



Memo

TO: Dentists, Dental Therapists and Certified Dental Assistants

FROM: Dr. Peter Lobb, President
Dr. Doug Conn, Treasurer

DATE: December 11, 2018

SUBJECT: **Year-end Update and 2019/20 Renewal Fee**

The Annual Renewal Memo is an opportunity to provide you with an update on College activities over the past year, and an insight into the year ahead.

The College faced a number of challenges in 2018. These included the resignation of a public board member, a media story about how the Board handled a complaint made against the registrar, the resignation of the registrar, and an order by the Minister of Health that the College undergo a review by Mr. Harry Cayton, a leader in professional regulation. We also held our first discipline hearing in four years, and successfully defended our regulatory actions in BC Supreme Court.

These challenges have involved significant expenditures, and will result in a forecasted financial deficit for the current fiscal year (2018/19) ending February 28, 2019.

There is also good news to report. Dr. Chris Hacker, who was deputy registrar at the time, stepped into the role of acting registrar and has provided the necessary leadership for the College to carry out our many activities and regulatory responsibilities. He is supported by a dedicated and hardworking College staff, who have ensured the College is working effectively, while at the same time participating in the review by Mr. Cayton, with its many additional demands.

On November 30, the Board approved a new three-year strategic plan, one that emphasizes improved health outcomes for the public, strengthened relationships with stakeholders, leading regulatory practices, and stronger governance.

The College recognizes that the regulatory landscape is changing in keeping with public expectations, and we are faced with rising costs. A few years ago, the College believed complaints were decreasing and adjusted staffing levels accordingly. That trend has reversed, and we are now experiencing a noticeable increase in both the number and



complexity of complaints, in addition to:

- An increase in the number of citations directed by the Inquiry Committee, requiring us to prepare for as many as 13 potential discipline hearings in the coming year
- An increase in the number of complaints related to advertising and promotional activities (new Bylaw 12) since March 2018
- An increase in the failure and non-compliance rate for registrants who participated in remediation programs to address concerns identified in the complaints process, thus requiring further action by the College.

Additional staff are required to address complaints and also to carry out the initiatives outlined in the new strategic plan related to quality assurance, the development of standards and guidance, and operations. Office space is currently being renovated and reorganized to accommodate these requirements. All of these activities are being undertaken to allow the College to serve and protect the public in the delivery of safe dental care for all British Columbians.

The Board has approved a deficit budget for 2019/20 based on a renewal fee increase of:

- \$120 for practising dentists (general dentists, certified specialists, restricted to specialty and academic registration categories)
- \$57 for practising dental therapists
- \$20 for practising certified dental assistants.

There will be an 8% increase for registrants in all other registration categories.

Both the College Board and staff take seriously the increasing financial demands on the College and our responsibility to manage the financial affairs and resulting fees for registrants as carefully as possible. We are committed to keeping costs as low as possible, while ensuring the College has the financial resources to fulfil its mandate of public protection. Fortunately, the College has healthy reserves to carry us through unexpected expenses from year to year.

It is in the spirit of openness and transparency that we have shared with you both the challenges and efforts being made to manage the financial affairs of the College. We welcome any questions or comments you might want to share with us.

In closing, we join with the College Board and staff in extending to you our best wishes for 2019.