



CDHM Connections

COLLEGE OF DENTAL HYGIENISTS OF MANITOBA

Ensuring the public has access to safe, competent dental hygiene care and expertise that contributes to improved oral and overall health.

Issue 10

July 2012

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Two CDHM Council Positions Now Available



The CDHM is extending a Call for Nominations for two (2) Registered Dental Hygienists who are interested in serving on the CDHM Council for a three (3) year term (2012-2015) as indicated in By-Law 6.1. The election to fill the Council vacancies will occur at the 5th Annual General Meeting (AGM) planned for October 20, 2012.

Nomination and Biography Forms are available on our website at www.cdhm.info.

Completed forms can be mailed, faxed or emailed and must be received by midnight on Friday, August 10, 2012.

Congratulations to the University of Manitoba School of Dental Hygiene Class of 2012!





Registrar's Report - Stephanie Gordon

Self-Regulation, it's a privilege!

In this province, the College of Dental Hygienists of Manitoba (CDHM) is the regulatory body for the profession of dental hygiene. The College's mission is: "Ensuring the public has access to safe, competent dental hygiene care and expertise that contributes to improved oral and overall health." The regulation of the practice of dental hygiene, and all that it encompasses, is directed toward this end. As opposed to being externally regulated, self-regulation means that society, through government, has decided that it is in the best interest of the public that dental hygienists be responsible and accountable for regulating themselves. Consequently, the profession must self-regulate with a transparent and rigorous approach or it will lose this privilege. This would be unfortunate for both society and the profession as a whole. Dental hygienists understand the full scope of the profession more so than other health professionals, the government and the public etc. Therefore it is easy to discern that professionals should regulate themselves as long as they do so for the common well-being of the public. If there is disagreement or dispute between public interest and professional self-interest, regulatory bodies such as the CDHM are mandated, through legislation, to support the interests of the public. This is one of the most important aspects as to why self-regulation has been established.

As of March 2012, and for the first time in Canadian history, a provincial government has removed the self-regulatory authority of a regulatory body. After a 122 page auditor's report raised issues with the governance of the College of Denturists of Ontario, the Ministry of Health and Long-Term Care appointed a supervisor to address fairness and transparency concerns. Issues included areas of deficiencies in: regulation, registration, investigation and complaints etc. As well, it was noted that the College also had an ongoing fiscal deficit situation. It is regrettable that this situation has occurred, however it is an important reminder of the responsibility and accountability bestowed upon all regulatory bodies.

The CDHM has recently had its registration practices reviewed by the Office of the Manitoba Fairness Commissioner (OMFC). The purpose of a registration review is to enable the Fairness Commissioner to determine a regulator's compliance to the Fair Registration Practices Act and to make recommendations to improve compliance. The CDHM created an action plan based on the review and recommendations and I am pleased to report that the OMFC indicated that "The College of Dental Hygienists of Manitoba's Action Plan is an appropriate, progressive response to the recommendations. Our registration review with the College has been met with an openness and willingness to examine, learn and evolve practice. I am encouraged by the College's response to my recommendations and look forward to our work together implementing the Action Plan." This is one of the many projects that the CDHM is involved with that ensures accountability and responsibility to the public.

On behalf of the CDHM, it is a privilege for me to congratulate the University of Manitoba Dental Hygiene class of 2012. I believe that each of these new graduates embodies a social responsibility and understands his/her accountability to the College. Also, I would like to congratulate Sheryl Slosower, the CDHM's Continuing Competency Coordinator, for attaining her BSc in Dental Hygiene in June 2012. Sheryl consistently exemplifies life-long learning and a commitment to the profession. Congratulations!

Sincerely,
Stephanie
Stephanie Gordon BA, RDH

University of Manitoba, School of Dental Hygiene Class of 2012 Graduation Celebration Pictured from left to right, Sheryl Slosower, CDHM CCP Coordinator and recent BSc graduate, Stephanie Gordon, CDHM Registrar/ Executive Director, Salme Lavigne, Professor University of Manitoba, School of Dental Hygiene, Joanna Asadoorian, Director University of Manitoba, School of Dental Hygiene





Chair's Message - Patti Hawthorn

I would like to take this opportunity to first congratulate the 2012 graduating class of the University of Manitoba School of Dental Hygiene and welcome them to the profession. You have all worked very diligently to achieve this goal and now a greater challenge is before you – the responsibility of joining your colleagues in delivering very valuable health education and dental services to the public. The College looks forward to getting to know all of you and is here for you as you launch into your career.

I would also like to acknowledge the notice of withdrawal of Nadine Cartman from Council, the RHPA Working Group as well as the Professional Practice Committee as of March 13, 2012. On behalf of the College I thank Nadine for her commitment to the tasks put before her during her term. Her calm presence and careful thought processes were a definite asset to Council during our deliberations – she will be missed! We wish Nadine, her husband and family much success as they venture into the realm of acquiring a new business.

On that note I welcome the newly appointed member, Janice Johnson, to Council. Janice is a Registered Dental Hygienist who has received her education in both Canada and the U.S. with a Diploma in Dental Hygiene from the University of British Columbia, Bachelor of Science degree from the University of Washington as well as her Master's of Human Resources from the University of Oklahoma. She has been employed in a variety of settings as she traveled with her family and husband throughout his military career. These include Admission Formula and Selection Committee member, University of Oklahoma, Educator and Technical Instructor for Patterson Dental (US), Military Family Counseling and private practice in four Canadian provinces. Janice has become well versed in the profession of dental hygiene throughout North America and we welcome the confidence she displays in her newly acquired role.

The College congratulates Ms. Diane Girardin on her being chosen to receive the University of Manitoba School of Dental Hygiene Alumni Association – Alumni of Distinction Award. This lady is a true representation of a professional at work in many areas of the dental hygiene profession – Bravo Diane!

Congratulations also to our Registrar, Stephanie Gordon on her successful completion of the Local Anesthetic module. Stephanie continues to look for ways to expand her scope of practice, which in turn, will benefit the CDHM as we move the entire profession forward through the efforts of the RHPA.

2012 Annual General Meeting preparations have already begun with consultation to the 2011 AGM feedback provided by CDHM registrants. We will be using the University of Manitoba Fort Garry Campus meeting rooms as our venue for the October 20, 2012 AGM. Two three (3) year terms on Council are coming to their completion and applications to these positions will be accepted. This is your chance to step up and meet a new challenge!

Council Highlights to watch for in this edition of CONNECTIONS:

- CDHM Professional Practice Committee – Recommendations for Clients with Pacemakers or Implanted Cardiac Devices (ICD)
- Investigation & Inquiry Committee – Orientation conducted by the College of Occupational Therapists.

Sincerely,

Patti

Patti Hawthorn, RDH
CDHM Council Chair





Continuing Competency Program (CCP)

I am delighted to report that all of the selected registrants have submitted their CCP documents/forms! This report will elaborate on the assessment/audit process of the 2012 CCP submissions. In total 103 registrants have been randomly selected for a full assessment/audit as outlined in the *Reporting Period Overview and Required Documentation* on page 7 of the CCP Package.

The assessment will fall into one of the following categories:

CCP Assessment Guidelines have been met

The registrant will receive an assessment letter indicating that the Continuing Competency Program Assessment is complete and the assessment guidelines have been met as well as the reviewer's feedback. Occasionally, the reviewer's feedback may make suggestions for future improvements. The completed assessment/audit report will be provided to the registrants in a mail out in the fall, along with the registration renewal package.

CCP Assessment Guidelines have not been met

If additional information/documentation/evidence is needed for the assessment guidelines to be met, the registrant will receive an assessment letter with the reviewer's feedback identifying deficiencies in the CCR/documents. A timeline of one month will be given to correct the deficiencies and resubmit the CCR. **This letter will be sent via regular mail as soon as the reviewer has submitted the assessment.** At the same time, the registrant will receive an email notifying them that an assessment letter has gone out via registered mail outlining deficiencies in the CCR, and to be watchful of its arrival. The registrant will also be requested to indicate the email has been read.

To date, the majority of the reviewed assessments have been sufficient. Subsequent to receiving an assessment letter requiring additional information/documentation/evidence, all registrants are encouraged to contact me at any time if further clarification is needed and/or when encountering challenges.

Notably, nine registrants sent in their CCP submissions who were not on the selected list. Therefore, these submissions were not reviewed or assessed, and they were returned for future reference.

I hope you all have a wonderful summer!

Sincerely,

Sheryl

Sheryl Sloshower, RDH, BSc(DH)

CDHM Continuing Competency Coordinator

Continuing Competency Program Coordinator's Message to the Class of 2012

As you begin your dental hygiene career remember.....

Without readiness and motivation learning is inefficient

Always challenge yourself to be self-reflective lifelong learners,

Critical thinkers and problem solvers

Imagine with all your mind

Believe with all your heart

Achieve with all your mind



Extended Practice Update

Mickey Wener, Extended Practice Coordinator



Study Club: Another successful year has wrapped up for the CDHM-MDHA Alternative Practice Support & Study Club. Our February session was of great interest as our panel of Directors of Care from long-term care (LTC) provided us with important insights into promoting oral health in that setting. The year ended with the Cindy Kleiman professional development day on April 27th. Sixty participants received an excellent medical emergencies update in the morning with emphasis on having a complete up-to-date kit and knowing how to use it. In the afternoon, Cindy discussed the hospital-based research project she has been involved in focused on prevention of ventilator-acquired-pneumonia (VAP). Thank you to MDHA's Professional Development Committee for being excellent hosts. The fall of 2012 will kick off with a session in September devoted to Caregiver Training in the long-term care setting.

Liaison: To support quality oral care for the public in the long-term care (LTC) environment, the CDHM is collaborating with the Winnipeg Regional Health Authority in several capacities:

- 1) Helping to enable dietitians to include oral health questions and observations as they develop their treatment plan as oral pain and ability to chew, for example, significantly impact diet
- 2) Participating on the WRHA Oral Hygiene Working Group, an interprofessional group currently focused on drafting directives to promote oral health in personal care homes (PCHs)

Are you interested in REACHING OUT in any of the settings allowed by current legislation? Are you confused about where you can practice? For more information, see the February 2011 Connections, issue #6: *Extended Practice Update: Information Regarding Legalities of Practice*. And, please feel free to contact me with your questions or comments at mewener@shaw.ca.

To promoting oral health for the public both within and beyond private practice!

Sincerely,

Mickey

Mickey Emmons Wener, RDH, MEd
Extended Practice Coordinator



Time to Celebrate!
University of Manitoba School of Dental Hygiene Class of 2012 Graduation Banquet Pictured from Left to Right: Chelsea Robidoux, Breanna Buisson, Carla Zamrykut

Regulated Health Professions Working Group Update

Betty Ann Zegarac, CDHM RHPA Working Group Co-Chair



The Regulated Health Professions Act (RHPA) Working Group have been working hard to develop a proposal in preparation for meetings with government concerning the ways that CDHM members can use their skills to increase their contribution to the oral health of Manitobans.

All the regulated health professions have been invited to participate in the development process. The Colleges have been meeting over the past year to form a provincial group, the Manitoba Alliance of Regulated Health Colleges. This group intends to work together for the development of more consistent practices in the administration of the regulated health disciplines.

The CDHM Working Group scan of legislation, regulations and scope of practice in all provinces and territories in Canada has been reviewed to identify the relevant contemporary practices and regulations in other jurisdictions.

Tasks in progress:

- A draft "Scope of Practice Statement" to be forwarded to Council
- Review of registration categories and requirements
- Changes in future practices are being identified
- Review of entry to practice education with regard to potential changes to practice
- Compilation of evidence based literature references for each selected practice
- Development of a glossary to promote consistency in the interpretation of vocabulary in the proposal and the profession
- Working in concert with the national requirements for items such as education and examinations

Meetings of the full Working Group were held on November 16, 2011 and May 16, 2012; with the next meetings scheduled for November 7, 2012 and April 10, 2013.

The Working Group keeps members informed of work progress through notes in the newsletter and presentations at the CDHM Annual General Meeting. If you have questions, suggestions or would like to contribute to this work please contact either one of the Working Group Co-Chairs: Betty Ann Zegarac baz@mts.net and Mickey Wener mewener@shaw.ca.

Sincerely,

Betty Ann

Betty Ann Zegarac, BN,MA, D.ed
CDHM RHPA Working Group Co-Chair



Summary of the College of Occupational Therapists of Manitoba Investigation and Inquiry Orientation 2012

Cindy Isaak-Ploegman, Complaints Committee Chair

The College of Occupational Therapists of Manitoba provided an excellent orientation to 6 CDHM representatives into the role and processes of investigation committees of professional Colleges. Chiropractors, dieticians, lab technicians, denturists, licensed practical nurses, speech and hearing therapists also attended this session.

This information was offered in preparation for the upcoming Regulated Health Professions Act that will encompass all the health care professions in lieu of the individual professional acts that currently exist. This new Act will affect the self-regulated health professions in Manitoba. Highlights of the session included an overview of the COTM's Complaints process as well as the College of Registered Nurses of Manitoba's practice audits and are described below.

College of Occupational Therapists of Manitoba Complaints Process

Mr. Gordon McKinnon is a civil and administrative litigation lawyer and has experience representing Regulatory Bodies. Mr. McKinnon outlined the three aims of the disciplinary process which were linked to the goals of professionalism as follows:

1. set professional standards
2. monitor compliance to these standards
3. enforce these standards

Complaints brought to the Complaints Committee may be from third parties (employers, members of the public, or other professionals) or referrals from the College's Registrar (for example, failure to comply with recertification criteria). It is important to understand that the College's role is to protect the public. The College is not a blunt instrument meant to penalize members, and its role is not to protect the profession, nor to act as a forum for labor disputes.

He also differentiated professional misconduct from a standard of perfection. We all make errors in judgment where no disciplinary action is necessary and there is no penalty or liability for our behavior. For example, if a dental hygienist fails to chart a procedure on one occasion; it would be considered an error in judgment. This error would likely be dismissed and not brought forward to the inquiry stage in this one instance.

Additionally, not all adverse outcomes are necessarily considered professional misconduct. For example, an infection occurring as a result of not removing an instrument tip that became lodged in a periodontal pocket would be considered an adverse outcome. If this was an isolated incident, it may not be considered professional misconduct and brought forward to the inquiry stage. If the adverse outcome as described above is representative of a pattern of behavior, then it would be considered professional misconduct. All professional misconduct is negligence. Negligence involves civil penalties.

It should be taken into consideration whether or not these behaviors are a result of:

1. the member's lack of knowledge or a failure to appreciate the standard or the system
2. the member's poor attitude

If professional misconduct has taken place; the College must decide if and what type of an investigation is required as well as if legal counsel is necessary. There is usually a written report of the committee's findings. Under the new Regulated Health Professions Act, the committee will also be required to send a report to the member under investigation. Censure, remediation, an undertaking agreement or suspension are some of the recommendations that the Complaints Committee can make.

A censure is a minor penalty with no financial implications to the member. The Complaints Committee decides if publication of the member's name is indicated. It is only imposed with the member's permission and is not the result of a member's lack of knowledge. Also, if a member was censured in the past for the same offense, suspension of registration may be considered.

A registrant can enter into a remediation agreement with the College. For example, agreeing to attend further continuing education in a subject matter area that he or she was found to be lacking, or agreeing to be monitored for a year.

An undertaking is an agreement created to resolve an issue by a registrant. An example of this would be for a registrant to comply with a drug or alcohol abuse rehabilitation program.

Due process is required if the Complaints Committee makes a recommendation to suspend a member's registration. The member would be informed that he or she is considered for suspension and he or she may be given the option to do so voluntarily. However, the Complaints committee does not have the power to enforce suspension of a member's registration because this would affect a member's ability to earn a living.

Failure to comply with any recommendation of the Complaints Committee would be considered professional misconduct and the Registrar would file a new complaint to be handled by the Inquiry Committee. At this point, three lawyers are required: a prosecutor from the investigating committee (i.e. the Inquiry Committee), one that represents the member, and one that represents the College. The inquiry committee has a duty to fairness. A report is generated and all factual disputes are resolved. All decisions made by the inquiry committee are provided for public consumption.

Continued on page 10.....

New Alumni Group Reaches Initial Goal

Groundswell of grassroots support lifts new School of Dental Hygiene Alumni Association

With a little help from their friends, the new alumni association at the School of Dental Hygiene has hit its first major goal. A three-month fund-raising campaign culminated this week as the University of Manitoba School of Dental Hygiene Alumni Association (UMSDHAA) hit its target of raising \$2,000 in support of their new organization.

"We, the executive of the University of Manitoba School of Dental Hygiene Alumni Association are very excited to announce we have met our goal," said a clearly delighted Cindy Isaak-Ploegman, president of the new UMSDHAA. "We received support from the entire profession in Manitoba during this drive and that was totally the key to our success. Thank you to everyone who came forward in support of us."

The group received substantive support from throughout the dental hygiene profession in Manitoba including the Manitoba Dental Hygienists Association and the College of Dental Hygienists of Manitoba in addition to entire classes of students and school alumni throughout the city and the province.

The drive came about following a pledge from the Dean of Dentistry at the University of Manitoba. Dr. Anthony Iacopino said the group would qualify for a start-up grant of \$5,000 provided they were able to raise \$2,000 on their own prior to the Canada Day deadline of July 1.

"This is wonderful news and a great way to kick-off the summer for all of us here at the School of Dental Hygiene," director Dr. Joanna Asadoorian beamed. "I am so very pleased and proud of both the alumni committee for all their hard work and all of our alumni and supporters who rallied around us. Congratulations to all!"

It was the first major challenge for the new alumni organization for the School of Dental Hygiene. It also helps punctuate the first successful formation of a dental hygiene alumni group after a number of unsuccessful bids several years earlier. The creation of the dental hygiene group comes about following the successful reorganization of the University of Manitoba Dental Alumni Association roughly three years ago.

The UMSDHAA still welcomes additional support to move forward with social and charitable projects and to increase its membership base. Ms. Isaak-Ploegman said the group plans to meet again in the summer to begin developing programming options and events for the new membership.

For more information please contact:

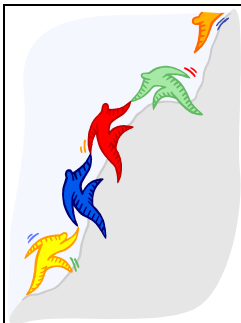
Grant Warren: 204.789.3267

Email: gwarren@cc.umanitoba.ca

Faculty of Dentistry / School of Dental Hygiene, University of Manitoba

Bannatyne Campus, 780 Bannatyne Avenue, Winnipeg, Canada

Email: dent_events@umanitoba.ca / Ph: 204.789.3267



The College of Dental Hygienists of Manitoba proudly supports the new University of Manitoba School of Dental Hygiene Alumni Association!

CDHM wishes to congratulate the efforts of the alumni committee on a job well done! The support of all those who donated funds or volunteered their time to this cause is another great example of the spirit that embodies a socially responsible and accountable self-regulated health care profession.

Educational Excellence Earns Alumni Accolade

Long-time instructor, professional advocate named for 2012 award

One of the longest-serving instructors at the School of Dental Hygiene has been tapped to receive one of the highest honours in the profession.

Ms. Diane Girardin has been named to receive the 2012 Alumni of Distinction award for the School of Dental Hygiene at the University of Manitoba. The member of the Class of 1972 has been an instructor at the school through much of her career. Since joining the faculty in 1993, she has been the recipient of 20 teaching awards including three in the Most Inspirational Teacher category.

“Diane’s most notable quality is her infectious enthusiasm towards her profession, her colleagues and her students,” said Prof. Salme Lavigne, who spent over a decade as Director of the School of Dental Hygiene, leaving the post two years ago. “She has a cheerful disposition and truly inspires her students to learn and be the best they can be. Her commitment to the profession is unquestionable, serving in all capacities, from local to provincial to national levels.”

Ms. Girardin held terms as president for the Manitoba Dental Hygienists Association and the Canadian Dental Hygienists Association and is a founding member of the University of Manitoba, School of Dental Hygiene Alumni Association. She has also served on numerous committees, volunteer groups and academic and advisory boards.

A noted speaker at professional symposiums and workshops, Ms. Girardin has taken over 50 continuing education courses and has earned a reputation as a passionate advocate of the profession.

“Diane has proven to be one of the school’s most reliable and dedicated instructors,” said Dr. Joanna Asadoorian, current Director of the School of Dental Hygiene. “Her devotion to the profession is infectious and is passed along to all of her students. Her positive attitude and bright outlook make her an ideal role model and mentor for all of her colleagues.”

Ms. Girardin will be presented with the Alumni of Distinction award at the Faculty of Dentistry and School of Dental Hygiene alumni banquet, slated for September 28 at the Fort Garry Hotel in Winnipeg, the annual salute to oral health excellence in Manitoba.



Diane Girardin (centre) with fellow instructor at the University of Manitoba School Dental Hygiene, Terri Archibald (right), and (new) Colleague Izabela Rachwal

The College of Dental Hygienists of Manitoba's Recommendations for Clients with Pacemakers or Implanted Cardiac Devices (ICD)

- The presence of a pacemaker or another ICD indicates a medically compromised heart condition. The health history should be supplemented with information about the underlying condition and the specifics of the implanted device. Hygienists must ask each client if a pacemaker or ICD is present prior to implementation of an ultrasonic device.
- Consultation with the client's cardiologist or the cardiologist unit responsible for follow up of the client's pacemaker or ICD is recommended when planning therapeutic services.
- Magnetostrictive (such as Cavitron®) instruments may affect unshielded cardiac implanted devices. Covering unshielded pacemakers with a lead apron may offer protection from electrical interference. Care should be taken not to place electrical cords over the client's chest or operate the magnetostrictive hand piece within 6 inches of the implanted cardiac device.
- If the use of a magnetostrictive ultrasonic is contraindicated, a sonic or piezoelectric instrument may be used.

Brand H, Entjes M, Nieuw Amerongen A, et al. *Interference of electrical dental equipment with implantable cardioverter-defibrillators. British Dental Journal* 203, 577-579 (2007)

College of Dental Hygienists of Ontario. Clients with Cardiac Pacemakers. Milestones Sep 2005: 4-5.

Darby & Walsh (eds.) (2003) *Dental hygiene theory & practice, second edition*. St. Louis: Elsevier Sciences.

Stoopler E, Wai Sia Y, Kuperstein A. *Does ultrasonic dental equipment affect cardiovascular implantable electronic devices? J Can Dent Assoc* 2011;77:b113

Trenter SC, Walmsley AD. *Ultrasonic dental scaler: associated hazards. J Clin Periodontol* 2003; 30: 95-101.

Wilkins, E. (1999) *Clinical Practice of the Dental Hygienist* 8th Ed. Lippincott Williams & Wilkins: PA.

For Supplemental information please refer to the CDHO Reference Guide to Clients with Cardiac Pacemakers at www.cdho.org/reference/english/pacemaker.pdf

Continued.....

The Inquiry Committee may consist of lay people so the need to prove that the professional standard of care was breached must be clearly evident. This is done by calling expert witnesses. An individual is established as an expert witness through their education and experience. Having knowledge outside the realm of what an average person would know defines an expert witness. Any evidence brought forward at the investigation committee is bound by common sense.

Practice Audits by the Colleges of Registered Nurses of Manitoba (CRNM)

Geraldine Selkirk explained the process of practice audits by the CRNM. Practice audits may be recommended by the Continued Competence Committee. These audits are performed to ensure that the members are following standards of practice.

One component of the practice audit is an onsite visit. Prior to the onsite visit, charts are made available to the auditor and questionnaires are given to employers and colleagues to complete. The College's Registrar receives a copy of the final result, informs the member, and if needed forwards a complaint to the complaints committee.

In order for a practice audit to occur, the member has to agree to the audit. If the member does not agree to the audit, a complaint is filed with the complaints committee. Once a member declines a practice audit, legal authority is required to perform the practice audit. Involvement of the practice environment and the member's employer is necessary as well.

If the audit reveals questionable behaviors, the committee will take into account if the behavior in question resulted from a member's lack of knowledge or a failure to appreciate the standards.

This event was a great opportunity for the representatives from the CDHM to learn about some of the governing processes by other self-regulated health care professions in Manitoba. Mr. Gordon MacKinnon's session was very valuable to me as Chair of the CDHM Complaints Committee. A sincere thank you to the College of Occupational Therapists of Manitoba for including the CDHM in their 2012 Investigation and Inquiry Orientation.

Sincerely,

Cindy

Cindy Isaak-Ploegman, RDH, MSc
CDHM Complaints Committee Chair

Snapshots from the Dental Hygiene Community



Embarking on a new relationship:
University of Manitoba School of Dental Hygiene Class of 2012 graduates with their (past) instructors and now colleagues Mary Bertone and Kathy Yerex. Andrea Driedger, Monica Fekete, Natalie Townsend.



Dental hygienists graduating and applying for registration with the CDHM will recognize these two individuals! Pictured from left to right is: Lila Jorheim-MacInnes, Instructor at the University of Manitoba School of Dental Hygiene and member of the CDHM Board of Assessors and Stephanie Gordon, guest lecturer at the University of Manitoba School of Dental Hygiene and CDHM Registrar/Executive Director.

MDHA Update

"Thank you to all of our members who came out to the MDHA Annual General Meeting on Saturday, June 9, 2012 at the Norwood Hotel. It is great to see to many MDHA members taking an active role in their Professional Association. A special thank you to our guest speakers Dr. Peter Cooney and Ms. Penny White for their enlightening presentations on "The Oral Health of Canadians."

Sincerely,
Kaleigh

Kaleigh Warden, RDH, Extended Practice
MDHA President 2011-2012



Top 5 Reasons to Join the

Manitoba Dental Hygienists Association



Find out more!
www.mdha.ca
email: info@mdha.ca
www.cdha.ca

1. **Reduced Fees on CE courses**
2. **Professional Updates & Communications**
3. **Membership has it's Benefits***
4. **Stay Connected with Alumni**
5. **Give back to your Profession & Community**

*Members have access to a comprehensive insurance program, designed specifically for hygienists, plus our growing partner discount with savings on technology, uniforms, personal & auto insurance and much more!

CDHM Complaints Committee Update

To date there are no new concerns or issues to report as Chair of the CDHM Complaints Committee. For questions regarding the process in which complaints are addressed at the CDHM please consult the following link:


<http://www.cdhm.info/aboutcdhm/complaints-and-compliments/>

Sincerely,

Cindy

Cindy Isaak-Ploegman, RDH

On behalf of the Complaints Committee



CDHM Voice Messaging System
 When trying to reach our office, please leave a voicemail for the appropriate person/department. We have 4 options in our voicemail system:

- General Mailbox-General inquiries and registration questions
- Registrar/Executive Director-Stephanie Gordon
- Continuing Competency Program Coordinator-Sheryl Slosower



MOVING?? *Change of Address Notification*

*It is imperative that registrants of the College of Dental Hygienists of Manitoba (CDHM) ensure that their mailing address is always current. Incorrect or out of date addresses can lead to missed mailings which may include important notices and documents. Address changes must be submitted in writing, fax or by email **within 30 days of changes** as per by-law 2.1 and must include the following information:*

Name (in full)	CDHM Reg. Number	
Old Address		
New Address	Home Phone	Email
Effective Date		Signature

Registrants are welcome to copy or cut out this address change card and use it to submit an address change. Please contact the CDHM if you require further information.

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 Winnipeg, MB R2H2N9
 Phone: 204-219-2678
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Email: cdhm@cdhm.info
Website: www.cdhm.info
Office Hours:
Monday-Thursday, 9:00am-4:00pm