



COLLEGE OF  
DENTAL HYGIENISTS  
OF MANITOBA

**COLLEGE OF  
DENTAL HYGIENISTS  
OF MANITOBA**

**COVID19**

**2020-2021 ANNUAL REPORT**

**> [cdhm.info](https://cdhm.info)**



# Table of Contents

Chair’s Message .....	<b>1</b>
Role of the College.....	<b>2</b>
College Council.....	<b>2</b>
Year in Review .....	<b>6</b>
Regulation During a Pandemic.....	<b>8</b>
Regulating Dental Hygienists.....	<b>9</b>
Committee Reports.....	<b>11</b>
Auditor’s Report & Financial Statements.....	<b>13</b>

*The College of Dental Hygienists of Manitoba exists so every Manitoban will have safe, competent dental hygiene care that maximizes their oral and overall health through a cost-effective stewardship of resources.*



## Mission

Regulating dental hygiene practice ensuring competent and ethical provision of care for all Manitobans

## Vision

The vision of CDHM is to contribute to the growth of the dental hygiene profession in Manitoba by advancing the profession including increased access to dental hygiene care

# Virtual Annual General Meeting

**October 21st 2021**  
**6:30–9:30 pm**

Keynote speaker: **Eva Grayzel**  
*Storyteller and oral cancer survivor*

## College of Dental Hygienists of Manitoba

610-1445 Portage Ave  
Winnipeg, MB R3G 3P4  
cdhm@cdhm.info  
204-219-2678





# Message from the Chair

***“It was the best of times... it was the worst of times”***



Doesn't that summarize the past 12–16 months well!

Dealing with the unfamiliar...  
Uncertainty about the future...  
Frustration all around... disruption everywhere... constant changing of rules...

And yet a recaptured closeness... More time to increasingly become self aware—and aware of the needs of others...

The end approaching—we all have hope!

As I reflect on all that has been in this past year, I find myself thinking of the image of concentric circles becoming waves of influence.

The public—all Manitobans who have access to oral health care, and who have received care during the pandemic;

Our friends and partner organizations working collaboratively with us at the provincial and national levels in health care, and specifically oral health care;

The membership of registered dental hygienists—all 849 who have moved with the times, followed the evolving new ways of practice, and provided SAFE care;

The members of the regulatory and governance committees, nearing 50, who gave an extra push to their work this past year, to ensure practice requirements, continuing competencies, complaints, practice guidelines, ownership/ linkage, nominations, RHPA, and much more were most capably reviewed, monitored, or completed;

The members of the Council of Dental Hygienists of Manitoba, 4 public reps and 6 dental hygienists, who have faced numerous challenges, completed an amazing amount of work in our one and two day virtual meetings, evening special meetings, and electronic exchanges, and bonded over our pursuit of being an ever-improving governing Council.

And our balancing stone, central to all we undertake to do, the strength and capacity of our staff under the direction of our visionary, impassioned and capable registrar/executive director.

As Council Chair, I have appreciated the role(s) all have played—and am humbled by the commitment each of you brings to the College.

Looking forward, our efforts will continue on achieving the outcomes or ENDS affirmed this past year:

*Carol Hiscock*  
*Council Chair, 2020-21*





# Role of the College

## The *Dental Hygienists Act* and accompanying regulations provide direction to:

- determine who is eligible to practice dental hygiene in Manitoba.
- protect the title of 'registered dental hygienist,' 'oral hygienist' and/or 'dental hygienist' to be used only by registered members of the College;
- require registrants to meet or exceed the standards for registration and renewal;
- ensure that all applicants have successfully written or have been 'grand- ' into the National Dental Hygiene Certification Exam (NDHCE);
- require registrants to adhere to current jurisdictional legislation and regulations encompassing: the Practice Standards, the Code of Ethics, the Competencies, Practice Guidelines and Policies of the College related to relevant profession and practice settings;
- set and administer the Continuing Competency program;
- investigate and resolve complaints about dental hygienists and administer discipline where necessary.

## College Council

According to our governing legislation and by-laws, the Council will consist of at least nine persons, but no more than 12, who are either members of the College or public representatives. At least one-third of the members of the Council must be public representatives who are appointed to the Council by the Minister of Health.

The Council manages and conducts the business affairs of the College and exercises the rights, powers and privileges of the College in the name and on behalf of the College. Additionally, it directs, controls and inspires the organization through the careful establishment of broad written policies reflecting the Council's values and perspectives. The CDHM Council operates under the Carver® Model of Governance. Under this model, the Council is responsible for long-term strategy and leadership and the Registrar is responsible for executing the strategy.

The CDHM's mission statement, objectives, governance and management policies provide direction to both Council and staff.

## Council Met Virtually this Year!



CONTINUED ON PAGE 3



CONTINUED FROM PAGE 2

## Council policies

- establish objectives for the College; guide the Council's own conduct and performance; delegate authority to the Registrar; set out a system for monitoring operations and achievement of objectives.

## Council ENDS (goals)

*(prioritized with input from registrants attending the 2018 AGM)*

- 1 The College of Dental Hygienists of Manitoba exists so that every Manitoban has access to safe, competent dental hygiene care and expertise that maximizes their oral and overall health through the reasonable stewardship of resources.
- 2 Every registered dental hygienist provides competent care to their full scope of practice in all settings.
  - a. Dental hygienists always use evidence-informed practice.
  - b. Dental hygienists always comply with the legislation, Regulations, Practice Guidelines, Practice Standards & Competencies.
- 3 Every Manitoban receives competent, compassionate, and affordable oral health care.
  - a. Underserved Manitobans, including but not limited to seniors, children, and individuals in rural and remote communities, have equitable access to this care.
- 4 Other health care professionals recognize, value, and collaborate with dental hygienists in the pursuit of overall health for all Manitobans.

## Committees of Council Interpretation Guidelines

**Members:** Lezah Evan (Co-Chair), and Aaron Szucsik (Co-Chair)

## Ownership Linkage

**Members:** Lucie Boutet (Co-Chair), Kathleen Reid (Co-Chair), Amber Anderson, Amanda Bridge, Lezah Evan, Carol Hisock, Shannon Nichol, Geraldine Spence, and Melina Sturym

## Regulated Health Professional Act (RHPA)

### **Working Group Chairs:**

Johanna Grant, Karina Hiebert, Mickey Wener

**Working Group Members:** Barb Belcher, Charlene Cardinal, Corinne Latozke, Laure McDonald, Rebecca Nickel, Janet Huyth, Kathy Yerex, Mary Bertone, Kayleigh Warden, Loraine Glassford

## Nominations

**Members:** Aaron Szucsik (Chair) and Ernest Janzen



## CDHM Legislated Committees

### Board of Assessors

**Members:** Happy Bhullar, Johanna Grant, Casey Neudorf, Melanie Peters, and Heather Sirkovsky

### Complaints Committee

**Members:** Tracey Walther (Chair), Lucie Boutet, and Lila Jorheim-McInnes

### Inquiry Committee

**Member:** Corinne Latozke (Chair)

## CDHM Non-Legislated Committees

### Continuing Competency

**Members:** Alyssa Duszak, Karlene Harder, Paula Larocque, Suzanne Morin and Chelsey Pachkowsky

## Dental Hygienists Contribute to the Pandemic Response as Immunizers







# COUNCIL MEMBERS



*Carol Hiscock, Chair*



*Corrine-Latozke,  
Vice Chair*



*Aaron Szucsik*



*Lucie Boutet*



*Ernest Janzen*



*Kathleen Reid*



*Lezah Evan*



*Saima Klippenstein*



*Jennifer Miller*



*Joan St Laurent*



## 2020–2021 CDHM Council Meetings

**During the past year, the College Council has maintained its meeting schedule and participated in the following virtual meetings:**

May 22nd, 2020, September 25th, 2020, September 26th, 2020, October 17th, 2020, November 20th, 2020, February 26th, 2021, February 27th, 2021

**Special meeting:**

January 26th, 2021



*CDHM University of Manitoba  
Student Award recipient*

**Courtenay Wallis**

*Congratulations!*





## Year in Review

Much has happened during the past year, but it still feels as though time stood still. The pandemic, which was initially thought to be a temporary inconvenience and resolvable, has evolved into a way of life. Just as you, the registrants, faced many new challenges over the past year in both your personal and professional lives, the College was challenged to regulate and support registrants through the changing phases of the pandemic. Importantly, the College continued to work towards its strategic goals for 2020/2021

### Ethics & Jurisprudence Module

An integral component of registration as a health care professional is the completion of an Ethics & Jurisprudence module or exam. A general understanding of our legislation, the Dental Hygienist's Act and Regulations, and the ethical responsibilities of a health professional is the responsibility of the registered dental hygienist. The module was developed in-house utilizing our existing registration software and completion by all registrants was a requirement for 2021 registration. This module is a living document and will be updated as registrant knowledge requirements evolve.

### Continuing Competency Program Development

Over the past year the College has continued to develop both the software and content of the Continuing Competency Program (CCP). Designed as a reflective learning activity, the College created a number of documents to assist registrants in their work. The CCP tutorial was created as a step-by-step guide which included a sample of a well done CCR for review. Also developed was a rubric, outlining expectations of the CCP submission which included a description of evidence-based activities. To assist registrants in locating good online sources of

evidence for their work, the CDHM now requires third party accreditation from PACE or CERP for online webinars and courses.

### Regulated Health Professions Act (RHPA) Working Group Activity

All three Working Groups continued to meet virtually during the past year. The Reserved Act Working Group prepared and submitted the proposed Reserved Acts to government in April 2021 and the College to date has not received a formal response or direction about the submission process. The Workbook Working Group continued work on the Regulations while the Communication/Education Working Group continued to support the application process as necessary.

### Regulation

Much time over the past year was dedicated to supporting registrants during a pandemic. For example, the first Interim Infection Prevention Control (IPC) Guidance document was distributed in May 2020; four additional revisions followed with the last revision completed in April 2021. More information on the year's regulatory activity is highlighted on the next page. Strategic Operations Plan

### Strategic Operations Plan

The CDHM staff completed ten hours of facilitated consultation with Shannon Reschny Consulting to create an operational roadmap, culminating in a three-year strategic plan for the CDHM. The Plan identifies and prioritizes Legislative Compliance and Advancement Goals based on the ENDS, or goals, created for the CDHM by Council. The Strategic Plan is a living document designed to be updated as necessary.

CONTINUED ON PAGE 3







CONTINUED FROM PAGE 6

**Much has happened during the past year, but it still feels as though time stood still. The pandemic, which was initially thought to be a temporary inconvenience and resolvable, has evolved into a way of life.**



### **Communicating with Registrants**

During the past year we encouraged registrants to contact the College with questions they may have, especially questions about navigating dental hygiene practice in a pandemic. On July 28th 2020, CDHM held a virtual Question & Answer Forum to which over 100 registrants attended with their questions. Additionally, our second virtual 'Mix & Mingle' event co-hosted with MDHA, was held on April 7th for over 425 registrants with guest speaker Ela Partyka from the Canadian Mental Health Association.

### **Provincial & National Representation**

The CDHM continues to contribute to the provincial regulatory work of the Manitoba Alliance of Health Regulators by participating in the Truth & Reconciliation Working Group, the Public Representative Working Group,

the Patient Safety Reporting & Learning Working Group. The eLearning Health Equity Committee and the Interprofessional Collaboration committee.

Nationally, the CDHM has taken on a leadership role for the Federation of Dental Hygiene Regulator's (FDHRC) National Competency Project and represents CDHM on the National Dental Hygiene Certification Board and the FDHRC on the Commission on Dental Accreditation of Canada (CDAC) Additionally, CDHM is represented as a member of the national working group developing 'Recommendations for National Standards for Long Term Care'.

Respectfully submitted

*Arlynn Brodie*  
*Registrar, Executive Director*





## Regulation During a Pandemic

Much of the College's work during the past fiscal year focused on regulation initiated by the COVID-19 pandemic. As a health regulator during a pandemic, CDHM has had a responsibility to protect the public and inform its registrants on best practice dental hygiene care. It has been important, therefore, for CDHM to be aware of current COVID research and science to provide evidence-based guidance to registrants as required.

Additionally, in support of dental hygienists as primary healthcare providers, the CDHM worked with the Ministry towards the inclusion of RDHs in the Order under the Regulated Health Professions Act (vaccine administration). On February 10th, 2021, a provincial Order was released including dental hygienists on the list of other regulated health professions who were authorized as COVID-19 immunizers. Because the Ministry was working quickly to mobilize a broader

workforce to increase access to the COVID-19 vaccines, the roll-out required CDHM to 'register' dental hygienists who were interested in participating in this initiative.

Dental hygienists with the local anaesthesia module were eligible for registration and became immunizers after completing a microcredentialing process. Dental hygienists responded to the call from the Ministry and 136 dental hygienists registered for the Immunizer program; another 13 dental hygienists contributed to the pandemic response by working as Navigators at the vaccine supersites.

Thank-you to all of you who maintained Manitoba's oral health during the past 17 months while struggling with new IPC requirements and increased demands on your personal lives.

Respectfully submitted  
*Arlynn Brodie*  
Registrar, Executive Director

## HOW TO SAFELY WEAR A FACE MASK





# Regulating Dental Hygienists

## Registration

The College has a systematic and comprehensive registration process that must be met prior to the applicant being able to practice the profession of dental hygiene in Manitoba. In accordance with the by-laws, the Council must appoint a Board of Assessors (BOA) to consider and decide on applications for registration. Before making a decision, the BOA carefully reviews a dental hygienist's education, training, and relevant practice experience, and confirms that s/he has met all of the requirements mandated by the Dental Hygienists Act. As well, the BOA considers any outstanding investigations, disciplinary actions, or practice restrictions from other jurisdictions to ensure that only qualified, competent, and ethical dental hygienists are approved for registration.

Through the review of applications and renewals, the BOA has the ability to place conditions on the registration of dental hygienists. If the BOA does not approve an application for registration or approves an application subject to conditions, it must give notice to the applicant in writing, with reasons for its decisions, and must advise the applicant of the right to appeal its decision to the Council. Examples of conditions that may be placed by the BOA include: specific practice hour requirements, additional continuing competency submissions, direct supervision, and additional fines/fees.

Regulated Members			
	2018/19	2019/20	2020/2021
Practicing	762	773	773
Non practicing	49	50	76
Temporary	0	1	0
Students–University of Manitoba Years 2 & 3	51	51	50
Total Number of Registrants	862	875	899





### Included in the above totals are:

Applicant from out of province	32
International	0
U of M Graduates	24

### Cancelled Registration

Voluntary	29
Noncompliance	0

### Complaints Information

Complaints Information and Decisions	2018/19	2019/20	2020/21
New Complaints Received	0	1	3
Complaints carried forward from previous years	0	0	1
Complaints Closed with censure	0	0	0
Complaints opened as of April 30th			3
Complaints Withdrawn	0	0	0
Appeals	1	0	0
RDHs with conditions placed on their registration	2	1	2
Cease and desist letters sent out	0	0	0



# CDHM Committee Reports

## Complaints Committee

During this past fiscal year, ending April 30, 2021, the Complaints Committee received 6 complaints in accordance with Section 21(1) of the Dental Hygienists Act. Three of these complaints were from one Complainant who named three Dental Hygienists in one complaint. These three complaints have involved an investigator and are ongoing. One of our Complaints Committee members reported a conflict of interest and was required to recuse herself from this complaint file. An additional committee member, therefore, was recruited to work through these complaints.

The three additional complaints were separate but similar to each other. These three separate complaints have been finalized. The Dental Hygienists in these complaints were censured in accordance with The Dental Hygienists Act Sections 24(1)(d); 26; and 45(2). The three complaints all involved performing tooth whitening outside of approved practice settings.

None of these complaints were in any way related to the Covid-19 pandemic.

*Submitted by: Tracey Walther, Chair/RDH, Lila Jorheim-McInnes, RDH, Lucie Boutet, Public Rep.*

## Regulated Health Professions Act (RHPA) Committee Report

**RHPA Committee Mission Statement—Working to increase Manitobans’ access to comprehensive oral health services provided by dental hygienists working in rural, urban, and primary healthcare.**

Like many of you, over the past year, we have become more comfortable with virtual meetings and making progress without face-to-face interactions. The RHPA Committee has continued meeting, working, and moving towards our goal of inclusion under the RHPA.

There are several steps in the process of our RHPA application including research, planning, and policy writing. The proposed Reserved Acts were submitted to government in April and the College to date has not received a formal response or direction about the submission process.

We are now focusing our work on the General Regulation with many sections of the Regulation nearing completion. This is the proposed new legislation that will govern us as a profession.

We are thankful to have had so many devoted and talented individuals working together on this project and look forward to the continued progress in the coming year. As always, we appreciate your support as we move through this process and welcome your feedback.

*Respectfully submitted: Jennifer Miller RDH, BSc. DH—RHPA Committee Chair*

## Interpretation Guidelines Committee Report

*Committee members: Aaron Szucsik, Joan St Laurent, Valerie Olivier (Deputy Registrar, CDHM), various committee consultants.*

The Interpretation Guidelines Committee uses up-to-date evidence-based research to create Guidelines which assist and support clinicians and clients to make appropriate decisions regarding dental hygiene care. The committee has a clear path forward to update current guidelines and develop new guidelines based on emerging developments in dental hygiene practice.

Since the report last year, the committee created position statements for Nitrous Oxide Sedation and the Removal of Implant Supported Crowns and/or Fixed Prostheses. Practice guidelines were updated for Vital Tooth Whitening, Supervision Requirements and Practice Settings Requirements. New guidelines were created for Cardiac Implanted Electrical Devices and Ultrasonic Instrumentation, Interim Stabilization Therapy, and Temporary Restorations. These and all other guidelines and position statements are located on the CDHM website.

The committee extends its thanks and appreciation for the voluntary contributions several dental hygiene consultants have made to the development of many guidelines over this past reporting year.

*Respectfully submitted, Aaron Szucsik—Interpretation Guidelines Committee Chair*

**CONTINUED ON PAGE 12**



CONTINUED FROM PAGE 11

## Ownership Linkage Committee Report

During the past year, the Ownership Linkage (OL) committee continued to focus its work on oral health education for school-aged children kindergarten to grade 4. The committee decided to explore the idea of an oral health education tool.

It was decided an educational video would address findings in the surveys that pointed to a lack of resources identified by both educators and dental hygienists. Additionally, the video tool would also address the inability of dental hygienists to take time off work to conduct classroom presentations. A digital video resource would provide an up-to-date, and accurate oral health educational resource which could be received province-wide by school-age children.

The dental hygienists who sit on the OL committee represent both the College of Dental Hygienists of Manitoba (CDHM) and the Manitoba Dental Hygienists Association (MDHA).

The committee members come from a variety of work environments, providing insight into the challenges that require consideration when developing an educational resource. For example, one of the dental hygienists works in Northern Manitoba; her insights into the challenges facing the indigenous populations, both families and school-aged children resulted in our decision to expand our resource to include these demographics. We also realized that a province wide resource, while providing a consistent message, may not be well received nor appropriate for certain demographics necessitating a number of versions of the resource tool.

As our committee work continued on this project, the OL committee soon realized the project no longer fell within the boundaries of its mandate. Thus, the co-chairs met with the CDHM Registrar and the Council Chair and decided that the MDHA would be approached to consider taking on this outreach project. After meeting with the MDHA President and Executive Director it was agreed a task force would be created to develop this resource, recognizing the positive optics from such a venture. A call out for members to participate on this outreach project was sent out by both the CDHM and MDHA.

Other activity included collaborative discussion with committee members of the Healthy Smile, Happy Child Project (HSHC). The HSHC committee focuses on pre-school children and the intent is for the HSHC and the OL committee to forge a relationship that is mutually beneficial. HSHC could benefit from the resource being created by the joint task force, and the OL Committee could benefit from the breadth of agencies that sit around the HSHC table.

Now that there is a plan in place to address the gap found in school-aged children through the work of the new outreach project committee, the OL committee has decided to focus its efforts on the oral health care of seniors. The committee is in the process of deciding what tool to use to determine the gaps in senior oral health in the province. Ideas of another survey or panel of experts are being considered.

*Respectfully submitted by Lucie Boutet, Kathleen Reid—Ownership Linkage Co-chairs*

---

## College Administrative Staff

College administrative staff is responsible for enforcing the Act and achieving the College's objectives through application of policies and guidelines established by the Council.

**Staff:**



Arlynn Brodie  
Registrar/Executive Director



Valerie Olivier  
Deputy Registrar



Donna Dowie  
Executive Assistant to the Registrar





## College of Dental Hygienists of Manitoba

# Index to Financial Statements

Year Ended **NEED DATE**

Independent Practitioner's Review Engagement Report..... **14**

### FINANCIAL STATEMENTS

Statement of Financial Position..... **15**

Statement of Operations..... **16**

Statement of Changes in Net Assets..... **17**

Statement of Cash Flows..... **17**

Notes to Financial Statements..... **18**

Statement of Operations (Chart)..... **22**



## **INDEPENDENT PRACTITIONER'S REVIEW ENGAGEMENT REPORT (letter from accounting firm)**



# Financial Statements







# Financial Statements





# Financial Statements



# Financial Statements







# Financial Statements





COLLEGE OF  
DENTAL HYGIENISTS  
OF MANITOBA

# Financial Statements





# Financial Statements





# Financial Statements

