



# the Sentinel

A Newsletter of the College of Dental Surgeons of British Columbia

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## College welcomes new deputy registrar Brian Casey



A native Montrealer, Brian graduated from McGill University and moved to Ottawa in 1971, where he practised general dentistry until 1998. Following the sale of his practice, he and his wife decided to move west because of the more temperate climate. He took some time off to relax and then spent the next year obtaining his computer network certification. He worked in the computer world for a short period of time until an opportunity came up to join the Association of Dental Surgeons of BC (ADSBC) as Director, Member Services.

Brian remained in that position until April of this year when he joined the College as a new deputy registrar. He brings with

him extensive mediation experience after spending much of his time at the Association helping dentists and patients resolve their differences. He expects to use this previous experience and skills to expediently and fairly resolve issues between the College and members. Brian also believes that the rapport he established with the members during his four years at the Association will make that task easier.

Outside the office, Brian is an accomplished chef and spends much of his spare time searching for new recipes and trying them out. When he is not in the kitchen, Brian is an avid golfer and fitness buff.

## Regulatory Reform

## Peer-Driven Process for Resolving Complaints



## President's Report

Dr. Robert Rosenstock

As you are most probably aware by now, in July 2003, the government approved revisions to the College's Rules under the *Dentists Act*, thereby establishing a new structure for professional conduct review and discipline processes. The following briefly outlines the steps that the College will take in such cases.

The College will continue to utilize a complaint-driven model of professional regulation as recommended by the Regulatory Review Task Force (RRTF). The registrar (and deputy registrars) will continue to have the responsibility to conduct the initial review of complaints to determine whether registrants have contravened the prevailing Act or Rules. The registrar will continue to be able to dismiss complaints summarily at the initial stage and will be able to take steps to attempt to resolve the complaint informally or by mediation, i.e., with the registrant's agreement.

If none of the above is possible or appropriate, the registrar's office would then be responsible for gathering information and preparing reports prior to referral to the Practice Standards

Committee (PSC) or the Professional Conduct Committee (PCC).

The Practice Standards Committee may do one or more of the following:

- Refer the complaint back to the registrar with any directions the PSC considers appropriate for further investigation or review.
- Recommend to the registrant under review that he/she take corrective or remedial action which the PSC considers appropriate.
- Attempt to resolve the complaint informally or refer the complaint to mediation, both with the registrant's consent.
- Refer the complaint to the Professional Conduct Committee.
- Dismiss the complaint.

The referral to the Professional Conduct Committee would occur because:

- The PSC considers the complaint requires more than remedial action.
- The PSC cannot reach an agreement with the registrant.

- The registrant fails to follow the terms of an agreement.

The registrar would also have the authority to take no action or to refer the complaint directly to the PCC if she considers it would be inappropriate to refer the complaint to the PSC, for such reasons as the complaint is of a more serious nature or requires more than remediation.

The Professional Conduct Committee can:

- Refer the complaint back to the registrar for further investigation or review with any directions it may have.
- Appoint an Inspector to act under the directions of the PCC.
- Apply to the courts for an order authorizing search and seizure.
- Convene a meeting with the registrant under review, and anyone else the PCC considers necessary, to discuss the registrant's practice, conduct or condition.
- Refer the complaint to the PSC, as it may feel that remediation is the best course of action.

**The process will be more transparent, with the complainant always known to the registrant.**

- Attempt to resolve the complaint informally or refer the complaint to mediation, both with the registrant's consent.
- Request that the registrant consent to a letter of reprimand, agree to comply with terms or conditions, or agree to take any action that the PCC considers

## LAST CHANCE TO APPLY AND QUALIFY



### Royal College of Dentists of Canada Interim Examination

Many existing dental specialists have expressed concern that as of 2001 incoming dental specialists will likely obtain Fellowship after successful completion of the National Dental Specialty Examination. To permit all existing dental specialists the opportunity to upgrade to Fellowship, the Royal College of Dentists of Canada is offering an Interim Examination under the following conditions.

1. The Interim Examination will be available to existing specialists who have been licensed as a specialist in Canada for three years or more;
2. The specific content of the examination will be left to the individual specialty but usually

involves elimination of the initial written component of the standard examination.

3. The Interim Examination will be given on a time-limited basis for three years starting in 2002 and ending in 2004.

The last Interim Examination will be held in Toronto, Ontario, on Saturday, November 20, 2004, as part of the fall 2004 examination session. All applications must be received by the RCDC office on or before the application deadline of August 3, 2004.

For information about examination requirements, application deadlines and fees, visit RCDC online: [www.rcdc.ca](http://www.rcdc.ca) or call: 416 512-6571.

would constitute a satisfactory resolution of the complaint.

- h) Refer the registrant to an Inquiry Panel.
- i) Dismiss the complaint.

It was recommended by the RRTF that the inquiry process be left as is. The registrar has the authority to prosecute the charges before the Inquiry Panel if the PCC decides the registrant should appear before an Inquiry Panel.

The committees will be made up of three or four members with at least one member being a public representative, and the majority being members of the College. If the complaint involves a specialist, at least one member of the panel must be a specialist in the field. If the complaint involves a CDA, at least one member of the panel must be a CDA.

The major change in the actual process is the philosophy behind it. The process is now much more peer-driven, rather than registrar-driven. The process will be more transparent, with the complainant always known to the registrant. As well, the complaint will be resolved, where possible, in a timely manner with the status of the case, along with the College's relevant information, available to the registrant.

All members of the PCC and the PSC will take an orientation and mediation course through our law firm, Davis & Company, before becoming active on their committees. I previously attended one of these courses and feel that it promoted a philosophy which will be widely accepted within our profession, while maintaining our mandate of protection of the public.



## COUNCIL ELECTION RESULTS FOR 2004/2005

Position	Elected	
President	Dr. Dan Stoneman	Acclamation
Treasurer	Dr. Peter Lobb	Acclamation

### Dental Electoral District Representatives

Fraser Valley	Dr. Bob Coles	Election
Kooteney	Dr. David Prokopetz	Acclamation
Northwestern BC	Dr. Gerd Gottschling	Acclamation
Peace River	Dr. Mark Spitz	Acclamation
Prince George	Dr. Sieg Vogt	Election
Thompson/Okanagan	Dr. William McNiece	Acclamation
Upper Island	Dr. Ashok Varma	Acclamation
Vancouver	Dr. Susan Chow	Election
Victoria & District	Dr. Todd Jones	Acclamation

Top Awards and Accolades

# Evidence Dentistry in Capable Hands



Registrar's Report

Heather Laing

**D**o you like being recognized for professional achievement? Most people do, which is why we volunteer our time and our skills where we think we can do some good.

I was reminded of this recently when I attended the award ceremony at the Pacific Dental Conference. It was a delightful event, managing to combine both social and business elements. For me, it was an opportunity to chat with a number of outstanding dentists and certified dental assistants about why they volunteer their time to support the College in its goal of ensuring the highest standards of professionalism for dentistry in British Columbia.

Take the Honoured Member Award. This is the top award given by the College and it recognizes "individuals who have made outstanding contributions to the art and science of dentistry or to the dental profession over a sustained period of time." The award was created in 2002, and it replaces the Honorary Membership Award that had been in place since 1970.

Imagine what it would be like to receive such an award from your peers in the profession of dentistry. Could anything be

more satisfying? What a legacy to leave to the next generation of dental professionals in the province – to leave dentistry stronger and richer than when you started to work in your first dental practice.

Other awards – such as Distinguished Service, Certificate of Merit and Certificate of Appreciation – recognize any outstanding contribution or exceptional service to the College or the field of dentistry.

While some of us might be a little jaded about award ceremonies, I am always impressed by them. It tells me something about a profession when it sets up the criteria for excellence in volunteer contribution, and then chooses members to recognize in support of that excellence. It also tells me that dentistry in British Columbia is operating at a superior level in Canada, and in the world.

But, once the award ceremony is over, what remains of the experience? What do practitioners get out

of volunteering to help the College support dentistry? Why would any dentist or CDA want to attend evening meetings, read correspondence on weekends, participate on committees, or manage a task force or special project?

When you ask award recipients these questions, I always find you get the same answers. They tell me that, at the heart of it, the main reason is the love of the profession and the deep desire to keep it operating at its highest levels. They describe the incredible camaraderie that comes from working with a group of peers who represent the best of any particular profession. They tell me they get satisfaction from being able to contribute their ideas and energies to a project or a committee and then seeing a result that could not have been achieved without their personal time and commitment. They want to make a difference.

Having attended the award ceremony and meeting this year's award recipients, I am struck by the feeling that dentistry in British Columbia is in extremely capable hands. As someone new to the profession, this is both reassuring and challenging. I have to live up to the example that is being set.

I want to encourage any registrants who have ever thought about volunteering for

College committees or activities to think about doing so over the next couple of years. The time is right for offering your ideas and energies. Your contribution would be welcomed and appreciated. And maybe in a couple of

years, it will be your

award ceremony that I, and your colleagues, will be attending at the PDC.

**At the heart of it, is the love of the profession and the deep desire to keep it operating at its highest levels.**

## 2004 Award Recipients

College of Dental Surgeons of British Columbia



**The group picture from left to right standing, back row:**

Dr. George Maryniak, Dr. Larry Goldstein, Dr. Douglas McDougall, Dr. David Hodges,  
Dr. Richard Wilczek, Dr. Ernst Schmidt

**Middle row:**

Dr. John Zaporinuk, Dr. Charles Slonecker, Dr. Norm Ferguson, Dr. Leon Woolf,  
Dr. Philip Barer, Dr. David Christie

**Front row:**

Ms. Diana Hiebert, Ms. Jane Wong, Ms. Sherry Sikora, Dr. Bob Clarke, Dr. Maurice Wong,  
Dr. Ron Markey

### Honoured Member

Dr. Ronald J. Markey  
Dr. Ted Ramage\*

### Distinguished Service Award

Dr. Norman C. Ferguson  
Dr. Raymond S. Greenfeld\*  
Dr. W. Douglas McDougall  
Dr. Charles E. Slonecker  
Dr. John C. Zaporinuk

### Certificate of Merit

Dr. Philip G. Barer  
Dr. David P. Christie  
Dr. Robert J. Clarke  
Dr. Myron H. Faryna  
Dr. Larry Goldstein  
Ms. Diana M. Hiebert  
Dr. David M. Hodges  
Dr. Ernst J. Schmidt  
Ms. Sherry C. Sikora  
Dr. Richard Wilczek  
Ms. Jane M. Wong  
Dr. Maurice K. W. Wong  
Dr. Leon Woolf

### Certificate of Appreciation

Dr. J.K. George Maryniak  
Mr. Gordon McConnell

*\* Presentations will be made in 2005,  
as they were out of the country.*

## Does the College have your most recent practice address?

In order to ensure that our Directory of Dentists is accurate, we must have your current practice address in our database. In the absence of a practice address, your mailing address will be used. Any changes that you wish to have reflected in the Directory must be received by the College prior to September 1, 2004.

All changes must be received in writing by regular mail, email (postmaster@cdsbc.org) or fax (604 734-9448). You can use the 'Errors and Omissions' form on the first page of your current directory or print a form off our website (www.cdsbc.org).

Changes should be received by the College within 30 days of the change occurring.

If you have any questions regarding address changes, please contact Registration and Licensing at 604 736-3621.

## CDA Study Club

## The Painless Way to Collect Continuing Ed Credits



**Standing left to right – Carolyn Henderson, Brenda Isbel, Karen Jones; Seated – Betty-Lou Hyg**

Everyone knows that certified dental assistants (CDAs) need 36 credits of continuing education over three years or they can't renew their licence with the College of Dental Surgeons. Right?

Well, almost right. Most CDAs and dentists are aware of the 36 credit requirement for CDAs within the three-year cycle, however, knowing about the need for CE credits, and managing the learning effectively are two very different things. Scheduling and paying for continuing education can be a challenge for CDAs on top of the big question of what to study and how best to get that education. Given that any courses or educational equivalents must meet the College's requirements of having "significant intellectual or practical content directly related to the practice of dentistry or certified dental assisting or ethical obligation of the participant," it isn't always easy to find quality continuing education at a reasonable price that is applicable to dentistry, and yet convenient for CDAs to attend.

One group in a dental practice has come up with an answer to many of the issues around getting their mandatory continuing education credits – a study club especially for CDAs.

This particular club is located on the North Shore of the Lower Mainland, spanning the communities of North Vancouver and West Vancouver. It currently involves five

CDAs and four hygienists from two dental practices: Park and Tilford Dental (dentists: Mike Prescott and Jacques Van Latham), and Dr. Euan Mackie's office in West Vancouver, and is open to other participants. The club has been running for about nine years and according to four of the participants, it has been a big success.

"I think it's a great way for CDAs to get their points. Plus it keeps you on a schedule so you don't let years go by and then at the last minute, it's 'Oh my God, I haven't taken anything' and my three-year cycle is up," says the current club secretary, CDA Karen Jones.

Her colleague, CDA Brenda Isbel, agrees: "It doesn't give you all your points, but it sure helps."

Hygienist Betty-Lou Hyg says the costs of continuing education courses are going up, and a study club is a cost-effective way of getting the required education. "Having a study club like this is excellent because it just doesn't cost you that much," she says.

CDA Carolyn Henderson agrees, "Our price of \$50 a year, per person, is very affordable."

The study club is also convenient, says Karen. "It's often hard to organize and get out to a course on the weekend when you

are busy with your family. We can do it right after work. It makes it easier for everybody," she says.

So how does the group decide on what subjects they need to learn? "It's basically a group consensus," says Karen. "We go around and ask the members 'What do you think we need to discuss or look up?' In the last nine years, we've had a variety of different topics, and everyone gets to say what they want. We all work together so that we're all happy with the topics we pick."

Some of the topics the club has chosen include:

- Product demos (e.g. Sonicare, Sensodyne, bleaching products)
- Oral surgery (Dr. Mackie put this on for the Club)
- CPR
- Practice management (computer upgrading)
- Employment standards
- Bonding materials
- Ethics
- Forensic dentistry

Betty-Lou recalls one particular session on taking alginate impressions. "We had the opportunity to work with the materials and did impressions on each other. It was an excellent review."

## Important points to remember

- 1 Any CDA who is interested in starting a study club can contact Betty Wiebe at the College of Dental Surgeons, 604 736-3621.
- 2 It is possible to get all 36 credits through a Study Club, but that would depend on how often the Club meets and for how long.
- 3 Please make sure to keep your contact information up-to-date with the College. If a CDA runs out of time with continuing education credits, we want to know how to contact you to see if we can help out.
- 4 You need 36 CE points for a three-year cycle; that's 12 CE points a year, or one credit a month.
- 5 Even if you are non-practising, you need 36 CE points for the three-year cycle.
- 6 Over the course of your CDA career, you are only eligible once for an extension to your CE cycle.
- 7 If you are having difficulty earning CE, then call the College for options – Telephone Liz Milne at the College of Dental Surgeons, 604 736-3621.

## Setting up a study club

So what does it take to set up a study club?

### Step 1 – Apply

The first step is designating someone to fill out an application to the College of Dental Surgeons. There must be a minimum of five members, and membership cannot be restricted based on race, creed, religion or gender. The form then goes to the Quality Assurance Committee for approval of the study club.

### Step 2 – Choose your topics

Once the club gets the go ahead, get topic suggestions from the members.

“There are a lot of phone calls just to get organized at the beginning of the year,” says Karen. “We usually set the year up in advance, so we may not get the dates perfect right away, but we get the topics decided at the beginning of the year and then we work through the year getting our dates.”

Betty-Lou says, “Sometimes it helps to have very specific topics. We’re a small group so we can ask more questions and get a little more information. You don’t always get that in one of the large courses given elsewhere.”

### Step 3 – Find speakers & confirm dates

The club also has to find the speakers, and/or mentors who will provide the education and make sure the date works for everyone.

### Step 4 – Meet

Study clubs must meet at least four times a year to be accepted by the College, but often clubs will meet five times or more. The members must attend the majority of meetings. Please note that non-practising members may not participate in clinical sessions without an approved permit.

### Step 5 – Report

At the end of the session, the club secretary must fill out the Continuing Education Credit

Form and mail or fax it to the College. There is also an annual study club report submitted at the end of the year.

“You’re just going over exactly what you did, the length of time you met, who was the mentor, what was the topic and the names of everyone who attended the meetings,” says Karen.

And, every three years, the group must re-apply as a study club.

### Membership has its rewards...

The members of the study club believe the small amount of administration is worth the effort. One of the unexpected benefits

for members of a study club is the opportunity to talk to other colleagues who work in different offices.

Carolyn says, “We really like it. It’s a good group of people.”

Betty-Lou comments, “When you study with people from other offices, you get a chance to converse with other people in your field. It’s interesting to discuss different things that come up in offices.”

Brenda sums up the experience, “It is good to have the reps come and talk about different products because it helps us remain current.”

## Support for CDAs on College Management Team



In recognition of her role in support of certified dental assistants, Betty Larsen has been promoted to the position of Director, Operations and CDA Affairs for the College of Dental Surgeons of BC.

“I continue to be excited about the opportunity to work with certified dental assistants throughout the province,” says Betty. “I hope I can help them to be more visible within the College, as well as assist CDAs to understand how the College works on their behalf.”

Betty’s role encompasses overseeing registration, licensure, mandatory continuing education and exams for certified dental assistants, along with many other activities of

relevance to CDAs. Betty also liaises with outside agencies where the principal activity relates to regulatory or licensing issues for CDAs such as community colleges, the Canadian Dental Assistants Association, the Commission on Dental Accreditation of Canada, the National Dental Assisting Examining Board and the Private Post Secondary Education Commission of BC (PPSEC).

“I encourage any certified dental assistant to contact me,” says Betty. “I would be delighted to discuss how the College works and how CDAs can have their voices heard.”



### College employee profile

#### Terri Smolar

Terri Smolar is the new Manager of Communications for the College of Dental Surgeons. She comes to the College after a career in journalism, corporate communications, public relations and college teaching. Along the way, Terri managed to win awards of excellence in journalism and corporate communications. She has worked as a reporter with the Canadian Broadcasting Corporation and has held management positions with the BC Lottery Corporation, ICBC, Douglas College, the Open Learning

Agency and the British Columbia Institute of Technology.

Terri will be working for the College three days a week. On the other two days, she divides her time between Kwantlen University College and Douglas College, where she teaches public relations and communications management. "I love teaching," says Terri, "and in a sense, all communications work is a form of teaching."

She says her biggest challenge now is "understanding the whole world of dentistry – the regulatory as well as the practice environment."

"Luckily," she says, "I have great people to work with, so I am looking forward to helping the College to communicate more effectively with members, registrants, the media, government and the public."

You can reach Terri by calling 604 714-5323 or by e-mailing [terri@cdsbc.org](mailto:terri@cdsbc.org)

## Earn and Learn

Vancouver Community College provides an opportunity for you to "Earn and Learn." In addition to the traditional 10-month on-site program, the Dental Assisting Distance Delivery Program (DADDP) can now be completed while you are working in a dental office. Through self-paced learning, theory is presented on compact discs with tutor support via e-mail and telephone. Course design includes activities and exercises completed in your dental office. Three on-site clinical sessions provide hands-on instruction of certified duties.

For additional information and details, please contact:  
[daddp@vcc.ca](mailto:daddp@vcc.ca) or 604 443-8521

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#### College of Dental Surgeons of British Columbia

Suite 500 – 1765 West 8th Ave.  
Vancouver, BC  
V6J 5C6

Tel: 604 736-3621

800 663-9169

Fax: 604 734-9448

866 734-9448

Email: [postmaster@cdsbc.org](mailto:postmaster@cdsbc.org)

[www.cdsbc.org](http://www.cdsbc.org)

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*The Sentinel* and other communications circulated by the College are the primary source of information about regulation for dentists and certified dental assistants in BC. Registrants are responsible for reading these publications to ensure they are aware of current standards, policies and guidelines.