

Mission Statement

The College of Dental Hygienists of Nova Scotia, in the best interest of the public, regulates members, promotes excellence in care and advances the profession.

Celebrating our Members



Marilyn Cummings opened a dental hygiene practice, All Smiles Dental Hygiene Clinic, on November 2, 2013. The practice is located on Hammonds Plains Road. Her opening was well attended and guests included MLA Ben Jessom who spoke about local business and community support.

Pictured (L-R): Wendy Stewart CDHNS Chair, Terry Mitchell, Marilyn Cummings, Patricia Grant CDHNS Registrar

Pictured: Palmer Nelson receiving the CDHA Distinguished Service Award in Toronto, October 2013.

Palmer is a CDHNS member and served the CDHA board for 8 years and was President (2010 to 2011).



Breaking News - NS Chief Dental Officer of Health Position Advertised!

As we go to press the CDHNS was informed that the position for the NS Chief Dental Officer of Health has been advertised. The position was first announced by the Chief Medical Officer in 2009 but was never filled despite urging from the oral health community. The CDHNS fully supports the appointment of an informed individual who can work collaboratively with all stakeholders to develop a strategy for oral health in the context of the overall health care system in Nova Scotia.

<http://www.careerbeacon.com/search/en/20/0/62/-1/0/-1/-1,-11/-1/-1/0/3/MB1312059044>

CDHNS GOVERNANCE

The Unison
is the official newsletter of the
College of Dental Hygienists of
Nova Scotia.

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Editorial Staff: Jenn MacKay-Myra

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AD RATES

2" x 3.5" \$30.00
1/4 pg. \$55.00
1/2 pg. \$125.00
Full pg. \$195.00

Rates are subject to change.

Publication of an ad does
not necessarily imply that
the CDHNS agrees or
supports the claims therein.

We welcome your ideas,
articles and letters.
Submit to the
Editor at
unisonnews.cdhns.ca

NEXT DEADLINE
FOR SUBMISSIONS
MARCH 1, 2014



Dear Colleagues,

It's hard to believe that another year has passed!

In 2013, the government made several announcements concerning children's oral health. Regardless of the programs, or how they may be delivered, the announcements brought the issue of dental diseases in children to the forefront and hopefully, looking forward to 2014, more dental hygienists can become involved in these preventative programs.

In 2013, I attended two very important events on behalf of the College: the 50th Anniversary celebrations of Dalhousie University's School of Dental Hygiene and the Canadian Dental Hygienists Association. It was inspiring to see so many familiar faces at Dalhousie's 50th. From professors and mentors, to friends and colleagues, it was a great night to celebrate 50 years of graduates from this amazing institution.

In September I attended CDHA's 50th Anniversary conference in Toronto. If you have not attended a National conference, consider it for the future! They are such a wonderful way to connect with scientific and academic experts, dental supply companies, and colleagues from across the country. They are also a great way to earn continuing education points as there are numerous sessions offered. Definitely something for everyone! A highlight for me at this conference was Eva Grazel's keynote presentation on oral cancer. Eva is a 15 year survivor of oral cancer. Her story emphasized the importance of early detection. Information about Eva and her experience can be found at evagrazel.com.

Looking forward to 2014, the CDHNS is going to be celebrating its 5th anniversary! There will be events held in conjunction with the Annual General Meeting in June. Please come join us for the celebrations and share your thoughts on where we can go in the next 5 years!

Wishing you all happy holidays and a healthy and prosperous 2014,

Wendy Stewart

Wendy Stewart
CDHNS Chair 2013-2014

Save the Date!

The CDHNS AGM will be held on
Saturday, June 7, 2014

A full day of CE will be held in conjunction with the
Annual General Meeting.

FROM THE DESK OF THE REGISTRAR



As usual over the fall the CDHNS has been busy with licence renewals and this year we had the added advantage and disadvantage of breaking in our new membership software to assist us in completing the process. We feel staff and members alike have come out on top of the learning curve and we are now trying to finesse the last details with our IT provider. Thank you to all those members who submitted their renewals online and on time!

The following represent a few of the many projects and issues with which the CDHNS has been involved since the last edition of the Unison.

Regulatory Issues

Care Directive

Members have been inquiring about a sample of an "order" to be used in their place of employment when administering local anaesthetic. A Care Directive Document with a sample directive (order) for local anaesthetic was developed and given approval in principle by Council in May, 2013. In October the Council gave approval to the final version of the Care Directive and it can be found in the "Library".* The Care Directive can be adjusted to fit individual office needs and is meant to meet the regulation while facilitating quality care in a safe manner for our clients.

Lasers

The Council approved the use of lasers in dental hygiene therapy in Nova Scotia and a protocol has now been developed which includes the education required to use lasers as well as the consideration of the evidence which supports the use of lasers in dental hygiene care. Given the evidence currently available the "standard" for non surgical treatment of periodontal disease remains scaling and root planning. Currently most recognized sources including the periodontal community agree that there is insufficient evidence to support replacement of scaling and root planning in periodontal therapy.

Dental hygienists considering the use of lasers in treatment must complete a course which includes a theoretical component and a clinical component where some of the hands on portion is completed on human subjects in an ethical manner. Further important information may be found in the CDHNS document Use of Lasers by Dental Hygienists in the Library.*

Nova Scotia Drug Information System (DIS)

The DIS will enable authorized health care providers to access, manage, share and safeguard patients' medication histories. Dental hygienists have been included as an authorized health care provider to use the system. Our new information management system will begin a test data extract in January 2014. If you missed the DIS presentation at the 2013 AGM you can see it on the member only section of the CDHNS website in the "Library".*

Access to Care

The CDHNS engaged the various political parties and encouraged members to do so as well during the fall election campaign. The issues we identified were those surrounding access to care for all populations with special emphasis on the vulnerable and underserved populations in our province. We thank our members who engaged with their local candidates and look forward to working with the new government especially the new Health Minister, the Honourable Leo Glavine. Other issues include the appointment of the Chief Officer of Oral Health, and the MSI Children's Oral Health Program. The CDHNS is preparing a "white paper" on dental hygiene in the province to use as a resource document with government and other agencies.

Positive Aging 2014 Directory – Information for people 50+ and their families.

The Positive Aging Directory is produced annually by the government through the Department of Seniors and provides resources and information on many government departments and services for seniors. Information on various health professions and services are included. The CDHNS has requested a listing in the 2014 edition and provided information on the dental hygiene profession. This is an excellent opportunity to inform seniors and their families that dental hygienists can deliver direct care for seniors in assisted living, long term care or private homes. The 2013 Directory can be found on line at https://novascotia.ca/seniors/pub/2013_ProgramsPA.pdf Individuals can request free of charge hard copies from the Department of Seniors at https://novascotia.ca/seniors/positive_aging_directory.asp The 2014 edition will be available in the New Year.

DESK OF THE REGISTRAR con't

Ownership Linkage

Early Childhood Caries Survey AGM

Council reviewed at their October meeting the results of the Ownership Linkage Survey on Early Childhood Caries conducted at the AGM. The results demonstrated there is a concern regarding the raise of early childhood caries in specific areas. We thank all those members who took the time to thoughtfully fill out the survey and appreciate your input. Council followed up with an education presentation with Dr. Ross Anderson Chief of Dentistry at the IWK Children's Hospital in October. Council will consider all the information gained on this topic and use it to shape the "ENDS" policies of the CDHNS.

Interprofessional Training – Elder Abuse Workshops

The Canadian Association of Occupational Therapists (CAOT) received a grant to hold Train the Trainer Workshops on Building Capacity for Managing Situations of Elder Abuse Among Interprofessional Health Care Providers. Terry Mitchell attended the Train the Trainer session and as part of the agreement each participant committed to prepare and deliver at least three elder abuse workshops in their region by March 2015. The CDHNS will be working with Terry to plan these workshops in the New Year to continue an interprofessional approach to the topic. Dental hygienists are clearly in a position to detect potential elder abuse. In addition, dental hygienists are now able to provide care to those who are "homebound" or living in long term care facilities. The workshops are approximately one and one half hours in length.

Member Services

Employment Handbook - Empowering Yourself in the Work Place

The Member Services Committee's employment manual "Empowering Yourself in the Work Place" was printed in the summer and a hard copy was given to all new registrants. We have had excellent feedback on the document. We are happy to provide members especially the newest members of the profession with valuable information as they start their careers. Those members already in the workplace will find it a useful resource. Look for information on "Having Difficult Conversations" and other employment issues. An electronic copy of the manual can be found in the "Library".*

Member Services Coordinator Position

The CDHNS is hiring a member services coordinator for a term position one day per week until June 30, 2014. The person will coordinate the activities around member services but will mainly focus on coordinating the anniversary event planned around the AGM in June. (see below) The advertisement can be found on the CDHNS website or at <http://www.careerbeacon.com>

2014 - The New Year and Five years of Self Regulation!

The New Year will bring the 5th anniversary of Self Regulation for Dental Hygienists in Nova Scotia. We can be proud of our accomplishments during that time and we are planning to celebrate them at a special event in early June in conjunction with the AGM. Look for the save the date notice in this newsletter and more information to follow in the next one.

On behalf of Council and Jenn and I here at the College we wish each of you and your families a Happy Holiday and a healthy and prosperous New Year.

CDHNS FIVE YEARS STRONG!



Patricia Grant, Registrar
December, 2013

* To access the "Library" feature of the website go to www.cdhns.ca from the drop down menu choose member sign in. Sign in using your user name and password. From the Member Home page on the left hand side choose Library from the Members Menu. We will be adding other documents of interest to members on a regular basis.

PUBLIC HEALTH IN NOVA SCOTIA

Partnership and Collaboration Opportunities

By Jennifer Poulos RDH

As a Public Health Dental Hygienist with the Cumberland Health Authority, I have had occasion to collaborate with our local Community Health Boards* on several oral health initiatives.

“Public Health works with others to understand the health of our communities and acts together to improve health.” In keeping with that purpose statement, a public health colleague, who has the dual role of Health Educator and Community Health Board Coordinator, and I engaged dental offices in Cumberland County to help gather local data and provide some insight into access to care.

First we sent out an informal questionnaire to obtain feedback on what local dental professionals perceived as barriers/issues. We then partnered to conduct an oral health survey to gather information about who accesses dental care in our district (e.g. age, gender, with or without dental insurance) and for what services (e.g. preventive, emergency, etc.).

With sponsorship from the Community Health Boards, using the data gathered, Public Health coordinated an Oral Health Partnership Information Exchange event which was well attended by dental professionals and Public Health staff from across Cumberland County. The evening event consisted of:

- Dinner
- A presentation of the survey data collected
- Facilitated table discussions on the three most prevalent barriers to oral health care in Cumberland County identified through the data analysis
- Continuing education credit for attendance and the session was free.

The forum provided a networking opportunity to share local experiences and understanding, identify gaps in service provision and socialize. Stemming from discussions at the event, the idea for a promotion campaign we titled, “Just Ask”, was conceived to address the underutilization of the Children’s Oral Health Program MSI coverage in our local area.

We developed “Just Ask” posters: one designed to be displayed in various locations in the community and one designed for posting in dental office waiting areas or operatories. We supplied all local dental offices with posters for display. A smaller card version of the community poster was printed for hand out purposes at Public Health and Community Health Board events such as screenings and immunization clinics. The idea behind the “Just Ask” campaign is to empower families to ask about dental services covered under MSI. Concerns have been voiced describing situations where a parent took their child/children to a dental appointment, expecting it to be of no cost to them, only to discover there was an outstanding amount owed following the visit. Sometimes, as offices are often busy and hectic, communication with parents can be limited. By ‘just asking’, a parent or guardian can open up the lines of communication with their oral health care provider which can ease concerns, potentially increase their dental knowledge and help them to make more informed decisions.

Through the information exchange forum discussions, we identified that there is a fear of asking about coverage and a subsequent lack of awareness as to what final dental bills will be. This is a barrier to care and one plausible reason for the underutilization of MSI. Since the start of the campaign, there has been an increase in local oral health professionals’ and dental office staff’s awareness of and sensitivity to this issue, as well as an increase in the number of people asking about MSI coverage.

**The Cumberland Health Authority has 3 Community Health Boards, Pugwash and Area; Springhill, Oxford, Amherst and Regions and Southampton, Parrsboro, Advocate and Regions.

For more information on the “ Just Ask ” Project contact Jennifer Poulos

At Cumberland Health Unit; by email: jennifer.poulos@cha.nshealth.ca Or call 902-667-2885

CONTINUING COMPETENCY COMMITTEE



The Continuing Competency Committee met on Nov 23, 2013 and had a busy agenda. There were three major outcomes from the meeting that are important for our members to be aware of:

CERTIFICATES OF ATTENDANCE

There is still a need to educate members regarding the CDHNS Certificate of Attendance and its purpose. As stated in earlier editions of the Unison, the Certificate of Attendance was created for members to provide documentation for a CE course which does not issue proper documentation for audit purposes. The CDHNS Certificate of Attendance is **NOT REQUIRED** for courses that clearly provide their own certificates that indicate course hours. They are provided for members' convenience if they are attending a course which does not provide any documentation. For example, Dalhousie University CE courses provide proper verification, but a course offered through the local library may not. The only course the Continuing Competency Committee requires a certificate of attendance for is the CPR course because these courses can vary in length, depending on provider, number of participants and instructor.

EXHIBIT NIGHTS SPONSORED BY DENTAL COMPANIES

These exhibit nights are held on occasion throughout the province. Some companies state that their exhibits offer CE points or credits and that some are hands on credits. The CC Committee has had numerous questions surrounding this topic. These companies do not contact the CDHNS to have us review their projected CE. Experts or recognized educators do not typically present at these exhibits; usually they are opportunities for sales representatives to give out samples and for oral health professionals to obtain product information. Therefore, we cannot guarantee that these courses will be eligible for any CE credits. Currently, our members do not receive CE for exhibits that are held during our AGM or national conferences. CDHNS will contact these companies to discuss with them our concerns.

SELF INITIATION COURSE

The Self Initiation Course offered online at CDHA underwent a review and revision in the spring and its original purpose and credit assignment has been reviewed by the Continuing Competency Committee. Members who complete the Self Initiation course after January 1, 2014 will receive 15 credits in Category 1. All new members to CDHNS are required to take this course within two years of membership in order to practice in Nova Scotia.

The Committee meets again in February 2014 for our annual audit meeting, at which time we will audit 42 continuing competency records. Those members whose cycles end on December 31, 2013 and have been selected for the random audit will be notified in early December.

Until next time,

Jackie White
Chair Continuing Competency Committee

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NOVA SCOTIA

PREVENTION
• A Port in Any Storm •
MAY 25 - 28, 2014

Infection Control in the Dental Setting

Sunday, May 25, 2014 12 noon – 5:00 pm
World Trade and Convention Centre, Halifax

Co-hosted by the Community and Hospital Infection Control Association
and CHICA Nova Scotia (a Chapter of CHICA-Canada)

For More Information
CHICA-Canada
Telephone: 1-866-999-7111
Email: chicacanada@mymts.net
Website: www.chica.org

Cathy MacLean RN MA
Faculty of Dentistry,
Dalhousie University
Telephone: 1-902-494-1673
E-mail: cathy.macleam@dal.ca

Who Should Attend?
Dentists and Allied Dental Health Personnel

Education Program
12 noon – 1:00 pm
Lunch included with registration
Special Guest Speaker to be announced
1:00 pm – 5:00 pm – Education Sessions

Infection Prevention Requires Attention! (3.5 hrs)
Marie Fluent DDS, University of Michigan, Ann Arbor, Michigan

- A review of the routine application of infection control practices and protocols
- A review of acceptable product choices for infection control goals

CHICA-Canada Dental Audit Toolkit (.5 hrs)
Mary LeBlanc RN BN CIC, CHICA-Canada Audit Tool Working Group

- A review of the Dental Office Infection Prevention and Control Audit Tool, its use and benefits

Registration Fee
\$125.00 per person

Continuing Education Credits
Continuing Education Credit: 4 Hours

CHICA

NOMINATIONS

Call for Nominations

Four positions on the CDHNS Council will become vacant on June 7, 2014.
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 three 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 times per year to conduct business and other conference calls and special meetings as needed. Council deliberations are guided by Vision and Mission statements. (all available on our website under Members Tab).

The College has adopted Policy Governance® as their governance model. Policy governance is meant to enhance role clarity, operational transparency and guard the right of an organization to be faithfully served according to the organization's goals or end statements.

Orientation, ongoing education and reimbursement:

The CDHNS is committed to ongoing education of Council members and an orientation will be provided for all new members of council. Council members are reimbursed for expenses for meetings and are provided honorariums according to the CDHNS expense policy. Creating a positive future for the profession is rewarding work. If you or someone you know would like to contribute through an elected position on the Council, please submit a nomination.

Under Policy Governance® the roles of Council include:

Specific job outputs of the council are those that ensure appropriate organizational performance.

Accordingly, the council has direct responsibility to create and sustain;

1. The link between the ownership and the operational organization.
2. Written governing policies which address the broadest levels of all organizational decisions and situations.
 - A. Ends: Organizational products, impacts, benefits, outcomes, recipients, and their relative worth (what good for which recipients at what relative cost or relative worth).
 - B. Executive Limitations: Constraints on executive authority which establish the prudence and ethics boundaries within which all executive activity and decisions must take place.
 - C. Governance Process: Specification of how the council conceives, carries out, and monitors its own task.
 - D. Council-Management Relationship: How power is delegated and its proper use monitored; the Registrar role, authority and accountability.
3. Assurance of successful organizational performance on Ends and Executive Limitations.
4. Scope of practice decisions and related policy position statements that are in the best interests of protecting the public.
5. Decisions that are in the best interests of protecting the public relative to eligibility of dental hygiene programs.
6. Appointment of Credentials Committee as required by the Act. The council may specify its terms but this committee is not accountable to council. Council may hear appeals by members on licensing issues as determined by the legislation.
7. Appointment of the Hearing and Investigation Committees as per the Act. These committees are accountable to council.
8. Appeals from persons denied by the Hearing Committee (as per Section #63 of the Act).
9. Other products required by the Bylaws, Act and Regulations including:
 - a. Regular Bylaw review
 - b. Annual General Meeting

Members should consider those 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

NOMINATIONS

Dear Colleagues --

As Chair of the Nominations Committee, I'm writing to encourage each of you to consider putting your name forward to serve on CDHNS Council.

While it will claim three weekends per year and some time to study and read issues that will be before Council, the experience is rewarding in so many ways.

It is an opportunity to meet hygienists who practice in all areas of the province, to exchange ideas and form friendships --- to work together toward the common goal of strengthening our profession and making our voices heard as we strive to improve the oral health of Nova Scotians.

We draw on the strengths and expertise of our fellow Council members and learn so much along the way.

Please consider offering your name as a Council nominee.

Ann MacArthur,
Nomination Committee Chair

The Election Process

- Following receipt of the nominations a Nomination Slate will be sent with the March/April edition of the Unison.
- Election of the CDHNS Council nominees will take place at the CDHNS AGM on June 7st, 2014.
- Members will be provided with a voting card.

Please remember to bring your membership (wallet) card or personal identification with you.

- Mail ballot: If you are unable to attend the AGM and wish to vote on the nominees you may request a ballot by mail from the College at info@cdhns.ca or calling 902 444-7241.
- Mail ballot envelopes will be numbered and must be received by the College by a date to be specified on the form.
- Mail ballots will be counted prior to the AGM and the results sealed until the day of the election.

NOMINATION FORM

CDHNS Nomination Form Part I

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

- 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 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 28, 2014. 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)

For the position of:

CDHNS Councilor: Two Year Term (starts June 2014 – Ends May/June 2016)

Nominated By _____ RDH Signature _____
(Please Print)

Nominated By _____ RDH Signature _____
(Please Print)

CONSENT:

I, _____ accept this nomination. _____
(Print Name) (Signature)

This form available for reprint on the CDHNS website (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

Complete Part II on the other side of this page

NOMINATION FORM

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.

Volunteer and/or Professional Activities:

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

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

RESOURCES

2013 Canadian Institute for Health Information ECC Report Released

CIHI, a nonprofit, independent organization created by Canadian federal, provincial, and territorial governments, collects and analyzes healthcare information and disperses it to the public. The current report specifically addressed children who require surgery under general anesthesia to ascertain how often such surgeries occur and their impact on the healthcare system.

The report issued by the Canadian Institute for Health Information (CIHI) has revealed an alarming statistic regarding early childhood caries (ECC): Each year in Canada, more than 19,000 day (or outpatient) surgeries are performed on children younger than age 6 to treat them.

"Day surgery for ECC occurred about once for every 100 children age 1 to younger than 5 during the two-year period 2010-2011 to 2011-2012," the report noted. "These operations to fill or treat cavities and extract teeth were almost always conducted under general anesthesia (99.6%)."

The risks associated with sedation are significant and highly avoidable with better oral health maintenance. The report is intended to draw attention to the long-term and frequently severe consequences of poor oral health in children.

The report is available at: <https://secure.cihi.ca/estore/productFamily.htm?locale=en&pf=PFC2386&lang=en>

Healthy Canadians; A Parent's Guide

Healthy Canadians helps parents with information on immunization, recall info, choosing the right car seat, food & nutrition and many health issues affecting children environmental issues and cosmetic information. The information is available at:

<http://www.healthycanadians.gc.ca/kids-enfants/index-eng.php>

Detect, Respond, Refer
Helping to End Woman Abuse

New Online CE for RDHs

75% of physical injuries inflicted on women in domestic assaults impact the head, neck, face, and mouth



Dental hygienists are in a unique position to be among the first health care professionals to recognize signs of abuse and to help survivors of abuse.

Springtide Resources is a non-profit training and education organization that has partnered with the Ontario Dental Hygienists Association to create a continuing education course specifically for dental hygienists on the topic of woman abuse: **Detect, Respond, Refer: Helping to End Woman Abuse.**

This comprehensive self-directed CE is user friendly, and delivered online in an easy to navigate audio/visual presentation. You can work at your own pace from the comfort of your own home.

Build skills, learn to tackle challenges, and understand how you can prevent woman abuse.

Course length: 5 to 10 hours
Course access time: 8 months
Cost: \$39

The course has outcome testing and is eligible for CE credit application.

To register for this course and to learn more, visit: learning.springtideresources.org

Course features:

- real dental hygienists' stories and Canadian statistics
- review of mandatory child abuse reporting
- dental practice organizational strategies
- self-care strategies
- downloadable support resources and references

the power to influence

ANNOUNCEMENTS

New Minister of Health and Wellness Announced



The Honourable Leo Glavine, Minister of Health and Wellness

The Honourable Leo Glavine was first elected to the Nova Scotia House of Assembly as MLA for Kings West in 2003 and was re-elected in 2006, 2009 and 2013. He is a former educator and high school administrator.

Current Cabinet Responsibilities

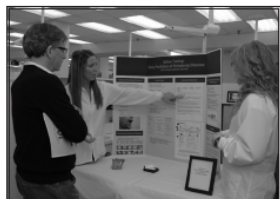
- Minister of Health and Wellness
- Minister of Seniors
- Chairman of the Senior Citizens' Secretariat

2014 Dentistry Student Table Clinics and Dental Hygiene Presentations

Friday, January 31, 2014
5:00-8:00 p.m.
Dalhousie Dentistry Building

Two hours of continuing education credits will be awarded to those who register by 7:00 p.m.

For more information, visit dal.ca/dentistry/cde
or contact 902-494-1674



 **DALHOUSIE
UNIVERSITY**
Faculty of Dentistry

The School of Dental Hygiene is excited to present a change in their Student Table Clinic Evening.

Dental Hygiene students will be delivering group presentations focusing on the provision of optimal oral care to populations and individuals with varying needs.

Attendance at these presentations will be eligible for continuing education credits, and there will be an opportunity to provide feedback on this new format.

We hope to see you there!



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LICENCE RENEWAL INFORMATION

CDHNS Registration Renewal Results

| | November 1, 2013 | November 1, 2012 |
|-------------------------|------------------|------------------|
| Practicing Members | 626 | 622 |
| Non-Practicing Members | 54 | 43 |
| Life & Honorary Members | 3 | 3 |
| Cancelled Members | 15 + 2 Retired | 24 |
| Struck from Registrar | 9 | 10 |

Frequently asked questions from the 2013-2014 licence renewal

Why was I asked about my eye colour, height, and identifying marks?

Since the CDHNS began in 2009, new applicants have been required to supply their eye colour, height, any identifying marks, along with a picture for identification. This is a government-issued standard requirement by most jurisdictions across Canada. Each year, the CDHNS has asked different questions from the application for registration during the licence renewal period to capture the information from members who did not initially register with the CDHNS. This has included the NDHCB certificate, dental hygiene education, and whether members have practiced in other jurisdictions. Members who chose not to answer these questions were not penalized, and were allowed to continue with their renewal.

Why do I have to answer the same questions each year?

For the past few years, the information has been auto-completing from members' profiles on the application for members' convenience. Members have been asked to read through the answers and update any information that was incorrect. The online system works the same way. Information changes over time, and it's easy to forget with whom you have updated your information, or which information is relevant to update. This can include email addresses, cell phone numbers, or new employment and last date of practice.

Why did I have to go online to renew?

When member renew online through in1touch, the answers that populate their renewal form come directly from the database and any corrections that are entered are updated within the database. This ensures that the information is accurate and in one location. Another advantage of our new membership management system is the ability for our members to update any information and print their receipts as needed through the year. We appreciate everyone who chose to renew online using the new renewal process, which is approximately 94% of our members.

Why didn't you deposit my e-money transfer when I sent it?

We are pleased to report that the e-mail money transfer payment was a popular choice for our members during the renewal time. Out of the 680 members that renewed, 321 members used this method of payment. This is fantastic! Unfortunately, there are a few drawbacks: most members sent in their payment between October 1st and October 20th, and there is a daily limit on how much money anyone can deposit through e-transfers. This is why there was a delay in processing some payments. We continued to process our maximum amount each day, and the backlog quickly cleared, however this did create some confusion and concern to our members. Depending on the sender's bank, each e-transfer has up to a month to be deposited by the recipient. We processed all payments in the order that they arrived, and all were completed well before October 31st. We do not anticipate a problem next year, and we continue to encourage members to use this option for payment.

Why didn't my secret answer work?

As this is the second year that the CDHNS has accepted e-mail money transfers as licence renewal payment, a portion of our members already had the CDHNS added in their payees. Some banks give their members the option to use the same question and answer as previously used, and some banks automatically used the same credentials, without giving members any option. Last year the renewal secret answer was "cdhns", while this year the answer was "cdhns2014" according to the renewal information, or "cdhns2013" on the invoice. (They were both supposed to be "cdhns2014".) For members whose bank did not allow them to change information, there was no way for the CDHNS to know which group each member was in before trying to deposit their payment. If neither answer worked, the CDHNS contacted the member to confirm what their answer may be. This did work most of the time.

What's going to be different next year?

1. There is a new spot on member profile that allows members to upload their CPR card at any time. This past renewal, the CDHNS had to receive a member's CPR card to open their profile to the renewal application. With this new CPR portal, members can upload their CPR and have it approved through the year so that there will not be any delays accessing the renewal form.
2. In as much as possible we will ask members to include their name within the message of their e-mail money transfer. There are many cases where the payment will come from a family member and does not include the member's name, or the member may have a different name at their bank as they do registered at the CDHNS.

We continue to encourage members to take their CPR courses earlier in the year!



New CDHA Program: Free, Confidential Counselling & Wellness Service

Introducing the new Employee & Family Assistance Program provided as a CDHA membership benefit through Homewood Human Solutions.

Visit www.cdha.ca/EFAP access to get started today.

College of
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Important Dates to Remember

*Dalhousie Table Clinic
January 31, 2014*

*National Dental Hygienist Week
April 6 - 12, 2014*

*Gift From the Heart Day
February 8, 2014*

*Infection Control Course
May 25, 2014*

*CDHNS Council Nominations Forms Due
February 28, 2014*

*CDHNS Council Meeting
June 6, 7, 8, 2014*

*CDHNS Council Meeting
February 28, March 1, 2, 2014*

*CDHNS AGM
June 7, 2014*

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