

College Update

Winter 2021

Addressing Indigenous-Specific Racism and Discrimination in B.C.'s Health System

The report from Mary Ellen Turpel-Lafond's independent investigation into Indigenous-specific racism in B.C.'s healthcare sector was released on November 30.

Dr. Turpel-Lafond described "widespread and insidious" issues in B.C.'s healthcare system during the briefing held to share the findings and

summarize the 24 recommendations contained in the investigation's report.

Minister of Health Adrian Dix called for system reform and issued a bold apology on behalf of the province, stating a commitment to address systemic racism by taking decisive action on the report's recommendations.

The issues identified through the investigation include — but are not

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Dr. Mary Ellen Turpel-Lafond led the investigation into anti-Indigenous racism in the healthcare system. Her report is called "In Plain Sight."

limited to — mistrust and fear of the health-care system due to the prevalence of stereotypes, discrimination, racism and abuse experienced by Indigenous people. This results in reduced access to healthcare and avoidance of healthcare, which is detrimental to the health status of Indigenous people.

"This report provides a blueprint for fundamental changes to beliefs, behaviours and systems that are necessary in order for us to root out racism and discrimination and ensure that the basic human rights of Indigenous people to respect, dignity and equitable health care are upheld."

—Mary Ellen Turpel-Lafond,
independent reviewer

The following recommendations contained in the report will have direct implications for the College of Dental Surgeons of BC (CDSBC) as a health regulatory body:

- Develop a joint strategy to improve the patient complaint processes to address individual and systemic Indigenous-specific racism (recommendation #5).
- Collaborate with Indigenous peoples to develop and adopt an accreditation standard for

achieving Indigenous cultural safety (recommendation #8).

- Recruit Indigenous individuals to senior positions to oversee and promote needed system change (recommendation #14).

"The core of our response will be action: action to implement the recommendations, action to ensure that Indigenous leaders are fully included in any response, action to see that change happens."

—Adrian Dix, Minister of Health

CDSBC's Response and Commitment

The College of Dental Surgeons of BC will take definitive action to respond to the recommendations in this investigation. To that end, we will engage Indigenous expertise to ensure that Indigenous people who contact CDSBC will have a respectful, culturally safe experience. We will make the necessary changes in all aspects of our regulatory functions in order to dismantle systemic racism. We believe that this work is critical and necessary to improve health outcomes for B.C.'s Indigenous people.

At its November meeting, the CDSBC Board approved the development of progress targets for board members, committee members and staff (in recognition that CDSBC is a signatory to the Declaration of Commitment to

Cultural Safety and Humility), and the development of a strategy to ensure a culturally safe experience for Indigenous people who contact CDSBC.

Learn more and read the report at www.cdsbc.org/addressing-racism

From the report

"Informed by the voices of nearly 9,000 Indigenous patients, family members, third-party witnesses and health-care workers, as well as unprecedented analysis of health data, the review found clear evidence of pervasive interpersonal and systemic racism that adversely affects not only patient and family experiences but also long-term health outcomes for Indigenous peoples....The review examined health utilization and outcome data of approximately 185,000 First Nations and Métis patients; data showing that racism limits access to medical treatment and can negatively affect the health and wellness of Indigenous peoples. In particular, the review found that Indigenous women are disproportionately impacted by racism in health care and that racism contributes to Indigenous people being disproportionately affected by the current public health emergencies of COVID-19 and the overdose crisis."

bit.ly/addressingracismbcgov

A separate review data report, which will offer a deep look into the health system's performance when serving Indigenous people, is being released separately.

COVID-19 Resources for Registrants



In response to the pandemic, registrants across the province have made unprecedented changes in their practices in order to provide the care that British Columbians rely on. To support that shift, CDSBC has been publishing information and resources for registrants on our website at www.cdsbc.org/covid-registrants.

CDSBC will continue to monitor the evolving pandemic situation as we navigate this uncharted territory and provide guidance when and where appropriate.

Oral Health Care During the COVID-19 Pandemic

The most significant guidance to registrants is provided via a joint document for oral health care

providers titled *Oral Health Care During Phases 2 and 3 of the COVID-19 Response*. This document, published by the four oral health regulators, is available at www.cdsbc.org/aug18-covid-guidance

The purpose of the document is to consolidate existing regulatory standards, guidance and expectations with recommendations and considerations from government and other authoritative agencies for the treatment of patients during the COVID-19 pandemic.

COVID-19 FAQ

Throughout the pandemic, we have responded to hundreds of inquiries from registrants and patients/public via our COVID-19@cdsbc.org email address. The most common concerns have been collected and addressed in FAQ available here: www.cdsbc.org/covid-faq

Public Companion Document

While there is no evidence of increased risk of COVID-19 infection when being seen for dental treatment, interim guidance for reduction of any potential risk have been recommended for all oral health professionals.

A public-friendly version of the joint guidance document for oral health care during the COVID-19 pandemic has been created.

This companion document is designed to help patients understand what to expect when seeking dental care during the pandemic.

Find the document at www.cdsbc.org/covidpatientdoc

Cultural Safety and Humility Educational Opportunities

The Steering Committee on Modernization of Health Professional Regulation in B.C. stated a commitment to ensuring that cultural safety and humility are embedded within regulatory modernization.

In the final report, the steering committee stated that *“All recommendations and changes to modernize the regulatory framework in this report should be interpreted and implemented in a manner that acknowledges deeply rooted, historic health inequities and combats systemic racism in order to enable access to high quality health-care services for all British Columbians.”*

Recognizing that this is foundational to increasing public trust and ensuring public protection, registrants are encouraged to seek out and embrace opportunities to grow in their understanding and ability to provide Indigenous people with culturally safe oral health care. Some available options are below.

First Nations Health Authority Webinar Series

This series of 11 webinars supports the development of tools and skills for advancing cultural safety and humility and understanding and integrating this work into practice and interaction with First Nations clients. The webinars are free and eligible for CE credits. Learn more (webinars begin half way down the page): www.fnha.ca/wellness/cultural-humility

San'yas Indigenous Cultural Safety Training Program

This facilitated online training program, developed by the Provincial Health Services Authority, is designed to increase knowledge, enhance self-awareness, and strengthen the skills of those who work both directly and indirectly with Indigenous people. Learn more at: bit.ly/sanyasprogram

Indigenous Cultural Safety Collaborative Learning Series Webinars

In this national series, experts present their knowledge, experiences and perspectives in support of collaborative efforts to strengthen Indigenous cultural safety across sectors. The webinars are free and eligible for CE credits. Learn more: www.icscollaborative.com/webinars

Does anyone in your office* hold a CDSBC Radiography Designation?

If so, please remind them to respond to CDSBC's email asking them to update their contact information and to confirm whether they continue to expose radiographs with this designation.

cdsbc.org/radiography-form

**This request is for non-regulated staff and does not apply to CDAs and dental hygienists.*



Modernization of Health Regulation in B.C.

B.C.'s Ministry of Health Initiative to Modernize Health Regulation

Last year, Health Minister Adrian Dix announced the government's plan for modernizing the health regulatory system to better serve patients and the public.

This came in the form of releasing the final recommendations from the Steering Committee on Modernization of Health Professional Regulation in British Columbia.

Regulatory Changes to Benefit Patients and the Public

The proposed changes to the regulatory framework are designed to improve patient safety and public protection, improve efficiency and effectiveness of the regulatory framework, and improve transparency and accountability to the public.

"We're fully invested in the goal to put patients first and the implementation of these recommendations will help strengthen the regulatory colleges' ability to deliver on their mandate to protect the public."

- Adrian Dix, Minister of Health and Steering Committee Chair

A public consultation about the modernization of the provincial regulatory framework was first announced in the fall of 2019, and arose from an external review of the *Health Professions Act*.

The Ministry of Health has identified six areas of focus within the recommendations for modernization:

1. Commitment to cultural safety and humility
2. Improved governance
3. Improved efficiency and effectiveness through a reduction in the number of regulatory colleges
4. Strengthening the oversight of regulatory colleges
5. Complaints and adjudication
6. Information sharing to improve patient safety and public trust

The recommendations are aimed to improve the overall effectiveness of the system, strengthen governance and oversight, and increase transparency for the public.

More info: www.cdsbc.org/modernization

Moving Towards a Single Oral Health Regulator

Informed by the recommendations contained in the steering committee report, the boards of the oral health regulators are pursuing amalgamation.

A new regulator would oversee all six oral health professions — certified dental assistants, dental hygienists, dental technicians, dental therapists, dentists, and denturists — benefitting registrants and the public alike by providing a single point of contact and promoting team-based care.

Please visit www.cdsbc.org/amalgamation to stay up to date on the progress of the amalgamation.



2020 Annual Meeting

As a regulator, our promise is to protect patients and the public, and we have never felt that mandate more acutely.

The purpose of the Annual Meeting is to report on the audited financials and demonstrate how we are meeting our mandate.

Technically speaking, the year we met to review ended on February 29, 2020, but it was impossible to look back on this period with a hard stop, knowing the new reality that we all experienced in mid-March.

Thank to you to those who joined us, and to those who participated by submitting questions and comments to our panellists.

Highlights from our various speakers are included here, and a recording of the full meeting is available at:

www.cdsbc.org/AM2020

“ *As my ancestors have done in the past, this morning, I raise my hands to welcome all of you and thank you for attending.* **”**

- Musqueam Elder **Mr. Larry Grant** started the meeting with a land acknowledgement



Photo credit:
Allard School of Law Flickr

“ *The obstacles are not only geographic. Trauma, fear, and poverty play a significant role in preventing individuals from getting the support they desperately need. This realization has ignited a desire within me to offer care with cultural safety and humility as the focus of my practice.* **”**

- Board Member **Ms. Kim Trottier** reflected on her experience as a dental therapist in remote Indigenous communities



“ *This has been an unprecedented year of challenge and change and I have been struck by the resilience of everyone – Board, staff and committees – to seize the opportunity to be a best-in-class regulator.* **”**

- Report from Board Chair, **Mr. Carl Roy**





“

Those of us who work at the College and on the Board have certainly felt the cumulative impacts of the changes over the past year. We are asking different questions than we did before, always trying to get at the heart of what we are doing and why. And all of this is done in pursuit of becoming a more effective and trustworthy regulator – one that, above all, serves and protects the public of this province.

”

- Report from CDSBC's Registrar/CEO, Dr. Chris Hacker



“

I have never seen any organization seize the opportunity for improvement with such energy and commitment and such rapid success as I have observed here.

In this College there has been a genuine shift of focus towards the safety of patients and the public good, a change of governance culture, and improvements in efficiency and effectiveness... But you have not reached a resting place. You are not there yet, wherever 'there' is.

”

- Address by professional regulation expert Mr. Harry Cayton

“

All of us – the public, our patients, oral health care providers of all registrant classes, British Columbians, Canadians and beyond – have felt the impacts of the COVID-19 pandemic.... Through this difficult time, it has been heartening to watch as all oral health care providers have risen to the challenge.

Our registrants have made unprecedented changes to their practice in order to provide the care that British Columbians rely on and it has been, and remains, our priority and privilege to provide guidance that ensures staff and patients remain safe.

The resilience demonstrated by the oral health providers we regulate since the start of the pandemic is remarkable and inspiring. In the face of uncertainty, many of you put up your hands to ask how you can help. Many of you, selflessly, indicated a willingness to give up everything from gloves to ventilators, if called upon. Others submitted ideas as to how we can stop the spread of the virus and provide the care your patients need.

It has been my honour to be united with you all through our shared obligation to each other and to the patients and the public of BC.

”

- Remarks from Dr. Chris Hacker on CDSBC registrants rising to the challenge of the COVID-19 pandemic

2021/22 Annual Renewal



Annual Renewal opens online in early January. All registrants must renew by March 1, 2021.

This year, we will be sending email reminders for Annual Renewal, as well as a reminder postcard. Please make sure your email and other contact information is up to date, so you receive these important notices.

Most Dentists Pay Two Fees at Renewal

CDSBC is committed to informing dentists clearly what part of the registration/renewal fee goes to the College and what part to the Association. For renewal in 2021, the fee breakdown is as follows:

CDSBC \$1,633

For renewal of registration



BC Dental Association \$1,800

For BCDA membership fee*

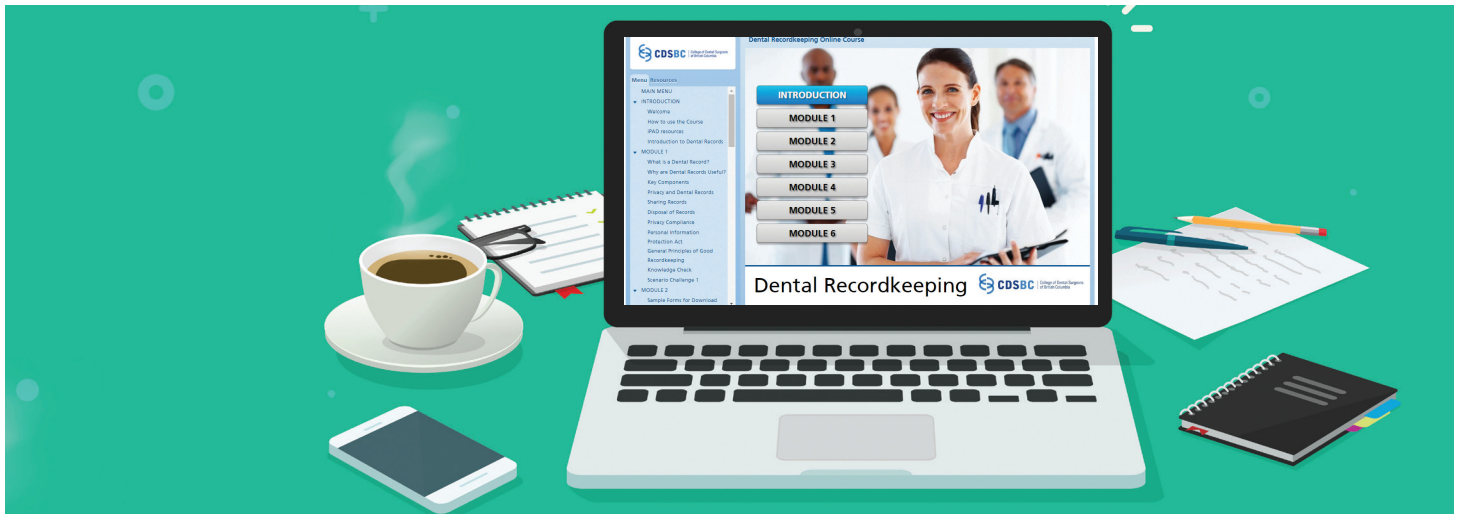
Total: \$3,433

When renewing their CDSBC registration, the BCDA membership fee shown above is applied to dentists in all registration categories except for: Limited (education; armed services and government), Limited (post-graduate), Limited (research), Limited (volunteer) and Non-practising.

The BCDA will reimburse the College \$194,820 (plus applicable taxes) for the costs associated with the collection of the amount equivalent to the BCDA membership fee at renewal and registration. This amount is based on a projection of the electronic transaction fees and the additional administrative costs incurred by the College in order to collect on their behalf.

**Membership in the BCDA is not mandatory for registration with the College; however, an amount equivalent to the BCDA membership fee is required and is collected per the Board's discretionary power to do so provided in the CDSBC Bylaws section 3.09, which states that "In each fiscal year until the fiscal year ending February 28, 2022, the college may collect from dentists an amount equivalent to the annual fees of an association, whether or not the dentist is a member of the association, provided that the board and the association execute a written agreement to this effect."*

Continuing Education Updates



Continuing Education Audit Process

We recently launched a new audit system for processing registrants' continuing education (CE) submissions.

The audit system randomly audits a percentage of the CE submissions entered into the online CE portal and will reduce turnaround time for processing submissions.

Registrants still submit credits through the CDSBC CE portal.

The details of the new audit process are outlined in detail on our website at: www.cdsbc.org/ce-audit.

Online Courses and the COVID-19 Pandemic

To reduce barriers to our registrants and support the need for physical distancing in order to prevent the transmission of COVID-19, the fee for CDSBC's online courses has been waived throughout the pandemic.

They will remain available at no charge on our website through to March 1, 2021.

Our course offerings include:

- *Avoiding Complaints*
- *Minimal and Moderate Sedation*
- *More Tough Topics in Dentistry*
- *Dental Recordkeeping*
- *Save a Life: The Dentist's Role in the Early Detection of Oral Cancer*

View our course offerings at: www.cdsbc.org/courses

Self-study Maximums Currently Waived

In April, we announced that the maximum allowed for the self-study modality of learning for certified dental assistants, dental therapists, and dentists would be waived until the end of the calendar year to make it easier for registrants to meet their continuing education requirements. As the pandemic continues, the self-study maximum removal has been extended for an additional year through to December 31, 2021.

This temporary removal of the self-study maximum will provide registrants the opportunity to grow their dental knowledge through online courses in order to meet their CE requirements while complying with the overarching physical distancing expectations from public health officials.



CDSBC has continued to move forward on the Action Plan to fulfill our commitment to the Minister of Health. The Action Plan reflects our commitment to the safety of patients and the public, and to strong governance, transparency and accountability.

At the November board meeting, the majority of the Action Plan was reported as complete with 17 of 32 items completely finished, eight items more than 75% complete and the

Action Plan Progress

remaining seven items being actively worked on by the College.

The changes already realized have resulted in more transparency and accountability throughout the organization and a greater focus on the public interest.

Working together, we have achieved changes that are, indeed, transformational. But we could not have done this without the buy-in and support of the professionals we regulate, and the support and enthusiasm that both public and registrant members bring to our Board and committees.

- Dr. Chris Hacker, Registrar/CEO

A complete report on the action plan progress can be found at:

www.cdsbc.org/action-plan-progress

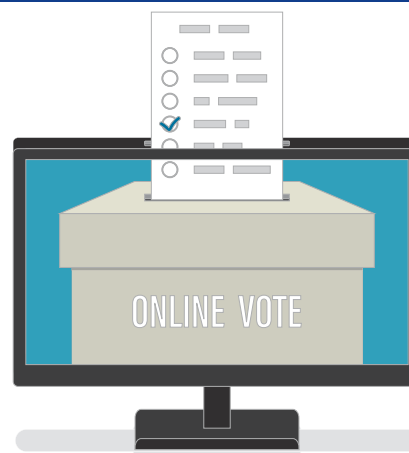
Work is under way to:

- Obtain meaningful feedback on the complaints process, which will be used to improve the patient experience
- Develop a risk register for identifying, assessing, escalating and managing organizational risks
- Improve data collection to measure our performance and effectiveness in protection of patients and the public
- Ensure that standards and guidance are up to date, prioritize patient safety, and are published in accessible formats

Board Election Going Online

The CDSBC board election will be held online in 2021.

Registrants will receive the Notice of Election and a link to vote via email in the new year, instead of receiving a paper ballot through the mail. With these changes, it is more important than ever that we have your personal email address on file as your main email.



Privacy

The vote will be run using a secure, third-party service. The results will be anonymous.

It will not be possible for CDSBC to determine how an individual has voted.

New Committee Structure Enhances Public Protection Role

90 members of the public and registrants work side by side on 10 committees



Over the past year, CDSBC redesigned our committee structure to embrace leading regulatory practices and reflect our over-arching commitment to protecting patients and the public.

The new committee structure was implemented in July 2020 and is a direct result of the Action Plan CDSBC developed in response to the Cayton Report.

CDSBC's new committee structure has 10 committees, organized into three types: regulatory, professional

standards, and Board committees.

Overall, the Appointments Working Group recommended the Board appoint 37 public committee members, and 53 registrants (8 certified dental assistants, 45 dentists), for either a one- or two-year term.

In addition, the Board appointed six board members to the three board committees. Of the 90 appointments made from the 164 applications, 39 are previous CDSBC committee members, which provides an appropriate and proportionate balance to ensure continuity while allowing CDSBC to welcome 51 new individuals to our

committees.

We are grateful to the applicants who stepped forward in response to our call for committee members and to the members of the Appointments Working Group for their extensive time commitment to this task of assessing the applications that came in.

Having established committees full of individuals who are passionate about safe, ethical dental care, four of the members of the Appointments Working Group remained on the new Appointments Committee to assist the Board with committee compositions going forward.

Regulatory Committees

Discipline
Inquiry
Quality Assurance
Registration
Sedation and General Anaesthesia

Professional Standards Committees

Patient Relations
Standards and Guidance

Board Committees

Appointments
Audit and Risk
HR and Remuneration

CDSBC's committee structure now comprises 10 committees, arranged into three subgroups: regulatory, professional standards, and board committees. Committee membership listings and terms of references are available at www.cdsbc.org/committees.

Events

Friday, January 8, 2021

Online renewal system opens

All registrants must renew for 2021/22 by the March 1, 2021 deadline.

April 5-16, 2021

Voting period for Board Election

The Notice of Election and Call for Nominations will be sent via email in January.

Friday, February 26, 2021

Board Meeting*

9:30 am

This meeting will be held virtually.

Friday, June 11, 2021

Board Meeting*

9:30 am

Details TBC

**Board meeting packages are posted on the website approximately a week before the meeting and questions related to the agenda are invited in advance of the meeting via the online Board question submission form.*

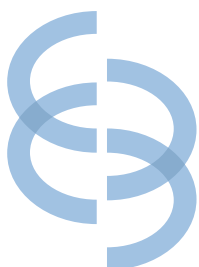
Meeting agendas include a standing time designated for comments and questions from the public and registrants.

Are you receiving the Contact News email newsletter?



If not, you may need to update your contact information. As a registrant, it is your professional responsibility to ensure CDSBC has your current address, phone number and email address.

Log in to your account to update your contact information at cdsbc.org/contact-info



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