



# Contact

# NEWS BULLETIN

January 30, 2014

## **CDSBC's Avoiding Complaints Course – Upcoming Course Dates**

Complaints against dentists have doubled over the past five years. Join us at CDSBC's *Avoiding Complaints* course to learn how a preventive approach to managing your practice can keep you from being blindsided by a complaint. We will be using real-life scenarios and behind-the-scenes insight to teach you simple techniques for how to prevent complaints. We will also show you what steps to take if you are faced with a complaint from a patient.

Upcoming course dates:

- January 31 at the Fraser Valley District Dental Society meeting in Langley. Register through the FVDDS.
- March 7 at the Pacific Dental Conference. Visit our [website](#) for more information.

## **Last Chance to Submit Feedback on Draft Promotional Activities Bylaws and Guidelines**

The College is updating the bylaws for promotional activities (specifically 12.02 and 12.05) and creating a new set of interpretive guidelines for registrants. These have been posted for public consultation until January 31. More information about the proposed bylaws and guidelines – and instructions for submitting feedback – can be found [here](#).

## **2014/15 Online Renewal Deadline is March 3**

The 2014/15 annual renewal deadline is **March 3, 2014**. You can complete your renewal and make your payment through [CDSBC's online system](#).

To access the online system, you will need:

- Your registration/certification number;
- Your password (if you have forgotten your password, you can reset it with your registration/certification number and birthdate); and
- A current email address on file with CDSBC.



Please note that paper renewal forms will not be mailed out. If you have questions about online renewal or cannot access the Internet, please call the renewal hotline at 604-714-5346.

If you do not renew by March 3, you will not be permitted to practise until you are reinstated. Note that a reinstatement fee will apply.

## Discipline Notices

As required by the *Health Professions Act*, the College must publish reports of discipline activities against its registrants. CDSBC has published three discipline notices: Narendra (Randy) Narayan, Sergei Agafontsev, and an anonymous CDA. Read the discipline notices [here](#).

## Complaint Summaries Publication

Consistent with its [publication policy](#) and commitment to transparency about the process for resolving complaints, the College will be publishing summaries of recently closed complaint files. These summaries can be used as an educational tool for registrants to review real-life patient complaints and CDSBC's findings and resolutions.

To read the complaints summaries for the year 2012/13, click [here](#).

## Next CDSBC Board Meeting – February 21 at 9 am

The next meeting of the CDSBC Board is Friday, February 21 at 9 am at the Terminal City Club in Vancouver. For more information and to RSVP, please visit the [Board meeting section](#) of the website.

Minutes from previous Board meetings can be found [here](#).

## CDSBC 2014/15 Board Election

The 2014/15 election will take place on May 15 for eight Board positions. Information on available positions, eligibility requirements, nomination packages and key dates and deadlines can be found [here](#).

## National Dental Assisting Examining Board – Occupational Survey

The NDAEB will be conducting an occupational survey of CDAs across the country to collect data on the specific services they perform during their day-to-day practice. The College will be emailing this survey link to all CDAs in early February.

CDAs who complete this survey will be eligible to submit one (1) CE credit for participating.