

Processing Licensure Applications Overview

Each application for registration and licensure must be processed in accordance with the *Dental Hygienists Act* (“Act”) and Regulations. It is critical that the CDHNS’s registration and licensure decisions are defensible by providing a clear path of reasoning to its decisions.

The Act and the Regulations define the requirements for registration and licensure, as well as the applicable processes and procedures.

Licensure Decisions of the Registrar

The registration and licensure process begins with receipt of an application by the Registrar from an applicant. Upon receipt of an application, the Registrar will review the application and either deem the applicant eligible or ineligible for licensure, or refer the application to the Credentials Committee for consideration.

The Registrar may:

- approve or deny an application for licensure;
- issue a provisional license, with or without limitations;
- refer the application to the Credentials Committee where the Registrar is not satisfied with the evidence presented by the applicant.

The Registrar shall render a decision within a reasonable time period in the circumstances. The Registrar shall advise the applicant in writing of the licensure decision **within 10 days** of the decision being rendered. Where the licensure application is denied, the Registrar shall advise the applicant of the reasons for the decision, the applicant’s right to request a review to the Credentials Committee, and inform the applicant of the deadline for requesting a review.

Credentials Committee Review of a Licensure Decision

An applicant’s request for a review by the Credentials Committee must be received by the Registrar **within 30 days** of the date the Registrar’s decision was sent to the applicant. Upon receipt of a request for a review by the Credentials Committee, the Registrar will advise the Chair of the Credentials Committee of the request.

- The Chair shall strike a Panel of three members from an alphabetical list of Committee members and an alphabetical list of public members.
- One member of the Panel must be a public member.
- Under the direction of the Chair of the Credentials Committee, selection of the Panel will commence with an attempt to contact the first person on each respective alphabetical list whose name immediately follows the name of the last person who sat on a Panel.
- If such person cannot be reasonably contacted or is not available to sit on a Panel, the next person on the respective alphabetical list shall be contacted, with the same process followed until two committee members and one public member are found to be available.
- The Panel members must declare “no conflict of interest” at this time.
- The Registrar shall not participate in the decision-making process of the Credentials Committee.

The Committee Chair may sit on that Panel and in that case shall act as Chair of the Panel. Where the Chair or the Vice-Chair of the Credentials Committee does not sit on the Panel, the Chair of the Committee shall appoint a chair for such Panel.

- The Panel Chair shall appoint a recorder of minutes. The Chair of the Panel shall be the voice of the Panel.
- The Panel Chair shall preside over the Panel and be responsible for activities of the Panel.
- The Panel Chair is responsible for determining the means by which the Panel will conduct business (including electronically, teleconference or face to face meeting).

The review shall be held **within 45 days** of the request.

The Registrar shall provide written notice to the applicant acknowledging receipt of the request for the review and the time and location of the review no less than two weeks in advance of the review. The notice shall advise the applicant of the following:

- The applicant may submit written submissions to the Credentials Committee at least **five days in advance of the review**.
- The applicant may appear before the Credentials Committee to make oral submissions **on the day of the review**.

The Credentials Committee shall consider the eligibility of the applicant and may make such inquiries or demand such further information as the Committee sees fit. The Credentials Committee shall consider the application in accordance with the Act and Regulations. The Credentials Committee may grant or deny the application for licensure.

- Decisions of the Credentials Committee shall be made within **30 days** of the review or within **30 days** of receiving any outstanding information requested by the Committee.
- Once a decision is rendered, the Panel Chair will notify the Chair of the Credentials Committee within **5 days**.
- The Chair of the Credentials Committee will notify the Registrar of the decision within **5 days**.
- The Registrar shall send the decision to the applicant by registered mail within **10 days** of the decision.

Licensure decisions of the Credentials Committee may be appealed to the CDHNS Council

The Registrar shall advise the applicant of the right to request an appeal of a Credential Committee's licensing decision to the Council within **30 days** of the date of the Registrar's letter forwarding the Credentials Committee's decision.

- An applicant's request for an appeal to the Council must be received by the Registrar within **30 days** of the date the Credentials Committee's decision was sent to the applicant.
- Upon receipt of a request for an appeal, the Registrar will advise the Council of the request.
- The appeal must be heard by the Council at its **next scheduled meeting** following receipt of the appeal.
- The appeal may be rescheduled or adjourned to a later date upon the agreement of the applicant and the Registrar, or upon order of Council following an opportunity for submissions from the applicant and the Registrar as to such date.

The appeal shall be held **within 45 days** of the request.

The Registrar shall provide written notice to the applicant acknowledging receipt of the request for the appeal and the time and location of the appeal no less than two weeks in advance of the appeal. The notice shall advise the applicant of the following:

- The applicant may submit written submissions to the Council at least **five days in advance of the appeal**.
- The applicant may appear before the Council with or without legal counsel to make oral submissions **on the day of the appeal**.

The Registrar shall provide the Council with all of the information needed to conduct a thorough and fair review of the application. This informational will also be provided to the applicant. This information will be provided **two weeks in advance** of the appeal.

The Council shall consider the appeal in accordance with the *Act* and Regulations. No member of the Council who considered the application at the Credentials Committee shall participate in the Council's consideration of the appeal.

After hearing the applicant and the Registrar, the Council may:

- (a) direct the Registrar to issue to the applicant a practising licence or a provisional licence;
 - (b) direct the Registrar to issue to the applicant a practising licence or a provisional licence subject to such conditions, limitations or restrictions as the Council considers appropriate;
 - (c) adjourn further consideration of the application pending completion by the applicant of such training, upgrading, clinical examinations or other examinations as the Council may designate; or
 - (d) direct the Registrar to refuse the application
- Decisions of the Council shall be made within **45 days** of hearing of the appeal or within **45 days** of completion by the applicant of such training, upgrading, clinical examinations or other examinations as the Council designates.
 - Once a decision is rendered, the Chair of the Council will notify the Registrar immediately.
 - The Registrar shall send the decision to the applicant by registered mail within **10 days** of the decision.

Decisions of the Council are final.