



## Intercultural Awareness in the Dental Hygiene Practice

by Paul Pickering - Coordinator  
Workplace Culture, ISANS

**Did You Know?** For ISANS, intercultural refers, specifically, to the interactions between and among immigrants, living in a common country, and interactions with those born in that common country.

The Workplace Culture Program at Immigrant Services of Nova Scotia (ISANS) is an employer-focused service dedicated to enhancing intercultural awareness and raising core business skills. This service covers webinars, workshops, organizational assessments and team building activities, and develops capacity in conflict resolution, communication and leadership. All services are funded with no charge to employers.

When we have clients from outside Canada, we sometimes wonder how their previous experiences might be different. We wonder what we need to know/ask to be sure we are being respectful throughout our interactions to ensure that we meet their needs and do what is best to serve them.

### Setting the Stage for a Positive Experience

When arranging the first appointment, be clear about payment options and timeline.

Learn as much as possible about the personal dental history of our clients. This can be from another dental practitioner, another organization or the client themselves. Written notes are especially helpful. In that history, look for the likelihood of trauma, and of unresolved or ongoing issues.

# the UNISON

is the official newsletter of the  
College of Dental Hygienists of  
Nova Scotia

Editor-In-Chief: **Kelly Hurlburt**  
Contributing Editor: **Rosemary Bourque**

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Registrar: **Stacy Bryan**

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## AD RATES

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- Full pg. \$250.00

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We welcome your ideas, articles and letters. Submit to the Editor at [members@cdhns.ca](mailto:members@cdhns.ca)

## CDHNS Council Chair's Message

**Shannon O'Neill** Chair



As I approach midyear in the role of Chair of the College of Dental Hygienists of Nova Scotia (CDHNS), I have been reflecting on how I have described the CDHNS to friends and professional peers recently. The CDHNS exists so that in the interest of the public, the practice of dental hygiene is effectively regulated and the integrity of the profession is supported through cost-effective stewardship of resources.

That translates to passionately examining agendas, minutes, processes, policies, and reports that relate to the governance and practice of dental hygiene. We vote, share a collaborative spirit, champion quality improvement and even have a bit of fun sometimes.

Many people are putting positive energy into our Council to advance equitable access to oral health care for all Nova Scotians. For example, the members of the Council and CDHNS Committees are committed to ethical decision making in a variety of areas, such as legislation, quality assurance (including continuing competency), discipline, and member services.

The CDHNS highly values collaboration. Recently, I had the opportunity to attend the Canadian Dental Hygienists Association's National Conference in St John's, Newfoundland. I met with Chairs of Dental Hygiene regulatory bodies and associations from across Canada. We shared learnings around professional mentorship and improved policies for better public protection. I am looking

forward to bringing new ideas back to the CDHNS at our next meeting in January.

I am most excited about the provincial government's appointment/reappointment of public members to the CDHNS Council. Greg Glynn and Michelle Brennan have been reappointed. I extend a warm welcome to the newly appointed public member, Dale Keefe. Public members bring a unique perspective to policy, legislation and board function. Particularly, public members broaden the way Council looks at addressing oral health outcomes at a societal level beyond individual client care.

In early 2020, along with our Registrar, Stacy Bryan, I am looking forward to planned meetings with Study Clubs/Component societies to talk about the roles of a regulatory body, the practice of dental hygiene, regulation, and public protection.

If the above midyear description appeals to your interest to participate, please contact the CDHNS to find out more about Council and Committees. The timeline to apply to become a Council member is February 29, 2020.

*Shannon K O'Neill*  
**Shannon K O'Neill, BA, RDH,**  
**Cert. public health Chair, CDHNS**

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# From the desk of the Registrar

Stacy Bryan Registrar



During this year's renewal, the CDHNS processed over 750 renewals, issuing 729 practising licences and 49 non-practising class cards. Over 600 CPR uploads were reviewed. The CDHNS staff also helped members navigate through the online renewal portal. We had instituted some revisions to the online process based on registrant feedback from last year. And next year, we'll continue to implement revisions to streamline and simplify the process.

Even with the change in the Council-set CPR requirement effective for the Nov 1, 2019 renewal, over 85% of individuals applying for a practising licence submitted the correct CPR level and the permanent card on their initial CPR upload for renewal.

On October 29, 2019, we were sorry to see Anna Gonsalves, former Administrative Assistant, leave the CDHNS, but we do wish her all the best in her new employment opportunity. And we thank her for her dedication to the CDHNS during her time with us.

**REGULATIONS REVISION SURVEY:** In 2018, as the 10-year anniversary of self-regulation for dental hygiene was nearing, the CDHNS launched a comprehensive review of the existing regulations to determine areas that may require revision. This review was completed with the following lenses — (1) areas that are causing barriers to Nova Scotians' ability to access oral health care, (2) areas that require clarity, for example, ones that are often misinterpreted, and (3) registration/licensing areas that require update to facilitate safe, efficient, and effective processes. The ultimate goal is to have clear, effective regulations that will help to improve the oral health of all Nova Scotians. This review included compiling the feedback that had been provided since 2009 from you, as practitioners, your employers, and the general public, on these areas. We also considered recent national and international reports and best-practices released for self-regulating professions like us. On December 2, 2019, as part of this review, a survey was sent to all practising and non-practising CDHNS registrants to obtain feedback on the proposed concepts that were being considered. As I write this, the deadline for final survey response is still in the future, but I anticipate that dental hygienists across this province will continue to show their dedication to this profession by carefully reviewing the information provided and submitting their well-thought-out feedback. The survey responses will be considered in development of the final document to be submitted to Government in early 2020.

Below is the information regarding this year's renewal:

CDHNS Registrants on November 1, 2019	
729	Practising Registrants
49	Non-Practising Registrants
778	Total

## Notice of Removal from the CDHNS Register on Request (Individuals held a Practising Licence)

In accordance with the Dental Hygienists Act and Regulations, the following individuals have been approved by the Registrar to be removed from the CDHNS Register, following their submitted request. These individuals held a practising licence with the CDHNS until October 31, 2019. These individuals are no longer authorized to practice dental hygiene in the Province of Nova Scotia.

First Name	Last Name
Joan	Cleghorn
Heather	d'Entremont
Anne	Dorey
Marilyn	Harris
Jane	Mangle
Wendy	Millet
Tara	Ranger

**Did You Know?** *The flu season peaks mid-January. Protect yourselves, your clients, and your family and friends by getting the seasonal influenza vaccine. It is the most effective way of preventing the spread of influenza. [Know the difference between a cold and the flu](#) and treat your symptoms appropriately.*

### Notice of Practising Licence Expiry, Registrant Submitted Intention to CDHNS

In accordance with the Dental Hygienists Act and Regulations, the following individuals have notified the CDHNS of their intention to remain on the CDHNS Register, but let their practising licence with the CDHNS lapse as of November 1, 2019. These individuals held a practising licence with the CDHNS until October 31, 2019. These individuals are no longer authorized to practice dental hygiene in the Province of Nova Scotia.

First Name	Last Name
Dawn	Arseneault
Pier-Anne	Drouin
James	Hanley
Sharon	MacAulay
Beverley	Macneill
Abby	McDermott
Kelsey	Pyke
Cindy	Reid
Jacqueline	Rowlings-Clarke
Karen	Sutherland
Alexandra (Allie)	Trask
Carolyn	Turton

### Notice of Removal from the CDHNS Register on Request (Individuals held Membership in the Non-Practising Class)

In accordance with the Dental Hygienists Act and Regulations, the following individuals have been approved by the Registrar to be removed from the CDHNS Register following their submitted request. Their names have been removed from the CDHNS Register and membership in the non-practising class expired on October 31, 2019. As a non-practising registrant, these individuals were not and are not authorized to practice dental hygiene in the Province of Nova Scotia.

First Name	Last Name
Kayla	Cyr
Alexis	McLean
Heather	Nunn
Pamela	Stone

### Notice of Non-Practising Class Expiry, Registrant Submitted Intention to CDHNS

The following individuals notified the CDHNS of their intention to let their CDHNS non-practising membership lapse as of November 1, 2019. These individuals remain on the CDHNS Register and are not authorized to practice dental hygiene in the Province of Nova Scotia. As a non-practising member, these individuals were not authorized to practice dental hygiene in the Province of Nova Scotia.

First Name	Last Name
Zahrah	Adam
Joanne	Noye
Brittany	Ray

### Notice of Non-Practising Class Expiry, Registrant Did Not Submit Intention to CDHNS

The following individuals did not notify the CDHNS of their intention to let their CDHNS non-practising membership lapse as of November 1, 2019. These individuals remain on the CDHNS Register and are not authorized to practice dental hygiene in the Province of Nova Scotia. As a non-practising registrant, these individuals were not authorized to practice dental hygiene in the Province of Nova Scotia. Since these individuals did not notify the College of their intention not to renew, if they wish to obtain a practising or non-practising licence, they will be required to pay reinstatement fees in addition to the applicable late fee payment, as well as providing proof that they have met all other requirements.

First Name	Last Name
Patricia	Murnaghan-Phelan
Erin	Panzarasa



For those individuals who listed "retirement" as the reason for their change in their registration or licensing status, the CDHNS would like to take this opportunity to thank you for your significant contribution to the oral health of Nova Scotians. Your service as health care providers and support for the dental hygiene profession has been appreciated. We wish you well in your retirement.

## Announcement of CDHNS Council - Public Appointments

*The CDHNS Staff and Council would like to extend a very warm welcome to Michele Brennan, Greg Glynn, and Dale Keefe as the recent Government appointed public members to the CDHNS Council.*



### **Michele Brennan:**

Michele Brennan has had a lengthy career in nursing education, administration and regulation. A graduate of St Martha's School of Nursing (RN program), St Francis Xavier University (BScN) and Dalhousie University (MN), Ms. Brennan most recently was the Director of Professional

Practice, Policy and Legislation for the then College of Registered Nurses of Nova Scotia. Since retirement in 2013, Ms. Brennan has done various short-term projects for several nursing regulator organizations. She has also served on the Council of the College of Physician and Surgeons of Nova Scotia, as a public representative. She has been on the CDHNS Council since 2015, as a public member. Her interest in the CDHNS stems from an interest and commitment to excellence in health and dental care and the regulation of health professionals.



### **Greg Glynn:**

Greg Glynn is an Investment Advisor and branch manager with the Glynn.Wilson advisory group at National Bank Financial Wealth Management. Greg graduated from Dalhousie University with a BSc in Biology and a Bachelor of Commerce in Finance. He also completed an accounting diploma

from Saint Mary's University. Greg holds the Certified Financial Planning designation (CFP) from the Financial Planners Standards Council and is working to complete the Chartered Investment Manager (CIM) designation. Greg has over 20 years' experience in the financial services industry, starting his career as a manager with one of the six big banks.

Greg grew up in New Brunswick but now resides in Bedford, Nova Scotia, with his spouse, Amy, and two children. Greg serves on the executive board of two community organizations. His daughter, Kathryn, and son, Adam, are working on engineering degrees at Carleton and Dalhousie, respectively.



### **Dr. Dale Keefe:**

Dr Dale Keefe is Provost and Vice-President Academic at Acadia University. Dr. Keefe holds a BSc (hons) in chemistry and mathematics from Memorial University, and a PhD in Chemistry from the University of Alberta. He completed a post-doctoral fellowship at the University of

Ottawa prior to joining the chemistry department at Cape Breton University as an Assistant Professor. After promotion to Associate Professor, Dr. Keefe was awarded a Canada Research Chair in 2006, and promoted to Full Professor in 2008. Dr. Keefe has received more than \$1.2 million in research funding, authored more than 50 scientific papers, and supervised more than 30 undergraduate, masters and PhD students. Before joining Acadia, Dr. Keefe served as Dean of Research and Graduate Studies, Provost and Vice-President Academic, and (interim) President at Cape Breton University. Dr. Keefe has been active regionally and nationally in academic administration organizations. Dr. Keefe also serves on the Board of Directors for the Valley Regional Hospital Foundation.

### **What constitutes dental hygiene practice in Nova Scotia?**

Section 22 of the Act provides details regarding dental hygiene scope of practice. In conjunction with the Regulations (including Sections 25 and 26: Scope of Practice), the practice of dental hygiene is defined. Only CDHNS registrants who hold a practising licence may engage in the practice of dental hygiene in Nova Scotia, whether as a volunteer or for remuneration. The practice of dental hygiene includes registrants who act as clinicians, educators, researchers, administrators, health promoters, and/or consultants. When asked to report your practice hours, do not just calculate the hours you spent providing clinical care, include hours where you provided dental hygiene care in any of the areas noted above — as an educator, researcher, administrator, health promoter, or consultant. This may include positions like dental supply company sales rep, infection prevention and control consultant, and hygiene department manager. **All positions count towards accumulation of practice hours and all positions require a CDHNS practising licence.**

### Dental Hygiene Student Professional Presentations for the Public

- Date:** Friday, March 27, 2020
- Time:** Registration Opens: 4:30pm  
Presentations: 5pm-8pm
- Location:** Dalhousie University: Student Union Building, 6136 University Avenue, Halifax, NS
- Credits:** 2 hours, category 1 (To receive CE credits you must sign-in at the registration desk by 6:00 pm)
- Description:** Second year dental hygiene students, in groups of 4 or 5 students, will be giving 15-20 minute presentations that have been researched to focus on best practice standards for dental hygiene care.
- Topics:** Final titles will be determined at a later date. Look for your email from the CDHNS.

### Request for Judges

**Date:** Friday, March 27, 2020

**Time:** 5:00pm-8:00pm

**Location:** Dalhousie University: Student Union Building 6136 University Avenue. Halifax, NS

**Credit Hours:** Effective January 1, 2019, CDHNS RDHs who participate as a judge will receive a total of 4.5 credit hours - 3 hours in Category 1 and 1.5 hours in Category 3

A brief overview of expectations will take place at 4:00 pm followed by refreshments. Judging will take place between 5:00 pm and 8:00 pm. The students will be presenting in 2 rooms. Two to three judges are needed for each room. They will be expected to stay in the assigned room during the 7 presentations. After the final presentation, each group of judges will decide on the first, second and third place presentations. Upon calibration between both teams, the final placements will be decided. Please contact Kim Haslam, [khaslam@dal.ca](mailto:khaslam@dal.ca), for further information.

### Dalhousie's Faculty of Dentistry Continuing Professional Education

The following sessions may be of particular interest to dental hygienists. Unless noted otherwise, all courses listed are held in Halifax. For a full listing of the courses offered, go to <https://www.dal.ca/faculty/dentistry/continuing-education.html>:

Friday, February 21 & Saturday, February 22, 2020 - **Small field of view cone beam computed tomography for dentistry: Applications and interpretation** (lecture and hands-on), Dr. Curtis Gregoire

Friday, April 17, 2020 - **Medical Emergencies for the dental office** (lecture and hands-on), Drs. Curtis Gregoire, Chris Lee, and Laurel Murphy

Monday, April 20 - Friday May 1, 2020 - **Dental Hygiene Refresher Course** (DEHY 400)

Thursday, April 30, 2020 - Sunday, May 3, 2020 - **Local Anesthesia for the dental hygienist** (lecture and hands-on), Dr. James Brady and Dr. Jean-Charles Doucet. Limited enrolment.

Saturday, May 9th, 2020 - **AGM and CC Event - CC Session: Trans Inclusion: Rethinking Gender**, Mr. Nolan Pike

### CDHNS AGM and CC Events

Over the next several years, we will be trying a new approach when offering continuing competency (CC) to CDHNS registrants to assist us in connecting with registrants across the province. In addition to a short CC session offered in conjunction with the AGM, we will be offering CC events, each year, at a different time from the AGM, in different locations throughout the province, rather than just holding all events in the HRM area.

The next full day CC Event will be held in Tantallon, NS on October 17, 2020. The venue is located just 15 minutes outside of Halifax at the beautiful Shining Waters Marina.

Starting in 2021, we will be selecting locations for the full day CC events outside of HRM. We look forward to offering these events at various locations, throughout the province!

**Correction:** In the last issue of the UNISON, Kim Haslam shared a very informative article titled, 'I Don't Want Radiographs.' In her bio, it should have stated she is currently the Course Director of Radiology for Dalhousie University, School of Dental Hygiene. Our apologies for this inadvertent error.

### Outstanding Dalhousie Alumni Awards

Would you like to recognize a colleague for their achievements? Dalhousie University's Faculty of Dentistry is requesting nominations for its Outstanding Alumni Award. The deadline for all nomination submissions is April 1, 2020. The 2020 Outstanding Alumni Awards will be presented at the Homecoming dinner the end of September. The criteria, nomination process and nomination forms are available at [www.dal.ca/faculty/dentistry/alumni-friends/alumni-committee/awards.html](http://www.dal.ca/faculty/dentistry/alumni-friends/alumni-committee/awards.html) or by contacting [alumni.dentistry@dal.ca](mailto:alumni.dentistry@dal.ca)

### Congratulations!



*Congratulations to Wanda Fedora, who was elected to President Elect Position of the International Federation of Dental Hygiene (IFDH) at the IFDH Symposium in Australia this past August.*

*Congratulations to the Director of the Dalhousie School of Dental Hygiene, Dr. Leigha Rock, who has been accepted at the level of scientist with the Beatrice Hunter Cancer Resource Centre and has also been chosen as its next featured researcher! For more information: <https://bhcri.ca/dr.-leigha-rock?fbclid=IwAR0TaGYwwkvp72MW6w0Tod6XXp5hN8RZewhiRtmXXh29OLb1O7u1womS61A>*

### Farewell and Best Wishes to Anna Gonsalves

It is with both sadness and best wishes that we announce that Anna Gonsalves has decided to leave her position as CDHNS Administrative Assistant. The CDHNS Council and staff wishes to thank Anna for her service and wish her all the best in her new opportunity!

### Community Outreach

If anyone has done, or is planning to do any outreach presentations, specific to vulnerable/underserved populations, please consider sharing your experience with your dental hygiene colleagues. We would love to hear from you!

Do you feel there is a gap in a specific vulnerable/underserved population that you would like more information on such as financially disadvantaged, including those without a permanent residence; youth, indigenous communities, older adults with multiple medical complications, or a specific community group that is new to Canada? If so, please submit a request to Kelly Hurlburt, Newsletter Editor-in-Chief, at [members@cdhns.ca](mailto:members@cdhns.ca). Your topic request may be used for a future newsletter article or a continuing competency event.

***Did You Know?*** Under the Dental Hygienists Act of Nova Scotia, a person who wishes to work as a dental hygienist in Nova Scotia **must be registered and licensed** with the CDHNS. It is not sufficient for an individual to hold a practising licence in another Canadian province or territory. The practising licence in the original jurisdiction authorizes them to practice in that jurisdiction, **not** Nova Scotia. If you have individuals applying at your place of employment to practice dental hygiene, please direct them to contact the CDHNS directly, or send them to the CDHNS website for **further details**, and to access the online application. Practising dental hygiene in Nova Scotia without being registered with the CDHNS and without holding a Practising Licence is a punishable offence under the **Dental Hygienists Act**.

### Welcome

The CDHNS Council and staff are pleased to welcome Neha Singh to the CDHNS team. Neha began her position as Administrative Assistant in November, 2019.

## Frequently Asked Questions

### Q: Can I treat my spouse/partner in my dental hygiene practice?

Currently, dental hygienists may provide dental hygiene care to spouses/partners in Nova Scotia. There is presently no legislation, standards of practice, or ethical principles in Nova Scotia which restrict dental hygienists from providing dental hygiene care to a spouse/partner.

The concerns that exist around treatment of spouses/partners is the potential imbalance of power and vulnerability that may occur. This is less pronounced in the dental hygienist and client relationship, at least where there is a well-established relationship that pre-exists the professional relationship.

While treating a spouse/partner, the dental hygienist must provide dental hygiene care in accordance with the CDHNS Standards of Practice and Code of Ethics, just like a dental hygienist would for any other client. **If a dental hygienist believes that their professional judgment and ability to provide safe and ethical dental hygiene care is affected by the personal relationship with the spouse/partner, the dental hygienist must refer the client to another dental hygienist.**

The ability to treat a spouse or partner does not prevent an individual from making a complaint to the CDHNS about a regulated member. That complaint would be addressed through the CDHNS complaints process.

## Assigning Credit Hours for Online Courses

Completing online professional education is a convenient way for CDHNS registrants to identify their learning needs and seek out appropriate courses that meet those needs. You can learn at your own pace, anywhere.

To support CDHNS registrants, at their November 2018 meeting, the CDHNS Quality Assurance (QA) Committee evaluated a number of courses offered by online continuing oral health education providers to determine if the courses met the CCP Requirements and if the hours stated by the providers were appropriate. Following their review, the QA Committee determined that the number of credit hours allocated by some course providers is not always consistent with the content of the courses. The Committee has reviewed the course providers identified and determined the following.

Courses from the providers below are eligible for 50% of the credit hours indicated by the provider\*

Crest and Oral B (Proctor and Gamble)	<a href="http://www.dentalcare.com">www.dentalcare.com</a> <a href="http://www.dentalcare.ca">www.dentalcare.ca</a>
RDHU: Does not meet CDHNS criteria unless it is one that includes a post-test.	If a post test is included, these courses will be eligible for 50% of the credit hours. (New courses developed by RDHU will be reviewed at the next QA meeting in Feb. 2020. Updates will be included in the next newsletter.)

Courses from the providers below are eligible for the credit hours indicated by the provider\*

Canadian Dental Connection	<a href="https://www.dentalconnection.ca/en/auth/login/?next=/en/dashboard/">https://www.dentalconnection.ca/en/auth/login/?next=/en/dashboard/</a>
Colgate Oral Health Network	<a href="https://www.colgateoralhealthnetwork.com/">https://www.colgateoralhealthnetwork.com/</a>
DVD Quarterly	<a href="https://members.dentalhygienequarterly.ca/">https://members.dentalhygienequarterly.ca/</a>
Hygienetown	<a href="https://www.hygienetown.com/onlinece">https://www.hygienetown.com/onlinece</a>
Waterpik Oral Health for Professionals	<a href="https://www.waterpik.com/oral-health/pro/education/">https://www.waterpik.com/oral-health/pro/education/</a>

*Please note:* There are many other online providers who offer continuing professional education. These are the ones that were submitted by registrants and/or most commonly submitted to the CDHNS.

\*Providers may assess a user fee and/or require registration with a user name and password.

### Three Year Notice: Requirements for Practice Hours

(effective in the three-year period starting November 1, 2017) Notice is hereby given that Council has approved a requirement for licencing or licence renewal that for registrants who have graduated **more than three years prior** to their application for a licence or licence renewal the registrant must provide evidence of 600 hours of practice as a dental hygienist within the 3 years immediately preceding the date the Registrar receives a complete application (initial or renewal). As of November 1, 2017, the hours of practice have been tracked on the CDHNS's system. The 600 hours requirement will take effect on November 1, 2020. For more information and background on this subject see Unison, Vol 43, Issue 3 Quality Assurance - Practice Hours. To provide feedback on this requirement, please contact the Registrar at [registrar@cdhns.ca](mailto:registrar@cdhns.ca)



## Continuing Competency Program



**Sonya Bishop,**  
CDHNS QAC Chair 2019/2020

The Quality Assurance Committee will be sending out a survey in early 2020 to obtain your feedback on the next phase of revisions to the Continuing Competency Program (CCP).

Watch your inbox for the email and survey link. Thank you to everyone who provided feedback on the first phase of changes that were effective as of January 1, 2019. We hope that all of you will take the opportunity to provide feedback on the next phase.

Below are the potential upcoming changes based on the Fall 2018 CDHNS member feedback and QAC analysis.

Section	Description of Major Change
Definitions	<ul style="list-style-type: none"> <li>Category definitions will be revisited with the potential merging of new categories. Category names may also change, to accurately reflect the new content and to minimize confusion between the previous categories.</li> </ul>
Section 6.1: Category 1	<ul style="list-style-type: none"> <li>6.1.8: Fluoride Mouthrinse Training participation – will be reconsidered. (May also change due to revisions to the existing community program effective fall 2020.)</li> <li>Merging of sections of Category 2 into this category will be considered.</li> </ul>
Section 6.2: Category 2	<ul style="list-style-type: none"> <li>Deletion of Category 2.</li> <li>Remaining sections of Category 2 will be merged into current existing Categories 1 and 3.</li> </ul>
Section 6.3: Category 3	<ul style="list-style-type: none"> <li>Merging of sections of current Category 2 into this category will be considered.</li> </ul>
Section 7.1: Full-time Study	Further review of this section and 3.1.5 will be completed.
Section 7.2: Study Club	Potential revisions to this section may occur to provide clarity and align with the principles of “right touch regulation”.

Potential Category Name Changes: Since many of the changes noted above involve moving certain elements to a different category, it is likely that the Category names will change (from Categories 1 to 3) to something different e.g., Category A and B, in order to prevent confusion when the changes are instituted.

Members whose reporting period ends on **December 31, 2019** must have completed a **minimum of 45 eligible credit hours** from **January 1 2017 to December 31, 2019**. Each year, 20% of practising registrants whose reporting period is ending are randomly selected by a third party for an audit to confirm they have met the requirements. ***The randomly selected members will be notified early January 2020 that they have been selected and will be provided with the audit requirements.*** Please ensure that your professional development is entered online.

**Individuals whose cycle ends as of Dec 31, 2019, and are selected for audit, must ensure they comply with the requirements that were in place at that time.** For example, CPR credit hour requests must include a certificate of attendance for full credits up to December 31, 2018. **During this time period, CPR submissions with the permanent CPR card only will be eligible for 1 credit hour.**

CPR submissions for courses completed on or after January 1, 2019, qualify for full credit hours if the permanent CPR card OR a completed certificate of attendance is completed. The 9-hour maximum per cycle remains.

***Did You Know?*** There are a variety of organizations and providers across the province who provide CPR courses that meet the requirements for CDHNS renewal and initial licences in the practising class. Go to [CPR Information & Courses](#) on the CDHNS website to review course options from individuals who have contacted us regarding their upcoming courses.

### How Long Do I Have to Retain My CC Records?

All Members are required to retain relevant records/documents for your current cycle and your previous cycle (as noted in Section 4.5 of the CCP requirements document). Even if you are not selected for audit, you must ensure that you keep all relevant documents for these time periods.



THE CANADIAN DENTAL  
HYGIENISTS ASSOCIATION  
L'ASSOCIATION CANADIENNE  
DES HYGIÉNISTES DENTAIRE

## CDHA CORNER

**Dear friends  
and colleagues,**

*It is hard to believe that two months have passed since the 2019 Discover conference and CDHA's annual general meeting in St. John's, Newfoundland and Labrador. It was great seeing so many of you there. I hope you enjoyed the speakers, the networking opportunities, the social events, and the exhibition hall as much as I did. The next national conference will be held in October 2021 in Niagara Falls, Ontario, in partnership with the American Dental Hygienists' Association so save the date now as it will be an amazing opportunity to share with our American colleagues!*

*I would like to draw your attention to the 2019 Job Market & Employment Survey results, which are now available on CDHA's website; CDHA also offers a webinar that summarizes the results. It is important for us to know the current trends in the job market when negotiating a new job, a pay increase or an opportunity for benefits.*

*In February 2020, I will be attending CDHA board of directors' meetings in Ottawa. One of the most interesting responsibilities as a CDHA director is our lobby day on Parliament Hill where we meet with members of Parliament and senators to share our vision for the oral health of Canadians and ask for policies that will improve access to oral health care, especially for our most vulnerable populations.*

*Wishing you all a very Merry Christmas and a happy and safe 2020!*

Wendy Stewart, RDH  
CDHA board director, Nova Scotia  
[ns@cdha.ca](mailto:ns@cdha.ca)

### NDHW™ is Coming!

National Dental Hygienists Week™ will now be held annually on the same dates every year: April 4 to 10. We've got lots in store for #NDHW20 so mark your calendars, start planning your #dhpurplepride celebrations, and watch [www.cdha.ca/NDHW](http://www.cdha.ca/NDHW) as details unfold. #ihavepurpleplans! Do you?



## WHAT'S NEW AT CDHA?

### PROFESSIONAL DEVELOPMENT

#### NEW webinars recently released:

2019 Job Market & Employment Survey  
Grassroots Engagement: Advocating for Oral Health  
Aerosol Reduction, sponsored by Dentsply Sirona Academy

#### Webinars coming soon:

AAP Perio Classification, sponsored by Philips, January 15  
Vaping, sponsored by Philips, February 19  
Oral-Systemic Link, sponsored by Johnson & Johnson, March 18

[www.cdha.ca/webinars](http://www.cdha.ca/webinars)

#### Save the date:

CDHA Summit: Leadership and Education, Whitehorse, Yukon, October 2-3, 2020

### OTHER NEWS

#### 2018-2019 Annual Report

Check out the brand new video format of CDHA's 2018-2019 annual report, which summarizes our progress over the past year in meeting the organizational ends (or goals) established by the board of directors. The financial statements are also available for download. [www.cdha.ca/annualreport](http://www.cdha.ca/annualreport)

#### 2019 Job Market & Employment Survey

We are pleased to release both the executive summary and full report of CDHA's 2019 Job Market and Employment Survey, as well as a webinar communicating key findings. This compensation survey is completed every two years to identify dental hygiene employment trends and issues affecting the profession.

[www.cdha.ca/jobsurvey](http://www.cdha.ca/jobsurvey)

#### Vision of a Healthy and Respectful Workplace

To help members address the issues of harassment, bullying, abuse, and violence in the workplace, and guide you in creating a positive, respectful work environment, CDHA has developed a vision poster promoting a healthy and respectful workplace. A new online community has also been launched where you can share experiences and support one another. These and more resources to come at

[www.cdha.ca/HealthyWorkplace](http://www.cdha.ca/HealthyWorkplace)

#### 2019 Award Winners

CDHA recognizes exceptional volunteer service and outstanding scholarship through its award programs. The board of directors is delighted to announce that Cindy Fletcher is this year's recipient of the board's Distinguished Service Award, and Sharon Compton has been awarded Life Membership. [www.cdha.ca/awards](http://www.cdha.ca/awards)

#### Recognize Excellence

CDHA's board of directors celebrates exceptional volunteer service through its awards program, recognizing members who have made outstanding contributions to the dental hygiene profession, either in their communities or nationally through the association. Do you know a member who fits this description? Consider nominating that person for CDHA's Award of Merit, Distinguished Service Award or Life Membership Award. The deadline for nominations is **January 31, 2020**.

[www.cdha.ca/awards](http://www.cdha.ca/awards)



[www.cdha.ca](http://www.cdha.ca)



[info@cdha.ca](mailto:info@cdha.ca)



[@thecdha](https://twitter.com/thecdha)



[www.facebook.com/theCDHA](https://www.facebook.com/theCDHA)

# CDHNS Council Call for Nominations

Notice: CDHNS Nominations and Election Information

**Three positions on the CDHNS Council will become vacant in June 2020.** This is a call for nominations to elect members to fill the vacant positions on the College Council.

## General Information

The Council consists of 9 elected members of the CDHNS and 3 public representatives appointed by Governor in Council. The Council elects annually, from amongst its members, an Executive Committee. The Council meets a minimum of three weekends per year to conduct business and other conference calls and special meetings as needed. Council deliberations are guided by Vision and Mission statements. (Available on our website under *About*).

The CDHNS is required to have a Board of Directors (Council) to provide oversight and governance for the College. The Council oversees the financial situation of the College and approves standards and policies related to the regulation of dental hygiene in the province. The College and its Council operates within the Carver Policy Governance® model. Policy Governance® is a system of Board governance that provides a clear separation between governance (Council) and management responsibilities (Registrar and staff). Policy governance® enables Council to lead, direct, and control the defined outcomes of the College through carefully drafted policy statements (ENDS) and the monitoring of them. New Council members receive a full orientation to the Policy Governance® model following their election.

### **Dear Colleagues –**

As we enter the Holiday Season and bid farewell to 2019, I hope you find the time for well-deserved rest, relaxation and quality time with loved ones. It is also a time to set our sights on a new year, new opportunities and new challenges.

As Chair of the CDHNS Nominations Committee, I encourage you to consider lending your voice to CDHNS Council. The Council of the College of Dental Hygienists of Nova Scotia is responsible for the governance and regulation of the dental hygiene profession in accordance with the Dental Hygienists Act and its regulations. All Council members make decisions in the public interest, combining this responsibility with an understanding of the profession and the settings in which it is practised.

Council sets the direction for regulation of the dental hygiene profession and you have an opportunity to assist in this process, as a member of Council.

Council is comprised of volunteer members who meet 3 times, annually, and are elected for a 2-year term position. There are nine dental hygienist members on Council and three public representatives. Travel and accommodation expenses to attend meetings are reimbursed by the College and members receive a per diem for their dedicated meeting time. As of June 30, 2020, three terms on Council will expire and we are currently accepting nominations for fulfilment of these vacant positions.

Council is strengthened by diversity in its representation of our province's dental hygienists and the communities that they serve. Diversity can be reflected in many ways including age, gender, life experiences, ethnic and social backgrounds, to name a few.

I strongly support and encourage members, throughout the province, to submit their nomination for a position on the CDHNS Council. Deadline for nomination submission is Feb 29, 2020. Following the election process, new Council members will be confirmed at our 2020 AGM, the Council-set Election date.

I wish you a wonderful Holiday Season & a very happy New Year,

**Lindsay Macdonald**  
*Nomination Committee Chair, CDHNS*

## Nominations

Any member who is considering running for Council is invited to sit as an observer at the January 2020 Council Meeting. Please RSVP through the CDHNS at [info@cdhns.ca](mailto:info@cdhns.ca)

### Members should consider candidates who have:

- ✓ An interest in serving the professional regulatory body
- ✓ Integrity and good personal judgment
- ✓ The ability to put the public interest first and only subject to that, the interest of the profession
- ✓ Effective interpersonal and communication skills
- ✓ A willingness to share opinions and ask questions
- ✓ The ability to listen to all perspectives without bias
- ✓ The willingness to commit time and energy

## CDHNS Council Nomination Form

### Part I

#### For Members of the College of Dental Hygienists of Nova Scotia

- While it is not mandated, in so far as possible, the slate should represent diversity with respect to geography, practice setting, and experience.
- All nominees must be registered and licensed members (practising and non-practising) of CDHNS in good standing.
- Nominations must be endorsed by two CDHNS members along with the consent of the nominee.
- Nominees must submit a biography form (included).
- Deadline for completed nominations to be received at the CDHNS office is midnight February 29, 2020. Nominations may remain open following this date if insufficient nominations are received to fill all vacant Council positions.

We, being members of CDHNS in good standing, nominate \_\_\_\_\_  
(Print Name) (CDHNS Lic #)

For the position of:

- CDHNS Councillor: Two Year Term (Starts July 2020 – Ends June 2022)

Nominated By \_\_\_\_\_ RDH Signature \_\_\_\_\_  
(Please Print) (CDHNS Lic #)

Nominated By \_\_\_\_\_ RDH Signature \_\_\_\_\_  
(Please Print) (CDHNS Lic #)

### CONSENT:

I, \_\_\_\_\_ accept this nomination. \_\_\_\_\_  
(Print Name) (Signature)

This form is available for reprint on the CDHNS website ([www.cdhns.ca](http://www.cdhns.ca)) under Members Tab. Nominations to be announced in the March/April issue of Unison and posted on our website.

Return this completed form to: CDHNS 11 – 2625 Joseph Howe Dr., Halifax NS B3L 4G4 , fax at (902) 444-7242, or email at [info@cdhns.ca](mailto:info@cdhns.ca)

*Complete Part II on the next page*

## Biography of Nominee for CDHNS Council Positions

### Part II

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Telephone: Home \_\_\_\_\_ Work \_\_\_\_\_

Email: \_\_\_\_\_

Dental Hygiene Education Program/Institution: \_\_\_\_\_ Year of graduation: \_\_\_\_\_

Other Relevant Post-Secondary Education: \_\_\_\_\_

Dental Hygiene Professional Experience(s): *Please include practice settings and areas of responsibility.*

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**Volunteer and/or Professional Activities:**

*Please include past or present volunteer experiences on Board(s), Council(s), or Committee(s)*

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**Statement of Intent:** Please write a brief statement on why you are standing for election to the Council. Consider including why you are interested in serving and what you hope to accomplish.

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### Translation and Interpretation

Ensure that you are able to communicate effectively with the client. If you determine translation or interpretation is necessary, start by contacting ISANS. If the individual is our client, we likely have resources for you. We can recommend translation or interpretive services by phone or in person.

### Introductions

At the initial appointment, begin by introducing yourself in the manner in which you want to be addressed. Give your name and your role, as it applies to your client (“Hello, my name is Paul Pickering. I am a dental hygienist and I will be providing your dental hygiene care today....”) Speak slowly, respectfully, and clearly.

If there are professionals who will be providing other services, ensure that the client is aware of this prior, and introduce them by name and role at the appropriate time. (“I will also be introducing you to the dentist, Dr. ABC, who will be doing XYZ.”)

Once your client is comfortable, tell them how long the appointment is likely to take. Detail what is going to happen today, in whatever significant steps there are, and identify whether there is likely to be discomfort or pain. Draw on the experiences they’ve documented previously e.g., ask how sensitive they are, and any previous experience with discomfort or pain and how they’ve been handled in the past. Discuss what is available to alleviate this discomfort or pain, and how it can be administered. Ask if they have questions, and if they would like anything repeated or explained further. Be mindful of their body language and whether they seem anxious or fearful. The actions of body language can be easily misunderstood, culture to culture, but anxiety is more easily sensed.

Be prepared to discuss alternative care, respectfully, and what is likely to happen if nothing is done. Be aware that alternative treatment methods are “normal” for the person in the chair, regardless of your own perception of normal or desirable. It is your job to help them make the choices most beneficial to their physical and mental health, not to pass judgement.

### Biggest Concerns

Whether we come from the next town over or a country on the other side of the world, we are concerned about pain, about not knowing what is coming next, and about being rushed without understanding. While there are some excellent dentists and dental hygienists around the world, unfortunately, that is not always the case. We cannot underestimate the trauma someone may be

carrying. If there is dental-related trauma, we need to provide compassion and time. There are courses in mental health first aid, and trauma sensitivity. Increasing your ability to recognize trauma signals will help better prepare you when treating these clients.

It is essential to recognize that our own stereotypes can limit our abilities to be present for the person in front of us, and how we respond to them. A person from a highly familiar country with an excellent health care system may well be traumatized by previous experiences, and the next person, from one of the world’s poorest regions, may have had entirely positive previous dental care. We all want to be heard, know what is going on around us, and avoid discomfort and pain as much as possible.

### A Couple of Broad Generalizations

Broadly speaking, the public has the expectation that the care in the Canadian medical system will be compassionate, thorough and professional. This includes oral health care. Feeling judgement, shame and disregard about the state of their oral health, their previous choices or their level of care can be stressful. If someone is from a region or a country with superior dental practices, there may be fear that we are underqualified, inattentive, or prone to mistakes. Headlines about occasional errors, only increase those worries and regardless of our connection, we are all implicated.

The further away their point of origin, the less likely someone will know specifics of how the Canadian system works. The challenge for Canadian dental practitioners is to get increasingly good at explaining the steps to great oral health care, and to continuously improve how to provide dental health services. Our internationally born clients come with an expectation based on their previous experience, and they think their experience is “normal.” It is up to us to detail what is “normal” here, and to help them feel comfortable and cared for.

### Other Things to Consider

Every single person has the same right to compassionate, attentive and professional service. Take the time to explain and re-explain any situation and procedure, and ensure that every client feels safe, respected and heard. If you need to allocate additional time, it is well worth the investment in this relationship and in your client’s peace of mind. We all have stereotypes, biases and expectations for how the world should work, and we need to be very self-aware when these may cause discomfort in our clients and undermine our professionalism. Further, when we link that stereotype to the person in front of us, we limit our perspectives of them and we limit our capacity to do what we joined this profession for.

## Resources

Here are a few other places to go for some great ideas and perspectives.

[The Danger of a Single Story](#) – Nigerian author Chimimanda Ngozi Adichie details her “coming to America” experience

<https://woundedwarriors.ca/our-programs/trauma-resiliency-program/> – Trauma Resiliency Program

[All that we share](#) – Danish TV highlights unexpected commonality

[ISANS –Settlement and Translation](#) – A range of services, including Translation and Interpretation

[Mental Health First Aid Canada](#) – A starting point for awareness and skills

*Paul Pickering has been leading the ISANS Workplace Culture Program for 6 years. Prior to that he worked for 7 years at the National Policing Improvement Agency in England as a diversity specialist, in training, online programming and HR. He has a BA in Cultural Anthropology, and an MA in Communication Studies, both from the University of Maine, and a Diploma in Lifelong Learning. He has lived and worked in the USA, UK, Canada, South Korea, Czechia and Estonia. He believes he has the best job in Nova Scotia.*

## Dental Hygienists in Your Community

### Dental Hygienists Community Outreach using Resource Centre Products



Chao Chen presenting toothbrushes to Miss Sue Webber, Grade 1 teacher at the Halifax Christian Academy.

*“Thank you very much to the CDHNS for providing the toothbrushes that were given out during my recent school presentation. The students were all very excited for the presentation and to receive the toothbrushes!”*

*Yours sincerely,*  
**Chao Chen, R.D.H.**

## Meet your Colleague - Kathy DeMond



### Kathy graduated in 1983 and currently works in New Germany, NS

1. **At which store would you like to max-out your credit card?** I would love to max out my credit card at Blomidon Nursery in the valley. I would buy all the roses and hydrangeas.
2. **What is the nerdiest thing you do in your spare time?** I suppose the nerdiest thing I do in my spare time is knit. I take it when I know I will be waiting. For instance, the RMV or my daughter’s synchronized swimming practice.
3. **If you could have any one superpower, which would you choose? And why?** If I could possess a super power, it would be ‘mind control’. Imagine making everyone FLOSS with just one simple suggestion.
4. **What’s the greatest bit of advice a parent or mentor has given you?** The greatest piece of advice I received was “to follow your heart.” It led me to marry my husband.
5. **What is the most important personal attribute that you bring to your job?** Perhaps the most important personal attribute I bring to my job is empathy. I understand and care about my colleagues and the clients. But I also bring passion. I love dental hygiene. It is an expression of art and science.
6. **What would you like to be known for?** I would like to be known for trying to make the world a better place by helping others. Even when we are busy, there is a little time somewhere to help another person.
7. **If you didn’t need a job, were healthy, and had plenty of time, what would you do?** If I didn’t need a job and had loads of money, I would build a heated indoor riding ring. I would have several Canadian and Morgan horses and ride every day.
8. **If you could have a dinner with someone who is alive or dead, who would it be and why?** I would love to have dinner with Ellen DeGeneres and Oprah. I can’t choose between the two. I think it would be extremely interesting and fun.
9. **What are you going to do when you retire?** When I retire, I hope to garden and have some farm animals; cattle, horses, chickens, sheep, probably not a llama.

# UNISON

College of  
Dental Hygienists  
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*From all of us here at the CDHNS,  
we wish you and your family a  
peaceful and joyful time during  
this season.*



## ***Important dates to remember***

- February 29, 2020:** Deadline for Council Nominations
- March 27, 2020:** Dalhousie Student Dental Hygiene Presentations
- March 27, 2020:** NSCC Dental Assisting Table Clinic
- April 1-30, 2020:** National Oral Health Month
- April 4-10, 2020:** National Dental Hygienists Week™
- May 9, 2020:** CDHNS AGM/CC Event, Mount Saint Vincent University
- October 17, 2020:** Full Day CDHNS CC Event, Shining Waters, Tantallon, NS

The CDHNS office will be closed on Monday, December 23, 2019 and reopening on Monday, December 30, 2019. It will also be closed on Wednesday, January 1, 2020.

### **College of Dental Hygienists of Nova Scotia**

11-2625 Joseph Howe Drive  
Halifax NS B3L 4G4

[www.cdhns.ca](http://www.cdhns.ca)

