

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 23 September 2016

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Notice of the CDHM Annual General Meeting Saturday, October 22, 2016

All members on the practising, non-practising and student registers are invited to attend the 2016 CDHM Annual General Meeting.

Date: Saturday, October 22, 2016

Time: 8:30 am-12:00 pm

Registration from 8:30-9:00 am. The meeting will start promptly at 9:00 am.

Morning refreshments will be provided.

Location: Canad Inns Destination Centre Polo Park

1405 St. Matthews Avenue, Winnipeg P: 204-775-8791

Free on-site parking available.

Please remember to bring your membership (wallet) card or personal identification to register.

Please RSVP by Friday, October 14, 2016 at cdhm@cdhm.info or call 204-219-2678.





Registrar's Report - Stephanie Gordon

Conscientiousness

'Conscientiousness is the key to a successful life. Conscientious people are always the winners in life.'

I recently attended an on-line webinar offered through the Council on Licensure, Enforcement and Regulation (CLEAR). It was titled 'Fundamentals of Soft Skills' and focused on personality traits that help professionals become successful in their careers. The webinar highlighted that current evidence based research indicates that the one personality trait that consistently leads to the most successful individuals in their professions was **conscientiousness**.

Conscientiousness is defined as being thorough, reliable, careful and vigilant. Conscientious people tend to perform tasks successfully and are regarded as notably high-achievers. They are efficient and systematic. This is in contrast to other individuals who are laidback and disorganized. As well, conscientiousness can be displayed as a propensity towards self-control and acting dutifully. Conscientious people tend to display planned rather than impulsive behavior and are generally methodical and dependable. More frequently, they are apt to use the anterior cingulate cortex (ACC) in comparison to the average individual. This is demonstrated through characteristic activities such as being neat and orderly and also includes qualities such as carefulness, meticulousness, and self-reflection. 'Conscientiousness is one of the five major dimensions in the Big Five model (also called Five Factor Model) of personality, which also consists of extraversion, neuroticism, openness to experience, and agreeableness.' However, the most current evidence based literature suggests that a person's conscientiousness score is the **key predictor** of achievement and success. This personality trait can impact many facets of life including school grades up to and including a person's predisposition towards alcoholism and/or drug dependency.

You might be wondering what, in particular, this personality trait has to do with the dental hygiene profession. When comparing and contrasting the attribute of conscientiousness to the *US Department* of *Labor's* summary report on the profession of dental hygiene, (http://www.onetonline.org/link/summary/29-2021.00) the research demonstrates that the most important 'work styles' for a dental hygienist are 'dependability' and 'attention to detail'. As you know, these traits are synonymous with conscientiousness. Therefore, it can be extrapolated that to perform well in the profession of dental hygiene, one must be conscientious.

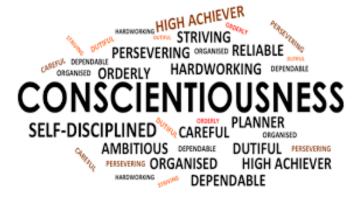
With that said, we are upon our second year of our registrants using the new computer management system. We understand that there may be some minor challenges again this year. However, we request that you use your dental hygiene engrained, conscientious attributes, to go through our computer management system in a meticulous manner. Also, we will be sending you an evaluation/feedback form of the new computer management system on December 4, 2016. While you are working your way through the computer management system please write down your thoughts so that you can provide this important feedback to us. (References to this article are available upon request).

Sincerely,
Stephanie
Stephanie Gordon BA, RDH
CDHM Registrar/Executive Director



OFFICE OF THE MANITOBA FAIRNESS COMMISSIONER MEETING: SEPTEMBER 22, 2016

MANITOBA ALLIANCE OF HEALTH REGULATORY COLLEGES MEETING: OCTOBER 20, 2016





Chair's Message - Alayna Gelley

As registrants of the College of Dental Hygienists of Manitoba, and I include myself in this group, we often hear about the privilege of being a self-regulated profession. But do we truly understand what that means? Do we really grasp the implications and responsibilities of being a self-regulated profession? Why is it a privilege to be self-regulated and do we know what would happen if we lost this privilege and found ourselves governed by a third party assigned to the task?

Two Canadian professional associations in the news recently have experienced exactly these concerns. In 2014, the government of Quebec decided that the province's engineers were unable to regulate themselves. At the center of these concerns was the group's inability to manage their activities and finances for the ultimate purpose of protecting the public. The engineers quickly found themselves under the appointment of 3 government trustees who were assigned to oversee how the organization was run, and to make the changes that they felt were necessary in the industry.

UPCOMING MEETINGS

ANNUAL GENERAL MEETING: OCTOBER 22, 2016

COUNCIL: NOVEMBER 22, 2016 More recently, the premiere of British Columbia declared that the province's real estate industry no longer deserved the privilege of self-regulation. Consumers were being put at risk over issues of honesty and integrity. According to the investigative report, regulation works "when members of the profession hold themselves and each other to a higher standard than anyone else."

To address the important issues around self-regulation, the CDHM council has invited esteemed speaker Deanna Williams to the annual general meeting (AGM) to be held on Saturday, October 22nd, 2016. Deanna Williams is the former registrar of the Ontario College of Pharmacists and a highly respected leader in professional regulation. In 2012, Ms. Williams was appointed by the Ontario government to act as supervisor for the College of Denturists of Ontario to address complaints and concerns regarding that College's operations. She was tasked with running all aspects of the Denturists' College to ensure that the organization was fully effective in its operations and its ability to safeguard the public interest. This event had a huge impact on the denturists in Ontario.

Ms. Williams will share her regulatory insights and experiences with us. I know that you will find her an interesting and engaging speaker and a tremendous source of information. We hope that you will join us at the AGM. Ms. Deanna Williams will make this an even more informative event for all of us!

Sincerely,

Alayna

Alayna Gelley, BSc(DH), RDH

CDHM Council Chair



Deputy Registrar's Update - Sheryl Sloshower

'Those people who develop the ability to continuously acquire new and better forms of knowledge that they can apply to their work and to their lives will be the movers and shakers in our society for the indefinite future.' Brian Tracy

I would like to take this opportunity to commend those of you who actively sought many remarkable evidence-based learning opportunities and shared this newfound, pertinent information with your oral health team members and your clients, collectively advancing the professional knowledge, judgment, and skills of your dental hygiene practice, and the quality of care of your clients. It is evident that many of you have put forth a lot of thought, time and effort into your specific targeted learning and ongoing commitment to giving back to the profession. This is extremely encouraging to the College, the profession and you, the registrant.

I would like to extend my sincere gratitude to the Continuing Competency Program (CCP) Reviewers for their dedication and hard work assessing and completing 182 CCP assessments! Thank you, Diane Girardin, Paula Larocque, Chelsey Pachkowsky, Harriet Rosenbaum and Aaron Szucsik!

I am pleased to report that the 2016 CCP statistics convey the achievement of the registrants and the effectiveness of the program. Of the 182 assessed registrants, 90% were successful on the first attempt. The 10% who were deficient were given corrective feedback and were given one month to resubmit their submissions.

I realize that it can be very stressful to receive a letter from the College of Dental Hygienists of Manitoba (CDHM) outlining your deficiencies. However, the CCP Reviewers work very hard at providing you with detailed corrective feedback. The corrective feedback is based on the complete process and how one is able to translate the knowledge, evaluate it, and apply the newfound information to his/her practice. It is important to reflect on the feedback and to learn from it. Like you, I feel a strong desire to quickly forget mistakes that I have made. Doing so, however, removes valuable learning opportunities. Reflective learning requires more time and effort but the rewards are well worth it!

In order to assist you with future CCP submissions, I am highlighting essential details pertaining to the CCP that must be attained when completing all CCP submissions.

- When submitting documents to the CDHM, all attachments must come from your own email address.
- Continuing competency goals are action oriented to bring about a change to one's practice. Goals established must be SMART, by being Specific, Measurable, Achievable, Realistic, and Time-specific. Additionally, goals should be concise and contained within one sentence. An example of an appropriately formulated goal is: Within 6 months, I will use ultrasonic/power scalers in my dental hygiene practice in accordance with the most recent research/evidence.
- Continuing competency (CC) activities must demonstrate a mixture of learning relevant to each goal; and current or future practice. The activities one uses to achieve each goal should be motivated by the desire to learn.
- Be precise and accurate when listing and classifying CC activities {i.e. educational courses/seminars and professional journals/ articles}. List all journal articles in detail including the correct title, authors and publication dates such as:
 Haas AN, de Castro GD, Moreno T, Susin C, Albandar JM, Oppermann RV, et al. Azithromycin as a adjunctive treatment of aggressive periodontitis: 12-months randomized clinical trial. J Clin Periodontol. 2008 Aug; 35(8):696-704.
- All CC activities must be evidence-based. One of the best ways to formulate an evidence-based submission is to use relevant, up-to-date, and professionally reputable sources. Non-professional magazines, books, and journals cannot be used as CC activities.
- Discussions with colleagues, employers, other health professionals and product representatives are important, however, they cannot be used as CC activities as they are opinion based, not evidence-based, and may be biased. Further clarification on this point can be found on the CDHM website at http://www.cdhm.info/quality-care/ccp-directives/
- Ergonomics is extremely important to our profession. Please use acceptable CC activities that relate to the care of the client and the quality of care as stated in the CCP Directives
- In order for the CCP Reviewers to evaluate the learning that has taken place, thoroughly describe the information and knowledge gained from the CC activities (point 2 in the Activity Implementation & Evaluation section of the Continuing Competency Record (CCR). The description is often very vague. Please highlight the important details of your learning in paragraph or in note formation. One or two sentences are insufficient.

CDHM Connections

- All activities must be completed within 24 months prior to the reporting period deadline (April 30th) to be included as
 activities on the CCR and the Professional Activity Record (PAR).
- Study/journal groups are an excellent way to collaborate with colleagues and work towards a common goal. The CDHM
 encourages group learning. However, the CCR is a self-directed learning process. Hence, one's personal learning
 experience must be in one's own words. Each year, it is necessary to inform the CDHM Deputy Registrar of the study/
 journal group topic and the participating members.
- Time taken to complete the CCR and PAR forms cannot be included in the time spent working towards the goal.
- Outcome evaluation and application are the final steps, whereby you reflect on the learning, evaluate the progress and
 the effectiveness of the learning, and implement the new knowledge or skill into practice to enhance the practice and
 quality of care to the client.
- The Professional Participation Component is an important part of the continuing professional development process. Peer networks and professional connectedness are integral to maintaining competence. Moreover, engagement provides a valuable social aspect to the process. Please make sure to provide a synopsis and reflect on the professional participation activity including the benefits to you and/or the recipient of the professional participation activity. This paragraph is often missing from the PAR.
- Please see the acceptable professional participation activities listed in the CCP package on page 17. These are different from the listed CC activities found on page 14.

Please note that I will meet one on one with registrants who may need guidance and assistance when completing CCP submissions. Keep in mind that I strive to facilitate learning. Most importantly, I encourage questioning and individual growth that results from the joy of learning and the pleasure of knowing. In this way, I hope I can make you capable of achievement, in addition to fostering the success of the CCP.

'By all these lovely tokens September days are here, with summer's best of weather and autumn's best of cheer.' Helen Hunt Jackson

Sincerely,
Sheryl
Sheryl Sloshower, RDH, BSc(DH)
CDHM Deputy Registrar



COLLEGE OF DENTAL HYGIENISTS OF MANITOBA'S PRACTICE GUIDELINE: CARDIOPULMONARY RESUSCITATION REQUIREMENT

This practice guideline is to inform registrants of the College of Dental Hygienists of Manitoba (CDHM) about the update on the current regulations on the yearly cardiopulmonary resuscitation (CPR) requirement.

As healthcare professionals, registered dental hygienists of Manitoba have a professional, 1-2 legal, 3 and ethical obligation to ensure they have appropriate CPR education to safely and effectively care for their clients in the event of an emergency.

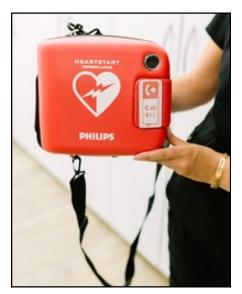
It is evident from the scientific literature that CPR knowledge and skills will deteriorate over a period of 365 days with non-use or non-practice and that poor quality resuscitation by rescuers is commonly observed in actual cardiac arrests.⁴ Therefore, a yearly renewal of CPR knowledge and skills allows the dental hygienist to remain current in the concepts and practice of CPR and to increase the probability of an effective intervention during a medical emergency in a dental setting.⁵

According to the CDHM Competencies, registrants of the CDHM have the ability to:

- identify clients at risk for medical emergency⁵
- assess the practice environment for safety risks (i.e. for clients, the dental hygienist and others)⁶
- assess the practice environment for emergency measures (i.e. for clients, the dental hygienist and others)⁷
- demonstrate awareness of and compliance with the policies of the practice environment (e.g. infection control procedures, safety guidelines, emergency preparedness, etc.)8
- apply principles of risk management for client health and safety (e.g. universal precautions, considering latex allergies, etc.)¹
- ensure the provision of care in emergency situations.²
- document health and safety incidents⁹
- advocate for practice policies that enhance safety and optimal provision of dental hygiene services (e.g. improved
- infection control protocols, zero tolerance, etc.).¹⁰

Registrants applying for registration and renewal of registration must provide evidence of completion of a Basic Rescuer CPR Level C or Health Care Provider course in the last 12 months.³

CPR certification must be completed no longer than twelve months prior to the December 1 renewal of registration deadline. Approval of registration will not be issued without evidence of CPR certification. It is important to ensure that the CPR course has a hands-on component. Online CPR courses without a hands-on component are not acceptable for registration and renewal of registration.



REMINDER - CPR GRACE PERIOD

The College understands that sometimes it is challenging to renew CPR Level C or HCP requirements prior to the 365 day period of when the CPR course was last taken. Therefore, the CDHM has given a thirty (30) day grace period to all registrants with regard to the CPR requirement. This grace period is in alignment with the Heart and Stroke Foundation standards of renewal. That being said, all renewal documents, including proof of CPR Level C or HCP, taken between January 15, 2016 and November 30, 2016 are still due December 1, 2016. Therefore, if a registrant takes his/her CPR Level C or HCP course after the December 1, 2016 renewal deadline the registrant will be charged a substantial late fee as she/he will have not met the complete renewal requirements. Please feel free to contact the CDHM office for further clarification.

CDHM Connections

In 2016, five national agencies joined together to release an evidence-based set of recommendations on training and standards of practice for first aid and CPR.¹¹ Based on these 2016 Canadian Consensus Guidelines on First Aid and CPR¹², the CDHM requires that registrants acquire CPR certification from an instructor currently certified from one of the five national agencies listed below:

- Heart and Stroke foundation of Canada
- Canadian Red Cross
- St John Ambulance
- Canadian Ski Patrol
- Life Saving Society

For registrants practising internationally, the CDHM requires CPR certification acquired from either the five agencies listed above or from the American Heart Association.

This practice guideline reflects current knowledge and is subject to periodic review and revisions with on-going research.

References

- 1. CDHM Dental Hygiene Competencies, (Implementation) #56, page 12.
- 2. CDHM Dental Hygiene Competencies, (Implementation) #58, page 12
- 3. The Dental Hygienists Act; Dental Hygiene Regulation: Section 9(1)(g) and 9(1)(i)
- Yang C, Yen Z, McGowan J, Chen H, Chiang W, Mancini M et al. A systematic review of retention of adult advanced life support knowledge and skills in healthcare providers. Resuscitation. 2012;83(9):1055-1060.
- 5. CDHM Dental Hygiene Competencies, (Assessment) #8, page 4.
- 6. CDHM Dental Hygiene Competencies, (Assessment) #59, page 7.
- 7. CDHM Dental Hygiene Competencies, (Assessment) #60, page 7.
- 8. CDHM Dental Hygiene Competencies, (Assessment) #67, page 7.
- 9. CDHM Dental Hygiene Competencies, (Implementation) #59, page 12.
- 10. CDHM Dental Hygiene Competencies, (Implementation) #67, page 12.
- 11. 2016 Canadian Consensus Guidelines on First Aid and CPR; Release Letter. Feb 2016
 Available from: http://lifesaving.mb.ca/cms/wp-content/uploads/2016firstaid_releaseletter.pdf
- 12. 2016 Canadian Consensus Guidelines on First Aid and CPR. Feb 2016.

 Available from: http://lifesaving.mb.ca/cms/wpcontent/uploads/2016firstaid_consensus_guidelines.pdf

3

As of December 1, 2017 all prospective and renewing registrants will be required to take a CPR course taught by a certified instructor from one of the five agencies listed above in order to meet requirements for licensure in 2018.



The Practice of Oil Pulling A Perspective from your Deputy Registrar

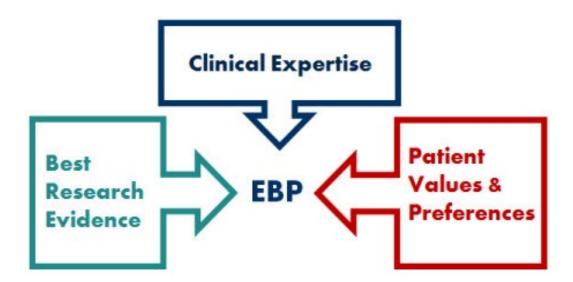
The Continuing Competency Program Reviewers have informed me that some of the members have received questions from their clients regarding the practice of oil pulling and its potential benefits on oral and overall health. Consequently, there were Continuing Competency Record submissions on this practice with various conclusions on the obtained literature. Most importantly, there were members who did extensive research and concluded that based on the lack of currently available evidence, oil pulling is not recommended as a supplementary oral hygiene practice and surely not as a replacement for verified prevailing oral health behaviors. However, there were some members who concluded that it was ok to advise their clients that the practice of oil pulling does enhance oral health and whiten teeth.

Oil pulling is an ancient, traditional folk remedy that has been practiced for centuries in India and southern Asia. The practice of oil pulling involves placing a tablespoon of an edible oil (e.g., sesame, olive, sunflower, coconut) inside the mouth, and swishing or "pulling" the oil through the teeth and oral cavity for anywhere from 1-5 minutes to up to 20 minutes or longer.¹

Oil pulling therapy has insufficient peer-reviewed scientific studies to support its use for oral conditions. Existing studies are unreliable due to the misinterpretation of results for reasons such as: small sample size, confounders, absence of negative controls, lack of demographic information, and lack of blinding. Scientific studies have not provided the necessary clinical evidence to demonstrate that oil pulling reduces the incidence of dental caries, whitens teeth or improves oral health and well-being. Articles in the media recommending oil pulling procedures have not described potential adverse health effects such as lipoid pneumonia associated with oil pulling or mineral oil aspiration. In addition, cases of diarrhea and upset stomach have also been reported.¹

The dental hygiene profession advocates an evidence-based approach to oral health care that requires the judicious integration of systematic assessments of clinically relevant scientific evidence, relating to the client's oral and medical condition and history, with the dental hygienist's clinical expertise and the client's specific treatment needs and preferences.

The American Dental Association. The practice of oil pulling. 2014 May 14. Available from: http://www.ada.org/en/science-research/science-in-the-news/the-practice-of-oil-pulling





HR Corner - Donna Dowie

Let By-Laws be By-Laws...



"The safety of the people shall be the highest law." ~Marcus Tullius Cicero

Say goodbye to the lazy days of summer for another year! It's time to get back into the hustle and bustle of a daily routine. The College of Dental Hygienists of Manitoba (CDHM) was very busy this past summer registering new graduates from across Canada and from the University of Manitoba. I'd like to welcome the new dental hygiene registrants to the profession; may you have fulfilling careers.

Significant announcements such as the start of renewal of registration, new practice guidelines and the Annual General Meeting (AGM) notice are now being sent electronically in keeping with the College's commitment to adopt a more sustainable environment. I would like to remind registrants as the 2017 renewal of registration period draws near, the importance of being up to date and current with email address, phone number, home address and employer contact information in the profile section of the Alinity computer management system.

Below is the wording from **Article II: Membership** located on page 4 and 5 of the CDHM By-Laws which can be found on our website: http://cdhm.info/legislation/CDHM By-laws 2014.pdf

ARTICLE II: MEMBERSHIP Obligations of membership

All members must:

- **2.1** Notify the Registrar, in writing sent via regular post, facsimile or electronic mail of change in name, mailing address, place of employment or membership status within thirty days of the changes.
- 2.2 Answer all correspondence from the college to which a reply is required within 30 days from the date of the correspondence unless another date is specified. When reminder correspondence is sent to a member from the college, and the member fails to respond in writing within 15 days from the date stipulated in the reminder correspondence, the member may be referred to the Registrar, who may then make a referral to the complaints committee under clause 22(1) (b) of the Act. In the event that reminder correspondence is sent in regards to non-renewal or non-payment of fees, this failure to respond within the 15 days will result in immediate cancellation of the person's registration.

At the 2016 CDHM AGM, changes to the by-laws will be proposed. These changes are in alignment with Section 6 of the Dental *Hygienists Regulations*. It is important to note that since the CDHM has an online registration system, it is the registrant's responsibility to update his/her personal information and be compliant with the CDHM By-laws. If you require help, please contact the CDHM office anytime for assistance.

I hope to see you at the CDHM AGM on October 22, 2016. Watch your email for more details!

Sincerely,

Donna

Donna Dowie

Executive Assistant to the Registrar





UNIVERSITY OF MANITOBA SCHOOL OF DENTAL HYGIENE

ALUMN ASSOCIATION

PROUDLY SUPPORTING THE SCHOOL OF DENTAL HYGIENE AT THE UNIVERSITY OF MANITOBA

The UMSDHAA would like to thank all those who supported us by attending our Annual General Meeting May 5th. We had a record attendance and appreciated hearing research presentations by our two speakers Pf. Mary Bertone and Deanna Mackay. Our members' support also helped us to fundraise at our two events this past year and put us in a position to make plans for this upcoming year.

We are hoping to host another fundraising event tentatively late fall and hopefully another Wine and Cheese event in the winter months of 2017 where we can network with faculty and current student body at the School of Dental Hygiene. Our Wine and Cheese event of 2015 was a roaring success. Please contact us by email at umsdhaa@outlook.ca for further information, visit our Facebook page, or stay tuned for further details.

We encourage our members to designate their online tax-deductible donations to "Smiles for Miles" at https://give.umanitoba.ca/ or to the "University of Manitoba School of Dental Hygiene Alumni Association Diploma and Bachelor of Science in Dental Hygiene Award".

This September 23 at the Ft Garry Hotel we plan to celebrate our SDH Alumni of Distinction for 2016, Ms. Arna Shefrin (class of 1970) so please plan to join us. Ms. Shefrin is truly worthy recipient whose career path includes both professional and artistic endeavours.

We are excited and look forward to another fruitful year.

Florna Atienza and Cindy Isaak-Ploegman, UMSDHAA co-president



Message from the President of the Manitoba Dental Hygienists Association

Certain signs that fall is on its way include the days getting shorter and cooler, the geese starting to fly, and the MDHA gearing up for a new season. But before we look to the fall, let's rewind to spring.

In addition to the usual business at the MDHA's annual general meeting in June, members enjoyed a celebration in honour of the MDHA's 50th anniversary. We were pleased to have the president of the CDHA, Donna Scott, in attendance to provide members with an update on CDHA activities. Donna also

shared anecdotes of her experiences as a hygienist in the Yukon – quite different compared to what most of us deal with every day! We also heard from Rhonda Lorch of Lorch and Associates who gave a great presentation titled "The Top 10 Reasons to Cherish Being an MDHA/CDHA Member". If you would like a copy, please send me an email at the address below. The business portion of the meeting also included the adoption of a new, updated set of by-laws and the election of a full slate of board directors for the 2016/2017 term.

The celebration of the MDHA's 50th anniversary was marked by a special toast by then-president Larissa Bubnowicz, with mimosas for all. Members also enjoyed a delicious red velvet swirl cake decorated with the MDHA logo and sugar flowers from Nachelle's Cakes, as well as time for socializing and networking.

The MDHA is looking forward to another busy year, starting off with a strategic planning session in September to set the MDHA's goals for the next few years. The Professional Development Committee has put together another excellent Lecture Series and booked a great keynote speaker for the winter convention. Members can expect to receive the PD information postcards soon. MDHA Team Brush for the Cure will once again be participating in the CIBC Canadian Breast Cancer Foundation's annual Run for the Cure in October – if you are an MDHA member and would like to participate on the team visit MDHA website, http://www.mdha.ca for details. Thanks again to everyone who took the time to complete the member survey sent earlier this year. A committee is at work reviewing the responses received and will be providing the results to our members at a later date.

It is a privilege for me to be serving as your president for the 2016-2017 term. I am always open to hearing from our members so please feel free to contact me.

Sincerely, Heather

Heather Sirkovsky, RDH
President—Manitoba Dental Hygienists Association



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 Connections



Stephanie Gordon, Kellie Watson and Stacy Bryan Mackie at the International Federation of Dental Hygienists conference, Basel, Switzerland, June 2016.



Are you moving??

Change of Address Notification

It is imperative that registrants of the College of Dental Hygienists of Manitoba (CDHM) ensure that their mailing and emailing addresses are 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 our new online system within 30 days of changes as per by-law 2.1.



College of Dental Hygienists of Manitoba 109 - 420 Des Meurons St. Winnipeg. MB R2H2N9 Phone: 204-219-2678 Fax: 204-219-2679

Email: cdhm@cdhm.info Website: www.cdhm.info Office Hours: Monday-Thursday, 9:00am-4:00pm