided with information about how the assessment will be conducted and what constitutes a successful completion.

2. What is the criteria used for assessing an applicant's credentials?

Courses are made available to members (including student members) on the CDHA website. Additional credential screening is not conducted.

3. Is the criteria used for assessing applicants documented and publicly accessible? If so, by what means?

Eligibility for membership is publicly available on the CDHA website.

https://www.cdha.ca/cdha/Membership_folder/Join_or_Renew_Today_folder/Join_Now_folder/CDHA/Membership/Join.aspx?hkey=5ac888ca-217c-4bc2-8c4b-5a331aa825d1#/



Non members registering for a course must create a Visitor account:

https://www.cdha.ca/CDHA/Sign_In.aspx?WebsiteKey=096c87da-2001-4e4b-aa50-1caed665204c&LoginRedirect=true&returnurl=%2fcdha%2fEducation%2f2018_CDHA_Summit%2fRegister_Now_My_Program%2fCDHA%2fEducation%2fConferences_Workshops%2fCDHA_Summit_registernow.aspx

4. Do you screen applicants in advance of a formal assessment process? If so, describe the pre-screening process.

The online course will not permit someone to open the examination until they have progressed through the other elements of the course.

- a. How many applicants are excluded through the pre-screening process?

Participants have one year to complete the online course, after which time they no longer have access.

5. What is your process for verification of documentation authenticity?

Documents are not collected, so this does not apply.

6. Do you have a policy for accepting alternative information when original documentation cannot be obtained by an applicant for reasons beyond their control?

Documents are not collected, so this does not apply.

7. Do you have a policy on the language/translation requirements for documents provided by, or on behalf of, the applicant?

Documents are not collected, so this does not apply.

8. Do you provide written decisions, responses and reasons for acceptance or rejection of an application?

Certificates of completion are only issued when a participant scores at least 80% on the final assessment. This is communicated online immediately after the assessment is completed.

9. Do you have formal policies in place for:

- a. Accommodating individuals with physical or mental disabilities;

Assessments are conducted online, no other accommodation policies are in place.

- b. Specifying timeframe for responding to applicants and making an assessment decision;

Results of online testing is available immediately upon completion.

- c. Ensuring that a decision-maker on an internal review / appeal was not involved in making the original decision;

Not applicable

- d. Providing access to records related to the assessment of applicants to applicants upon request?



Individual review of an applicant's examination is available upon request. Reviews are conducted over the phone.

10. Describe your internal review/appeal process.

Questions that are part of the evaluation are monitored to determine if they are accurately reflecting the knowledge gained. Problem questions are revisited and revised as required.

11. Do you provide training to individuals making assessments, decisions and/or conducting appeals?

Not applicable

12. Do you have a prohibition that states that "no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review"?

Not applicable

13. What difficulties or obstacles are faced by applicants who received their qualifications in a country other than Canada?

Not applicable

14. Does your organization endorse any international agreements (i.e. reciprocal recognition)? Please list agreements.

Not applicable

Questions for Third Party Organizations

Provide links to policy where possible

1. Describe the information provided to applicants regarding your assessment practices. By what means is this information provided (e.g. website, downloadable documents, etc.)?

All this information is available on our website (www.ndhcb.ca).

2. What is the criteria used for assessing an applicant's credentials?

As per www.ndhcb.ca/exam-eligibility,Candidates who are about to graduate or have graduated from an accredited Canadian or US dental hygiene are automatically eligible to write the National Dental Hygiene Certification Exam (NDHCE) providing they submit transcript and diploma or obtain approval from their DH program director.

Those who graduate from a non-accredited dental hygiene program have to follow the eligibility application procedures detailed at www.ndhcb.ca/educational-requirements and be assessed before they are allowed to write the NDHCE.

3. Is the criteria used for assessing applicants documented and publicly accessible? If so, by what means?

Yes it is. It is spelled out on our website (www.ndhcb.ca/educational-requirements) - see the Appendices in the side menu.

4. Do you screen applicants in advance of a formal assessment process? If so, describe the pre-screening process.

Yes, they must meet all four criteria for Educational Requirement (www.ndhcb.ca/educational-requirements). Before they are allowed to apply.

- a. How many applicants are excluded through the pre-screening process?

It does not happen very often because most will enquire by phone first if they do not hold a diploma in Dental Hygiene (criteria 1). Those who already hold a DH diploma usually meet all criteria required for assessment. If it is unclear if they meet criteria #4, we allow them to apply for eligibility assessment and our assessor reviews their submission.

5. What is your process for verification of documentation authenticity?

The authenticity of diplomas is assessed through one of the established credentialing services (WES, ICES or IQAS) - see item 8 of [Appendix C](http://www.ndhcb.ca/educational-requirements) in the left-side menu of www.ndhcb.ca/educational-requirements.

6. Do you have a policy for accepting alternative information when original documentation cannot be obtained by an applicant for reasons beyond their control?

We do not have a specific policy; we will assess the situation on a case by case basis.



7. Do you have a policy on the language/translation requirements for documents provided by, or on behalf of, the applicant?

Yes, applicants have to (or have their school) send us the supporting documentation (curriculum, transcript, etc.) in the language they were educated in. We then send them back a copy of the documentation and it is their responsibility to have it translated in English or French.

8. Do you provide written decisions, responses and reasons for acceptance or rejection of an application?

Yes, and we provide as much detail as possible in our response to those who are denied.

9. Do you have formal policies in place for:

- a. Accommodating individuals with physical or mental disabilities;

Yes. See www.ndhcb.ca/applying-for-test-accommodations.

- b. Specifying timeframe for responding to applicants and making an assessment decision;

Most of our eligibility assessments are completed within 8-10 weeks AFTER we have received 100% of the required supporting documentation from the applicant or his/her DH school. (see note at the bottom of www.ndhcb.ca/educational-requirements).

- c. Ensuring that a decision-maker on an internal review / appeal was not involved in making the original decision;

Appeals are handled by an ad hoc appeal committee of the Board (see https://docs.wixstatic.com/uqd/30c219_bc65e96458c84fb7a95230f73e741484.pdf).

- d. Providing access to records related to the assessment of applicants to applicants upon request?

We can return all Eligibility assessment applicants' documentation submitted providing they pay for it (\$125 for International courier or \$40 for domestic courier).

If an eligibility assessment applicant is unsuccessful, we send him/her a detailed description of his/her shortcomings and recommend avenues of remediation.

10. Describe your internal review/appeal process.

Appeals are handled by a ad hoc appeal committee of the Board (see https://docs.wixstatic.com/uqd/30c219_bc65e96458c84fb7a95230f73e741484.pdf).

11. Do you provide training to individuals making assessments, decisions and/or conducting appeals?

We have used the same individual for over 10 years to do the assessments. She was provided initial training when she started. Training would be provided if we had to use another individual.

Appeal committee members receive some training about how to conduct appeals but it is not specific to eligibility assessments.



12. Do you have a prohibition that states that “no one who acted as a decision-maker in respect of a registration decision acted as a decision-maker in an internal review”?

No we do not. The original decision maker may be consulted regarding her rationale for denying eligibility by the Appeal Committee during the appeal process.

13. What difficulties or obstacles are faced by applicants who received their qualifications in a country other than Canada?

The profession of dental hygienist does not always "exist" in their country of origin or it is often called something else while the duties might differ quite a bit so their "preparation" does not always meet Canadian standards. It is also sometimes expensive for applicants to have (at their own cost) all the supporting material we require, translated into English or French.

14. Does your organization endorse any international agreements (i.e. reciprocal recognition)? Please list agreements.

Yes, with the US only providing the educational program of the applicant is accredited by ADA/CODA.