

Annual Report

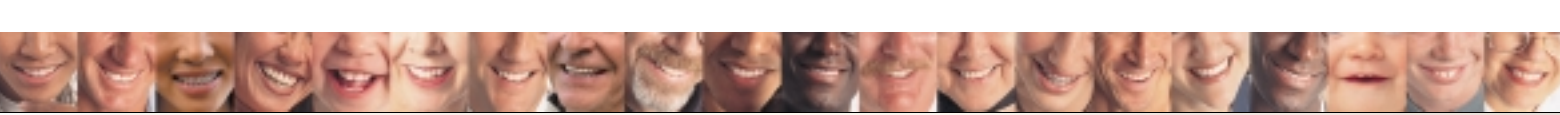
Protecting the Public & Guiding the Dental Profession

1999



RC//DSO

ROYAL COLLEGE OF DENTAL SURGEONS OF ONTARIO



Contents

President's Message	2
Council Members and Committee Structure	4
Management Team	6
Council Activity	7
Statutory Committee Activities	11
Executive Committee	
Registration / Entry to Practise	
Complaints, Discipline and Fitness to Practise	
Patient Relations Program	
Quality Assurance Program	
Other Committee Activities	17
Professional Liability Program Committee	
Audited Financial Statements	18
Annual Statistics	24



President's Message

President's Message



Thomas W. McKean
DDS
President

This Annual Report outlines the College's programs and services as well highlights our accomplishments for this past year. I encourage you to take the time to review its contents.

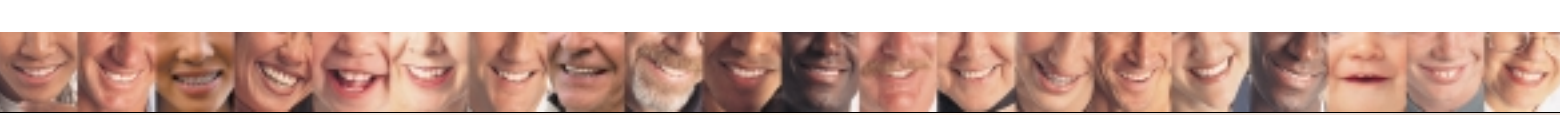
This Annual Report outlines the College's programs and services as well highlights our accomplishments for this past year. I encourage you to take the time to review its contents.

The College Council, Committees and staff work hard to provide advice and guidance to our members as they continue to provide safe, effective and ethical dental care to the people of Ontario. As part of our ongoing commitment to improve the way we communicate and interact with our members, the College undertook a number of initiatives so that we can reach out to our members. Some of these are described below.

- The first ever **College Open House** was held in November at our offices in Toronto. The day-long open house / education session on recordkeeping, advertising, professional liability and professional practice advice was well received by everyone who attended. Because of this success, we are planning to "take our show on the road" so that our members throughout the province will have an opportunity to attend a similar presentation.
- Council approved some **Northern Initiatives** to remedy perceptions held by some of our members in Northern and Northwestern Ontario that their district was under-represented on College

Committees and that the College did not seem to appreciate some of the geographic and other difficulties they face. These initiatives include increasing the representation for District #3 on College Committees and inviting the President (or designate) of the Thunder Bay and the Kenora - Rainy River Dental Associations on an alternating basis to attend Council meetings as an official guest of the College. Council also approved the holding of the June 2000 Council Meeting in Thunder Bay on the invitation from the Thunder Bay Dental Society.

- Council approved an **Office Wall Certificate** for members to display in their offices to make the public aware of the RCDSO, especially as it relates to our role in assuring that only qualified persons are allowed to practise dentistry in this province. The certificate will provide assurance to the public that the dentist they are attending or are planning to attend is currently registered with the College, and is duly authorized to provide dental treatment in Ontario. It is hoped that by educating the public in this way, the illegal practice of dentistry that is prevalent especially in the Greater Toronto Area will not be tolerated.
- Council approved in principle a revised **Quality Assurance Regulation**. The changes made to the regulation ensure



We are working to have the RCDSO assume a more proactive leadership role in guiding our members.

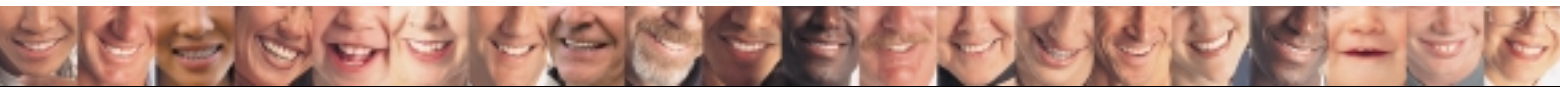
that additional procedural safeguards are in place to protect members and give a greater balance of fairness. Examples of these safeguards include providing all members with an opportunity to correct any deficiencies in their practice themselves and establish their own “corrective action plan” before the file is presented to the Quality Assurance Committee for action. This proposed Regulation will be circulated to members and returned to Council for final approval.

- Council approved an Alternate Dispute Resolution process with respecting complaints. The process was to be made available, initially as a pilot project, to provide an informal setting where the dentist and the person filing the complaint are provided an opportunity to attempt to resolve complaints which are eligible for Alternate Dispute Resolution.
- The College web site was completed and made available to members and the public in April of 1999. The first nine months saw more than 17,000 visitors to this site and the College has generally received good reviews on it. The Communications Committee is investigating ways to improve the site and provide more timely information to members of the public and the profession. I want to assure you that we are work-

ing to have the RCDSO assume a more proactive leadership role in guiding our members. I know Council and staff alike are strongly committed to this change and you can look forward to other initiatives from the College in the future.

The year 1999 was filled with new experiences for me. I had the opportunity to work with a very dedicated group of people on our College Council, committees and administration, and I have travelled across the province and met so many enthusiastic members of our profession. We should all be pleased with the high quality of dentistry that the citizens of Ontario are receiving from our members.

Thomas W. McKean, DDS
President



Council Members

Council Members

The following was the composition of the RCDSO Council during the year 1999: twelve elected dentists, two academic dentist representatives and ten individuals appointed by the provincial government to serve as public members of Council. These members were:



Government-Appointed Public Members

Ms. G. Lynne Arnill	Duntroon
Mr. Victor H. Braney	West Hill
Mr. Douglas McVeigh	Ancaster
Mr. Robert Metras	Mississauga
Mr. John Pappain	Brampton
Mr. Lloyd J. Pollack	Toronto
Mr. Elesh Ruparel	Richmond Hill
Ms. Joan Stewart	Cache Bay
Mr. Todd W. Taylor	Ottawa
Mr. Ben Wiwcharyk	Thunder Bay

(As of October 1999)

Non-Council Committee Members

Council appoints members to serve on designated College committees. The non-Council committee members who served on Committees during 1999 were:

Dr. John Anthony	Toronto
Dr. Albert Bouclin	Sudbury
Dr. Stephen Brown	Chesley
Dr. June Chithalen	Hamilton
Dr. Steven Corber	Toronto
Dr. May Daemi	Whitby
Dr. Peter Fendrich	London
Dr. Manfred Friedman	London
Dr. Bohdan Kryshchalskyj	Toronto
Dr. Sheryl Lipton	Scarborough
Dr. Donald Rife	Toronto
Dr. Ted Schipper	Woodbridge
Dr. Ray Shugar	Toronto
Dr. Robert Turnbull	Toronto
Dr. Murray Wagman	Toronto

Elected Dentist Members

District # 1	Dr. Douglas J. Smith	Ottawa
District # 2	Dr. Larry Parker	Richmond Hill
District # 3	Dr. Richard L. J. Fillion	Sturgeon Falls
District # 4	Dr. Randy Lang	Mississauga
District # 5	Dr. Eric Luks	Port Carling
District # 6	Dr. Robert Brandon	London
District # 7	Dr. Cameron Witmer	Kitchener
District # 8	Dr. Ronald Yarascavitch	St. Catharines
District # 9	Dr. Malcolm Yasny	Toronto (North)
District #10	Dr. David J. Mitchell	Toronto (West)
District #11	Dr. Louis London	Toronto (Central)
District #12	Dr. Thomas W. McKean	Toronto (East)

Academic Dentist Members

University of Toronto	Dr. Philip Watson
University of Western Ontario	Dr. David Charles



College Committees

Statutory Committees

The College has seven statutory or mandatory committees to assist in carrying out its obligations under the Regulated Health Professions Act, 1991, and the Dentistry Act, 1991. These Committees are listed below along with the members for each.

Executive Committee

Dr. Thomas McKean, President (Chair)
Dr. Robert Brandon, Vice-President
Ms. Lynne Arnill
Dr. Eric Luks
Mr. Todd Taylor

Complaints Committee

Dr. Richard Filion (Chair)
Dr. John Anthony
Mr. Victor Braney
Ms. Joan Stewart
Dr. Ted Schipper
Dr. Malcolm Yasny

Discipline Committee

Dr. David Mitchell (Chair)
Ms. Lynne Arnill
Dr. May Daemi
Dr. Peter Fendrich
Dr. Bohdan Kryshchalskyj
Dr. Louis London
Mr. Robert Metras
Dr. Thomas McKean
Mr. John Pappain
Mr. Elesh Ruparel
Mr. Todd Taylor
Dr. Robert Turnbull
Dr. Murray Wagman
Dr. Cameron Witmer
Dr. Ron Yarascavitch

Fitness to Practise Committee

Dr. Douglas Smith (Chair)
Mr. Robert Metras
Dr. Ray Shugar

Patient Relations Committee

Ms. Joan Stewart (Chair)
Dr. June Chithalen
Dr. Peter Fendrich
Mr. John Pappain
Dr. Philip Watson

Quality Assurance Committee

Dr. Randy Lang (Chair)
Dr. Albert Bouclin
Dr. Sheryl Lipton
Dr. Eric Luks
Mr. Lloyd Pollack

Registration Committee

Dr. Larry Parker (Chair)
Dr. David Charles
Ms. Joan Stewart

Standing Committees

Six standing committees are established by the By-Laws of the College as necessary for the efficient and orderly administration of the College. These Committees are listed below along with the members for each.

Audit Committee

Dr. Philip Watson (Chair)
Mr. Douglas McVeigh
Dr. Larry Parker
Dr. Thomas McKean*

Communications Committee

Dr. Thomas McKean (Chair)
Dr. Richard Filion

Dr. Randy Lang
Mr. Douglas McVeigh
Dr. David Mitchell
Ms. Joan Stewart

Elections Committee

Mr. Todd Taylor (Chair)
Mr. Douglas McVeigh
Mr. John Pappain

Finance, Property and Administration Committee

Dr. Robert Brandon (Chair)
Dr. Randy Lang
Dr. Louis London
Mr. Elesh Ruparel
Dr. Thomas McKean*

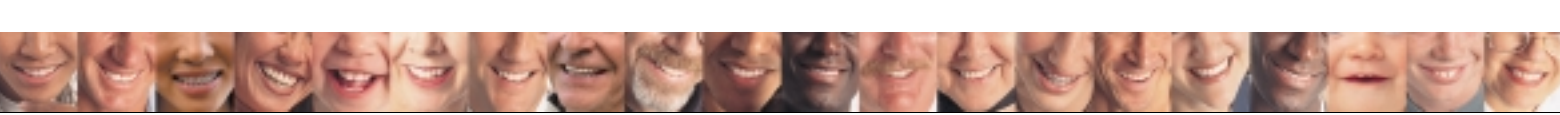
Legal and Legislation Committee

Dr. Ronald Yarascavitch (Chair)
Dr. Robert Brandon
Dr. Douglas Smith
Mr. Todd Taylor
Dr. Thomas McKean*

Professional Liability Program Committee

Mr. Douglas McVeigh (Chair)
Dr. Stephen Brown
Dr. Steven Corber
Dr. Manfred Friedman
Dr. Donald Rife

** The President is an ex officio member of the Audit, Finance, Property and Administration, and Legal and Legislation Committees.*



Management Team

Management Team

The Management Team assist in performing the day-to-day administration of the College.

Registrar
Minna H. Stein, BSc, DDS, MEd

Director, Investigations and Hearings/ Deputy Registrar¹
Irwin Fefergrad, BA, BCL, LLB

Director, Finance and Administration/ Treasurer²
Paul Harrison, CMA

Director, Professional Practice
Donald McFarlane, DDS, DDPH

Manager, Public Complaints
Patricia Abbey, BSc, DDS, MSc, DDPH

Manager, Investigations
Fred Eckhaus, DDS

Manager, Registration³
Rob Lees

Manager, Communications and External Relations
Cathy Legedza

Manager, Professional Liability Program
Cecelia Turner

Comptroller⁴
Greg Moors, CMA

General Counsel
Alan L. Bromstein, LLB

Auditors
Deloitte & Touche LLP

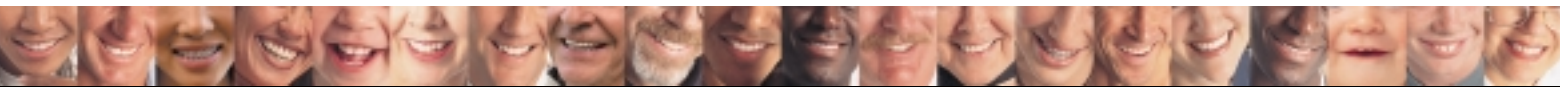
Bankers
Royal Bank of Canada

¹ Mr. Fefergrad was appointed as Deputy Registrar in June 1999

² Mr. Harrison was appointed Treasurer in June 1999

³ Mr. Lees was appointed Manager, Registration in November 1999

⁴ Mr. Moors was appointed Comptroller in April 1999



College Activity

This annual report highlights the progress made by the Royal College of Dental Surgeons of Ontario during 1999 in fulfilling its mandate of “protecting the public and guiding the dental profession”. To assist in describing the various activities, this report is divided into the following sections:

- *Council Activity* • *Statutory Committee Activities* • *Other Committee Activities*

Council Activity

Code of Conduct for Council Members

On the recommendation of the Executive Committee, Council adopted a Code of Conduct for Council members. After being approved, this “Code” was included in the RCDSO’s By-Laws.

Standards of Practice of the Profession / Intra-Oral Procedures

During the year, Council approved numerous proposals to amend its Regulations and submitted those changes to the Minister. Some of these Proposed Regulation Amendments were based upon amendments to the *Regulated Health Professions Act, 1991* which came into force in February of 1999 as a result of the *Red Tape Reduction Act*. In a number of instances, Council’s actions involved the preparation and approval of companion “standards of practice” which were referenced in the Proposed Regulation and which would become an effective tool for guiding the profession once the Regulation was passed.

During the year, Council approved a document entitled “Standards of Practice of the Profession Relating to the Performance of Intra-Oral Procedures Other than Controlled Acts by Third Parties”. This innovative approach makes it possible for

dentists to authorize qualified persons to perform procedures in the dentists’ office appropriate to those persons’ training and expertise. For example, dental assistants with Level II qualifications would be able to perform a majority of the intra-oral procedures for which they have been trained. A similar ‘standard of practice’ approach was used for procedures to be performed by dental hygienists and registered nurses upon the ‘order’ of a dentist.

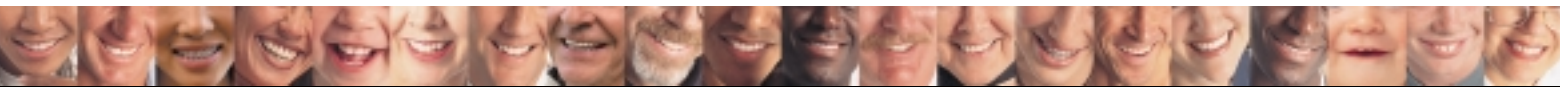
RCDSO By-Law Proposals / Changes

With the proclamation of the *Red Tape Reduction Act, 1998 (RTRA)*, the regulation making and by-law making authority for all health regulatory Colleges in Ontario dramatically changed. Colleges now have the ability to do things by means of a by-law rather than by regulation. As a result, many of the RCDSO’s current regulations will, over time, need to be converted to by-laws. The College must circulate certain by-laws, such as those relating to fees, to members and other stakeholders prior to final passage by Council.

The following by-law proposals were considered and approved by Council in 1999.

By-Law No. 4 - Respecting Fees (Ontario Regulation 792/93)

This new by-law reflects the provisions of



College Activity

the existing Regulation however it contains several new conditions, including the ability of members to pay fees by credit card. It also defines when a fee or monies are considered as "paid".

[This by-law was circulated to members and other stakeholders in early 1999 before finally being approved by Council later in the same year.]

Deputy Registrar

By-Law No. 1 was amended to formally re-establish the position of Deputy Registrar and Council approved the appointment of Mr. Irwin Fefergrad to that position, in addition to his role as Director, Investigations and Hearings.

Conversion of Existing Regulations to College By-Laws

The following existing RCDSO Regulations or Regulation Proposals were approved by Council for conversion to By-Laws:

- Composition of Committees (Ontario Regulation 617/93)
- Electoral Districts (Ontario Regulation 831/93)
- Appointment of Non-Council Committee Members (Part 1 of Ontario Regulation 205/94)
- Registration Regulation (Ontario Regulation 832/93)
- The Register and Related Matters (Regulation Proposal)

These new College By-Laws will not take effect until the existing Regulation has been revoked by government. This is not likely to occur until mid-2000.

Alternate Dispute Resolution

In January 1999, Council asked College staff to investigate the use of alternate dispute resolution (ADR) in the complaints

process. Staff consulted with over 50 regulatory colleges and professional associations, as well as experts on ADR prior to developing rules for the program. Council approved an ADR process and authorized its use as a pilot program. The results of this pilot program will be reported to Council at its March 2000 meeting.

The College's ADR process is completely voluntary and is only available where both the complainant and the dentist agree to its use. The complainant and the dentist meet face-to-face in the presence of a facilitator, whose role is assisting the parties in their attempt to resolve the dispute, or to identify and simplify the issue in those cases, which are appropriate.

Only certain cases are eligible for resolution through ADR. They include:

- poor communication skills
- inaccurate or poor documentation
- rude behaviour not indicative of serious practice deficiencies
- poor recordkeeping
- isolated standards failures
- breach of confidentiality
- conflicts of interest

RCDSO Membership Fees for Retired Dentists Involved with Clinical Teaching

In order to support dental education at the two dental schools in Ontario, the College provides a grant to the Faculty of Dentistry, University of Toronto and the School of Dentistry, University of Western Ontario equal to the annual registration fee payable by up to five faculty members who:

- Offer their services to the universities as clinical teachers;
- Are otherwise fully retired from active dental practice; and

The College's ADR process is completely voluntary and is only available where both the complainant and the dentist agree to its use.



College Activity

- Require a certificate of registration solely for the purpose of providing services to the university in the faculty's dental clinic.

Health Professions Regulatory Advisory Council's (HPRAC) Review of the RHPA

The *Regulated Health Professions Act, 1991* requires HPRAC to review the *Act* and the related profession-specific *Acts* five years after enactment and to report its findings to the Minister of Health and Long-Term Care. HPRAC has specifically been asked to review the effectiveness and impact of the *RHPA*. The RCDSO's submission was completed and circulated to all Council members before being approved by the Executive Committee on Council's behalf.

RCDSO Treasurer

By-Law No. 1 provides for the appointment of a Treasurer to conduct certain financial activities for the College. Council approved the appointment of the Director, Finance and Administration, Mr. Paul Harrison, CMA, to serve as Treasurer of the RCDSO in addition to his other duties as Director, Finance and Administration.

Dr. Kenneth F. Pownall Memorial Contribution

In memory of Dr. Kenneth F. Pownall, former RCDSO Registrar (1965-1990) who died in February 1999, the College made a contribution to the LAMP (Lakeshore Area Multi-Services Project) Community Health Centre. In addition to this contribution, the College believed that the most effective tribute would be the provision of a scholarship in his memory.

Accordingly, Council approved the sum of \$10,000 to be donated to both the

University of Toronto and University of Western Ontario dental schools to provide a scholarship in Dr. Pownall's name to be awarded to a deserving student in the accredited qualifying program offered by each school to foreign trained dentists.

Clinical Practice Guidelines

The Canadian Dental Association's ad hoc Committee on Clinical Practice Guidelines has produced a document entitled "A Proposed National Strategy on Clinical Practice Guidelines (CPGs) in Dentistry". Part of this strategy is the development of an organization called the Canadian Collaboration on CPGs in Dentistry (CCCD).

Council agreed with the Quality Assurance Committee that the CCCD was the appropriate organization to co-ordinate the development of CPGs in Canada. Council has approved a per capita grant of \$5.00 per member to the CCCD and it will be paid once certain accountability conditions are met.

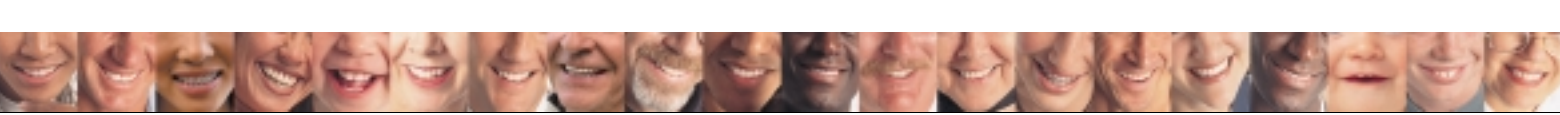
Council Meetings - Invited Guests

The invited guest list for RCDSO Council meetings has been expanded to include the President (or President's designate) of the nine Ontario specialist societies/associations and the Ontario Association of Dental Specialists to continue Council's efforts to enhance the relationship with its members in order to promote guidance of the profession.

Selection Protocol for Non-Council Committee Members

As a result of passage of the *Red Tape Reduction Act*, the provisions respecting appointment of non-Council members to committees of the College, currently set out in Ontario Regulation 205/94, can

The invited guest list for RCDSO Council meetings has been expanded... to continue Council's efforts to enhance the relationship with its members.



College Activity

now be transferred to a College by-law.

The Executive Committee submitted a proposed protocol for the selection of non-Council committee members. The proposal called for 16 non-Council committee members to be selected from across the province. Thirteen of those members would be selected by lottery, one from each electoral district other than District No. 3 and two from District No. 3*. The remaining three committee members would be appointed by the Executive Committee from among those applicants who were not successful in the lottery.

It is expected that the above-noted selection protocol will be finalized by Council before the Committee appointments for the 2001 - 2002 term are made.

College. The College will therefore be assisting in the funding for the RCDC Examiners Workshop which will be held in Montreal in February 2000. Similar financial assistance will also be provided by the dental regulatory authorities in British Columbia, Alberta and Quebec.

Labour Mobility for Canadian Dentistry

The federal government and the provincial ministers have signed the *Agreement on Internal Trade*. The goal of the agreement is to "remove or reduce inter-provincial barriers to the movement of workers, goods, services and capital".

The Canadian Dental Regulatory Authorities, a group which includes representatives from the RCDSO, have tabled a "draft consensus statement" to deal with the issue of general dental practitioners. No draft agreement has yet been formulated to deal with dental specialists. The deadline for compliance with the *Agreement* is July 1, 2001.

Office Wall Certificate

Council approved that a certificate-like document suitable for display be provided to members indicating that they are currently registered with the College. In Council's view, this certificate would be helpful, as a public protection issue, in informing the public that the dentist they are attending or are about to attend is registered with the College and therefore able and legally entitled to take care of their dental needs. It is hoped that such certificate may be helpful in dealing with illegal practitioners, especially in large urban areas.

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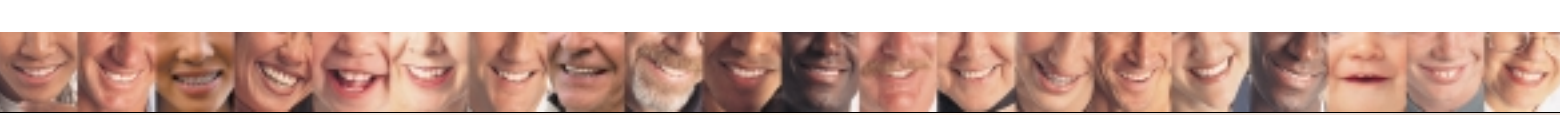
Specialty Examinations

A task force made up of representatives of four Dental Regulatory Authorities (BC, Alberta, Quebec and Ontario) was established in July 1997 and it meets periodically with the Royal College of Dentists of Canada (RCDC) with the mandate to ensure the examinations for the registration of dental specialists meet the objectives and requirements of all concerned. In late 1999, on the Registration Committee's recommendation, Council approved that there be a one-year continuation in the approval of the Royal College of Dentists (RCDC) examinations as the specialty examinations for applicants for specialty certificates in 2000.

RCDC Examiners Workshop

Council believes that significant progress has been made with the RCDC with respect to the provision of specialty examinations, which will meet the requirements of the

* This is part of Council's initiative to provide greater representation to members in Northern Ontario.



College Activity

The Executive Committee provides leadership to Council. It facilitates its efficient and effective functioning, and makes decisions on behalf of Council between Council meetings.

Blood Borne Pathogens Working Group

In June 1998, Council established a Blood Borne Pathogens Working Group made up of the Registrar, Director of Professional Practice and three members of Council. The mandate of the working group is to investigate and report on the recommendations of the Laboratory Centre for Disease Control (LCDC) regarding health care professionals and the mandatory reporting of their serological status.

At its November 1999 meeting, Council passed a motion that the College will continue to promote its Guidelines Respecting Infection Control, will take every opportunity to publish its policy on "Affected/Infected Dentists", and promote the availability of continuing education programs on infection control issues.

Statutory Committee Activities

Executive Committee

The **Executive Committee** provides leadership to Council. It facilitates its efficient and effective functioning, and makes decisions on behalf of Council between Council meetings. The Executive Committee also has certain statutory functions under legislation in addition to that noted above. It considers matters referred to it by the Complaints Committee and by the Registrar regarding any member who might be incapacitated and can refer members to the Discipline or Fitness to Practise Committees.

The Committee also receives reports of investigations (independent of the complaints process) for consideration and

decides how to deal with them. In carrying out this responsibility, the Executive Committee met with 8 members and/or members' representatives during 1999. These meetings dealt with concerns related to members' conduct or actions regarding matters related to a possible referral to Discipline, monitoring of a member's practice; a member's possible incapacity; a member's solicitation of patients and the results of an investigation conducted of a member's practice.

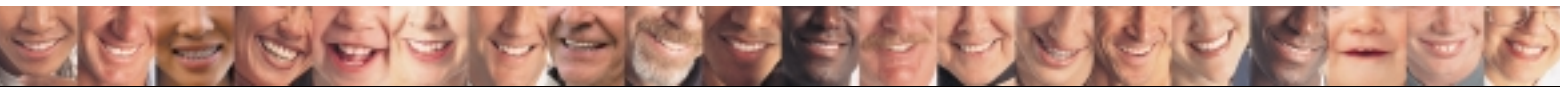
During the year, nine members were referred to the Discipline Committee by the Executive Committee.

Office Monitoring Visits

Members may require monitoring of their practices for a number of reasons, including, an undertaking that is made between the member and a College committee or by orders made by the Discipline or Fitness to Practise Committees. Results of 78 office monitoring visits were reported to the Executive Committee. Being satisfied with the report of the monitoring officer, forty-one monitoring files were closed. In some cases, the committee directed that further monitoring visits be conducted where the Executive Committee was not yet satisfied with the level of compliance.

Section 75 Investigations

Section 75 of the *Regulated Health Profession's Act, 1991* provides a mechanism, other than formal complaints, for colleges to investigate concerns about particular members. To conduct such investigations, the Executive Committee must first approve the Registrar's appointment of an investigator (s). In 1999, fourteen such approvals were given



College Activity

respecting fifteen members and the results of these investigations were subsequently reported to the Executive Committee.

Registration/Entry to Practise

The **Registration Committee** reviews all applications for registration which the Registrar refers to it. It provides each applicant with an opportunity to make written submissions prior to rendering its decision and as well routinely offers applicants the opportunity to personally attend to make oral representations should they wish to do so. Its decisions are subject to review by the government-appointed Health Professions Appeal and Review Board (HPARB).

COMMITTEE ACTIVITY

The Registration Committee met on five occasions in 1999 and considered 17 requests for registration and/or reinstatement. After reviewing information related to each case, the Committee directed the

Registrar to issue one general certificate of registration without restriction, two general certificates of registration with terms, conditions and limitations, two specialty certificates of registration without restriction, two restricted education certificates and one restricted graduate certificate of registration.

The Registrar was also directed to reinstate seven general certificates of registration conditional upon the applicant meeting the College's ethics and jurisprudence requirement.

The Committee also directed the Registrar to refuse to issue one specialty certificate of registration and one education certificate of registration.

Complaints, Discipline and Fitness to Practise

Complaints

The **Complaints Committee** is responsible for investigating complaints from the public regarding the conduct of dentists. Under the *Regulated Health Professions Act*, College staff, on behalf of the Complaints Committee, has a statutory obligation to thoroughly and objectively investigate each complaint to determine if there is any evidence of professional misconduct, incompetence and/or incapacity. A panel of the Complaints Committee reviews the results of investigations about the conduct or actions of members and decides what, if any, action is required.

COMMITTEE ACTIVITY

ADR Statistics

For the period June 1 - December 31, 1999, twenty-nine (29) cases met the eligibility criteria for Alternate Dispute

The Registration Committee reviews all applications for registration which the Registrar refers to it.

Specialty Certificates Granted

The College granted 28 certificates during 1999 in the following dental specialties:

Endodontics	7
Oral and Maxillofacial Surgery	5
Orthodontics	10
Paediatric Dentistry	1
Periodontics	2
Prosthodontics	3

A complete summary of the number of all classes of certificates issued in 1999 can be found in the statistical section of this report.

College Activity

Summary of Committee Activity	
Number of members interviewed	7
Number of complainants interviewed	1
Number of oral cautions delivered	33
Number of formal complaints withdrawn	51
Number of Section 75 investigations requested by the committee	4
Number of decisions issued	157 *
No further action	108
Undertaking/Agreement signed	17
Written caution	7
Oral caution	33
Referral to Discipline Committee	9

Some decisions of the committee contain more than one action and therefore the total number of decisions will not always equal the total number of actions.

1999. A summary of the Committee's activities is listed on this page.

Health Professions Appeal and Review Board

If either party is not satisfied with the decision of a Complaint's Committee panel or the process, he or she has the right to request a review by the Health Professions Appeal and Review Board (HPARB). The only exception to this right of review is in cases where the Complaints Committee has referred the matter to the Discipline Committee for a hearing or to the Executive Committee for incapacity proceedings.

HPARB is administered by the provincial government and is completely independent of the College. The College, however, is required to make full disclosure of its investigation file to the HPARB. The College is not a party at the HPARB.

HPARB Activity	
Number of Requests for Review	45*
Confirmed Committee's Decisions	24
Dismissed Complaint as Frivolous / Vexatious	2
Withdrawn / Abandoned or Otherwise Not Proceeded With	6
Returned to Complaints Committee for Further Investigation	1
Directed Complaints Committee to Render Different Decision	4

**Not all of these requests for review were dealt with by HPARB in 1999.*

Discipline

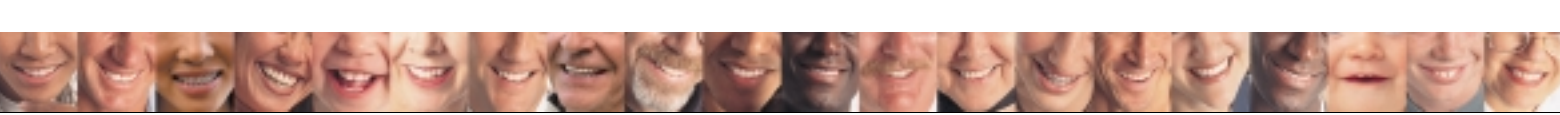
The **Discipline Committee** is responsible for hearing and determining allegations of professional misconduct or incompetence

During 1999 the College received 367 letters of complaint or inquiry, of which 217 became formal complaints.

Resolution (ADR). Three (3) cases were resolved using the ADR process and the balance continue to be dealt with under the formal complaints process. In most instances, where the ADR process was unsuccessful, it was because the parties could not agree upon a reasonable resolution. In a few cases, however, the College decided that the ADR process would not be of assistance having considered the demands of either one or both of the parties. While the pilot project has only dealt with a limited number of cases, it would appear that it is the complainant (as expected) who is usually more reluctant to agree to consider this option.

Complaints Statistics

During 1999 the College received 367 letters of complaint or inquiry, of which 217 became formal complaints. Panels of the Complaints Committee met for 34 days in



College Activity

Disciplinary hearings can be costly, time consuming and emotionally draining for all participants. Pre-Hearing Conference Rules have been developed to address some of these concerns and to streamline the process.

referred to it by the Complaints Committee or the Executive Committee. A panel of the Discipline Committee considers each case and decides whether the allegations of professional misconduct have been proven and if so, what penalty should be ordered.

Disciplinary hearings can be costly, time consuming and emotionally draining for all participants. The Discipline Committee has developed a new set of rules to address some of these concerns and, at the same time, to streamline the process.

In an informal, confidential and without prejudice forum, a member along with his or her counsel meets with counsel from the College in a pre-hearing conference chaired by a Pre-Hearing Conference Presider selected by the Chair of the Discipline Committee. The objectives of these pre-hearing conferences are:

- To simplify the issues;
- To reach agreement on some or all of the facts;
- To reach agreement on some or all of the evidence;
- To reach agreement on some or all of the allegations; and
- To resolve any matter that might assist in the just and efficient disposition of the proceedings.

Any agreement reached must be confirmed by a panel of the Discipline Committee which has the final say in the matter. The Pre-Hearing Conference "presider" cannot participate in the Discipline Committee hearing involving this particular member.

The pre-hearing conference approach has proved to be most successful in similar venues, and beneficial to the process and the parties. It is however only as effective as the good will of those participating in it.

COMMITTEE ACTIVITY

Eighteen discipline hearings and nine pre-hearing conferences were held in 1999, requiring panels of the Discipline Committee to sit for fifty hearing days. In twelve of these hearings, there was a finding of professional misconduct against the member. Three hearings are ongoing and no decision has yet been made. In the remaining three hearings, the allegations were either withdrawn or dismissed.

The decisions and reasons or a summary thereof for each hearing are published in the College newsletter *Dispatch* as soon as possible after a hearing has been concluded and the appeal period has elapsed. Members of the profession are urged to read these reports as they are published. Copies of these reports are also available from the College. Those decisions and reasons that were published in 1999 are included, by reference, in this Annual Report.

Fitness to Practise

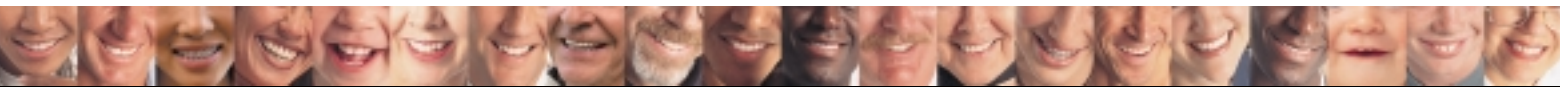
The **Fitness to Practise Committee** determines if a dentist is incapacitated and, if so, how to deal with the member. Incapacitated means the dentist is suffering from a physical or mental condition or disorder that makes it desirable in the interest of the public that he or she is no longer permitted to practise or that his or her practice be restricted.

COMMITTEE ACTIVITY

During 1999, it was not necessary for the Fitness to Practise Committee to hold any hearings.

Patient Relations Program

The **Patient Relations Committee** is responsible for developing and implement-



College Activity

ing proactive programs for preventing or dealing with sexual abuse of patients. The Committee also administers the funding program for therapy and counselling for dental patients who have been sexually abused and its mandate includes dealing with issues related to informing the public of the various programs of the College and their rights under the *Regulated Health Professions Act, 1991*.

COMMITTEE ACTIVITY

During 1999, the Patient Relations Committee addressed the following issues:

Alternate Dispute Resolution (ADR) Video

The Committee has agreed to participate with the Complaints Committee in the production of a video to help explain the benefits of the ADR process to both the members of the profession and the public.

“Zero Tolerance” Video

“Zero Tolerance” is a video produced by the College on the subject of sexual abuse and harassment in the dental office. This video is used in the “Ethics and Jurisprudence” courses for undergraduates, graduate students and other applicants for registration as a dentist in Ontario. It is also available on loan to members. By viewing the video and completing the self-assessment questionnaire, members can collect credits for the Mandatory Continuing Dental Education program. More than 120 members have viewed the video in 1999.

Quality Assurance Program

The Quality Assurance Committee is responsible for establishing and overseeing the College’s Quality Assurance

Program to ensure that members’ knowledge and skill remain current throughout their professional careers. The Quality Assurance Program is composed of the Mandatory Continuing Dental Education (MCDE) program, the Quality Assessment program (Dental Practice Review, Dentist Evaluation and Dentist Remediation) and the development of Clinical Practice Guidelines.

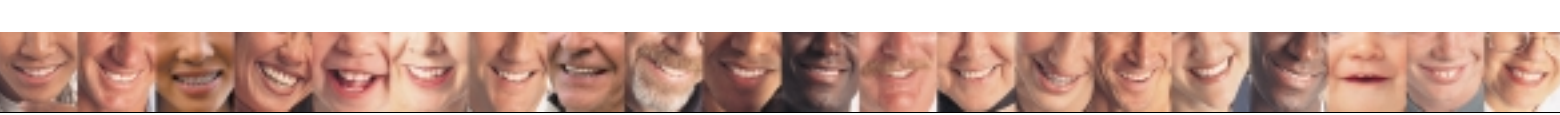
COMMITTEE ACTIVITY

During 1999, the Quality Assurance Committee addressed the following issues:

Mandatory Continuing Dental Education Program

The Quality Assurance Committee reviewed the credit point system, which has been in place since the Mandatory Continuing Education Program requirements began in September 1993. This review examined the various ways in which members can obtain continuing education credit points as well as the policy of all continuing education programs needing prior approval of the College.

In developing a new credit point system, the Committee considered awarding bonus points for certain programs, especially “hands-on” clinical courses. The Committee also wanted to ensure that the assigning of credit points to each type of educational experience was fair and equitable. The Committee was able to develop a revised credit point system and a new policy statement regarding approved program sponsors, which became effective on January 1, 2000. Practice management and other non-dental programs will now qualify for limited credit.



College Activity

During 1999, the “voluntary” stage of the Dental Practice Review Program was completed. Almost two hundred members volunteered to have their practices reviewed.

Quality Assurance Regulation

As directed by Council, the Committee revised the Quality Assurance Regulation with the assistance of legal counsel and College staff. The aim of this revision was to ensure that additional procedural safeguards were in place to protect members and give a greater balance of fairness. Examples of these safeguards include:

- giving members the opportunity of requesting another review of their practice if they disagree with the results of the first review;
- providing members with additional opportunities to correct minor deficiencies in their practice themselves and establish their own “corrective action plan” before the file is presented to the Quality Assurance Committee for final disposition; and
- setting a limit on the number of assessments and re-assessments that can be carried out.

Once approved by Council, the revised Regulation will be circulated to members for their comment and input.

Dental Practice Review Program

During 1999, the “voluntary” stage of the Dental Practice Review Program was completed. Almost two hundred members volunteered to have their practices reviewed as part of the training and testing required for the program. Information learned from these visits has been of invaluable assistance to the Quality Assurance Committee in fine-tuning the program.

The Committee has also undertaken a review of the current Dental Practice Review checklist to ensure that it meets the needs of the program. All local dental societies, provincial specialty organiza-

tions, the ODA and the current Dental Practice Reviewers have been asked for comments and suggestions. This project will likely be completed in mid-2000.

Based on the number of practice reviews being conducted by other similar sized or larger colleges, the Committee recommended that the RCDSO reduce the number of practices being reviewed. A decision was made to limit the number of volunteer practices to 60 for at least the first year of the program, once the QA Regulation becomes law. It is expected that the Dental Practice Review program will not officially begin until late 2000 at the earliest.

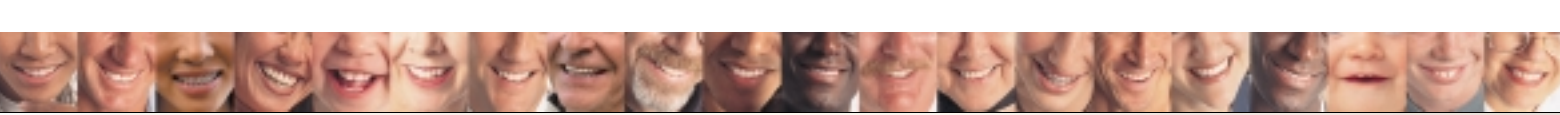
Review of Specialty Practices

The Committee has decided to defer the review of specialty practices until such time as further study and consultation can take place. Each specialty group will be asked to review the current checklist and provide input as to how the form should be modified for the particular specialty. These groups will also be asked for input on the most appropriate way to review the practices of their members.

Five Year Review of All College’s Quality Assurance Programs by HPRAC

The *Regulated Health Professions Act* requires that the Health Professions Regulatory Advisory Council (HPRAC) advise the Minister of Health and Long-Term Care on matters concerning the quality assurance programs undertaken by Colleges.

A draft report was prepared by the Committee and submitted to the consultants retained by HPRAC by the October 1, 1999 deadline. A final report will be submitted in the spring of 2000.



College Activity

Professional Liability Program

Each member of the College obtains the benefit of mandatory errors and omissions coverage for professional liability (or malpractice) claims. The Program is supported by a policy of insurance, which provides coverage, subject to its terms and conditions, for all of the College's members. This ensures, to the extent reasonably possible, that mechanisms are in place to protect the interests of the public in the event of injury resulting from a breach by the member of the expected standards of care.

Each member of the College obtains the benefit of mandatory errors and omissions coverage for professional liability (or malpractice) claims.

COMMITTEE ACTIVITY

The Professional Liability Program continues to focus on the prevention of claims. The Program staff provides education to our members as part of the efforts to fulfil the mandate of the College to serve and protect the public interest. The staff makes presentations to dental societies and other interested groups, and educates members during the course of the investigation of claims or potential claims.

During 1999, Professional Liability Program staff made a number of presentations to local dental societies and study clubs, provincial groups, the Ontario Dental Association Spring Meeting and at the RCDSO Open House.

In addition to speaking engagements, the staff continues to provide claims prevention information through publication of "Claims Prevention Bulletins" and one-on-one visits with individuals for whom the staff has recommended some personalized attention in the area of claims prevention. These visits have been well received by the members who have also expressed appreciation for the time and the effort expended by the College.

Financial Statements

Auditors' Report

To the Members of the Council of the
Royal College of Dental Surgeons of Ontario

We have audited the balance sheet of the Royal College of Dental Surgeons of Ontario as at December 31, 1999 and the statements of operations, changes in fund balance and cash flows for the year then ended. These financial statements are the responsibility of the College's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in Canada. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the College as at December 31, 1999 and the results of its operations and its cash flows for the year then ended in accordance with accounting principles generally accepted in Canada.

Deloitte & Touche LLP

Chartered Accountants
Toronto, Ontario
April 17, 2000

Balance Sheet

December 31, 1999

	1999	1998
Assets		
CURRENT		
Cash	\$ 1,008,080	\$ 727,412
Short-term investments	4,976,181	11,942,804
Accounts receivable	346,054	343,494
Prepaid expenses	4,468	19,495
	6,334,783	13,033,205
INVESTMENTS (Note 3)	37,064,040	30,777,870
CAPITAL ASSETS (Note 4)	5,024,976	4,778,042
	\$ 48,423,799	\$ 48,589,117
Liabilities and Fund Balance		
CURRENT		
Accounts payable and accrued liabilities	\$ 791,887	\$ 477,118
Deferred revenue	6,870,250	7,340,100
	7,662,137	7,817,218
ACCRUED CLAIMS LIABILITY (Note 5)	8,546,362	9,216,076
PENSION PLAN OBLIGATION (Note 6)	703,069	763,639
	16,911,568	17,796,933
FUND BALANCE		
Invested in capital assets	5,024,976	4,778,042
Restricted for specific purposes (Note 7)	21,475,822	21,835,822
Unrestricted	5,011,432	4,178,320
	31,512,230	30,792,184
	\$ 48,423,799	\$ 48,589,117

Statement of Changes in Fund Balance

Year ended December 31, 1999

	Invested in capital assets	Restricted for specific purposes (Note 7)	Unrestricted	Total 1999	Total 1998
Fund balance, beginning of year	\$ 4,778,042	\$ 21,835,822	\$ 4,178,320	\$ 30,792,184	\$ 27,946,329
Excess (deficiency) of revenue over expenditures	(270,867)	-	990,913	720,046	2,845,855
Investments in capital assets	517,801	-	(517,801)	-	-
Inter-fund transfers	-	(360,000)	360,000	-	-
Fund balance, end of year	\$ 5,024,976	\$ 21,475,822	\$ 5,011,432	\$ 31,512,230	\$ 30,792,184

Financial Statements

Statement of Operations

Year ended December 31, 1999

	1999	1998
Revenue		
Registration and annual fees	\$ 7,657,100	\$ 8,352,030
Interest	2,788,704	2,707,274
Prior year's unutilized loss limit (Note 8)	1,149,709	1,480,782
Sundry	291,835	228,517
Rental income - tenants	47,371	48,153
	11,934,718	12,816,756
Expenditures		
Salaries and benefits	3,103,516	2,725,333
Maximum loss limit provision (Note 8)	2,500,000	2,350,000
Insurance premiums	1,092,007	1,215,030
Legal fees	994,012	722,888
Consulting and professional fees	746,622	543,576
Honoraria	556,660	475,853
Printing, stationery and supplies	401,678	232,023
Administrative	349,825	329,476
Property maintenance & operating costs (Note 9)	344,020	309,427
Amortization of capital assets	270,867	269,958
Grants	187,930	164,733
Equipment - rental & maintenance	158,680	140,677
Postage and courier	139,827	107,740
Travel and accomodation	134,435	115,325
Witness and court reporter fees	58,147	60,876
Telephone	54,512	50,609
Membership education	53,497	67,777
Expert fees	46,023	33,779
Sundry expenses	16,265	42,379
Minor renovations	6,148	13,442
	11,214,672	9,970,901
EXCESS OF REVENUE OVER EXPENDITURES	\$ 720,046	\$ 2,845,855

Statement of Cash Flows

Year ended December 31, 1999

	1999	1998
Net (outflow) inflow of cas related to the following activities		
OPERATING		
Excess of revenue over expenditures	\$ 720,046	\$ 2,845,855
Items not affecting cash		
Amortization of premiums	(42,922)	(56,200)
Amortization of capital assets	270,867	269,958
	947,991	3,059,613
Changes in non-cash working capital balances		
Accounts receivable	(2,560)	(20,583)
Prepaid expenses	15,027	15,943
Accounts payable and accrued liabilities	314,769	(73,411)
Deferred revenue	(469,850)	(642,300)
Accrued claims liability	(669,714)	(1,009,540)
Pension plan obligation	(60,570)	48,638
	75,093	1,378,360
INVESTING		
Additions to capital assets	(517,800)	(173,292)
Additions to investments	(6,243,248)	(314,804)
	(6,761,048)	(488,096)
NET CASH (OUTFLOW) INFLOW	(6,685,955)	890,264
CASH, BEGINNING OF YEAR	12,670,216	11,779,952
CASH, END OF YEAR	\$ 5,984,261	\$ 12,670,216
CASH IS COMPRISED OF:		
Cash	\$ 1,008,080	\$ 727,412
Short-term investments	4,976,181	11,942,804
	\$ 5,984,261	\$ 12,670,216
SUPPLEMENTARY CASH FLOWS INFORMATION		
Interest received	\$ 568,606	\$ 566,369



Financial Statements

Notes to Financial Statements

1. GENERAL

Founded in 1868, the Royal College of Dental Surgeons of Ontario (the "College") was continued under the Dentistry Act, 1991 and Regulated Health Professions Act of Ontario, 1991 as a not-for-profit corporation without share capital. The purpose of the College is to regulate the practice of dentistry and govern its members in the Province of Ontario.

As a not-for-profit corporation, the College is exempt from income taxes under the Income Tax Act.

The College has established the following restricted funds:

Professional Liability Reserve Fund (Note 7)

The Professional Liability Reserve Fund was established in the event that the College is required to self-insure or cannot obtain third party professional liability insurance. Appropriations to this fund are made from the unrestricted fund balance. Use of this fund will only occur in the event that third party coverage cannot be obtained. An actuarial firm determined in 1998 that the balance of the fund is the amount which would be required to provide coverage similar to what is now in place for the membership.

Building Reserve Fund (Note 7)

The Building Reserve Fund was established for the modernization of or restoration to the property. Appropriation to this reserve is made from the unrestricted fund balance.

Harry R. Abbott Memorial Library Fund (Note 7)

The Harry R. Abbot Memorial Library Fund was established in 1924 as a family memorial to the late Dr. Abbott, who was president of the College from 1903 to 1907. The funds are maintained with Canada Trust and the interest earned on the funds is transferred through the College to the Faculty of Dentistry of the University of Toronto. The

funds at Canada Trust are not reflected in these financial statements.

2. SIGNIFICANT ACCOUNTING POLICIES

Financial statement presentation

These financial statements have been prepared in accordance with the standards for not-for profit organizations, using the deferral method of reporting restricted contributions.

Revenue recognition

Members of the College pay a registration fee upon joining the College. Registration fees are included in income upon receipt.

Members are billed for annual fees each December. These fees relate to the following fiscal year and accordingly amounts received or receivable are shown as deferred revenue at year-end.

Short-term investments

Short-term investments are recorded at the lower of cost and market. The market value of the short-term investments approximate cost.

Investments

Investments in fixed income securities are stated at amortized cost plus accrued interest. Gains and losses are recorded only upon realization, except where there is a decline in value which is considered to be other than temporary, at which time a provision for estimated losses is made.

Capital assets

Capital assets are recorded at cost and amortized on a straight-line basis over their estimated useful lives as follows:

Building	-	20 years
Computer equipment	-	3 years
Furniture and fixtures	-	5 years
Office equipment	-	5 years

Improvements to building are amortized on a straight-line basis at a rate corresponding to the amortization rate for the related building.

Financial Statements

Notes to Financial Statements

Pension costs

Pension costs related to current service are charged to income for the period during which the services are rendered. These costs reflect management's best estimates of the pension plan's expected investment yields, salary, mortality of members, terminations and the ages at which members will retire. Adjustments arising from plan amendments, experience gains and losses and changes in assumptions are being amortized over the expected average remaining service lives of employees. Gains and losses on settlement or partial settlement of the plan are included in income immediately.

The cumulative difference between the funding contributions and the amounts recorded as a pension expense is recorded on the balance sheet as prepaid pension plan costs or pension plan obligation.

Estimates

The preparation of the College's financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect certain reported amounts of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Accordingly, actual results could differ from those estimates. The amount, which the College could ultimately realize from the reserve for claims, could differ in the near term from amounts recorded, although the College believes that the reserves made are adequate.

3. INVESTMENTS

	1999	
	Carrying value	Market
Bonds and coupons		
Government of Canada	\$19,215,171	\$18,955,001
Provinces of Canada	17,326,582	17,132,833
Corporate	522,287	523,445
	\$37,064,040	\$36,611,279

	1998	
	Carrying value	Market
Bonds and coupons		
Government of Canada	\$ 18,583,870	\$ 20,019,686
Provinces of Canada	11,666,903	12,263,234
Corporate	527,097	526,800
	\$ 30,777,870	\$ 32,809,720

The carrying value of investments includes accrued interest of \$12,034,180 (1998 - \$11,141,943).

4. CAPITAL ASSETS

	1999		
	Cost	Accumulated Amortization	Net Book Value
Land	\$3,746,281	\$ -	\$3,746,281
Building	385,579	136,333	249,246
Building improvements	1,019,363	318,876	700,487
Computer equipment	519,163	422,225	96,938
Furniture & fixtures	220,565	147,343	73,222
Office equipment	428,364	269,562	158,802
	\$6,319,315	\$1,294,339	\$5,024,976

	1998
	Net Book Value
Land	\$ 3,746,281
Building	180,000
Building improvements	477,467
Computer equipment	175,469
Furniture & fixtures	50,317
Office equipment	148,508
	\$ 4,778,042

The amount of land and building shown above represents the College's 90% ownership in the property.

Financial Statements

Notes to Financial Statements

5. ACCRUED CLAIMS LIABILITY

The Professional Liability Program was established by the College to provide a first level of defence and management of professional liability claims against dentists. In 1999 dentists were covered for a maximum liability of \$2,000,000 (1998 - \$2,000,000) for each validated claim. The College is liable for the first \$50,000 (1998 - \$50,000) of a validated claim subject to a 1999 maximum aggregate loss limit of \$2,500,000 (1998 - \$2,350,000), which amount is expensed on an annual basis, net of unutilized loss limits of previous years (1999 - \$1,149,709; 1998 - \$1,480,782). For a validated claim in excess of \$50,000 and for total claims in a year in excess of \$2,500,000 the College has obtained insurance having an upper limit of \$2,000,000 for each claim. The dentists are liable to the College for a deductible portion on each validated claim of \$1,000 on any one occurrence, including defence costs, increasing at a rate of \$1,000 for each additional claim in a thirty-six month period. Deductibles are recorded when received. The College is additionally liable for all loss adjustment expenses, which are expensed as incurred, related to claims arising since January 1, 1977. Final settlement of claims is subject to satisfactory resolution between the insurance company and the College. The accrued claims liability represents the accumulated difference of the annual maximum loss limit and paid claims and expenses, net of experience gains.

6. PENSION PLAN OBLIGATION

The College maintains a combined defined benefit and money purchase pension plan, which covers substantially, all of its employees. Pension fund assets at market value were \$2,365,242 at December 31, 1999 (1998 - \$1,964,706). The present value of accrued pension benefits attributable to services rendered to December 31, 1999 was \$2,403,673 (1998 - \$2,043,823). Pension expense for the

year ended December 31, 1999 was \$215,055 (1998 - \$194,359).

In determining the actuarial present value of accrued pension benefits and pension costs, the College used a discount rate and expected rate of return on plan assets of 8% and a salary escalation rate of 5%. The estimated average remaining service life of the employee groups covered by the plan is 17 years.

7. FUND BALANCE RESTRICTED FOR SPECIFIC PURPOSES (Note 1)

	1999	1998
Internally restricted		
Professional Liability Reserve Fund	\$ 20,033,576	\$ 20,033,576
Building Reserve Fund	1,440,000	1,800,000
Externally restricted		
Harry R. Abbot Memorial Library Fund	2,246	2,246
	<u>\$ 21,475,822</u>	<u>\$ 21,835,822</u>

8. PRIOR YEAR'S UNUTILIZED LOSS LIMIT AND MAXIMUM LOSS LIMIT PROVISION

As discussed in Note 5, the College provides for the maximum aggregate loss limit of \$2,500,000 (1998 - \$2,350,000) annually. The prior year's unutilized loss limit represents the difference between the amount expensed in the prior year and the actual costs incurred to settle such claims.

9. PROPERTY MAINTENANCE AND OPERATING COSTS

Property maintenance in the amount of \$60,854 (1998 - \$67,567) and operating cost in the amount of \$41,486 (1998 - \$40,637) for 6 Crescent Road are net of operating cost recoveries from each of the tenants and co-owner.



Financial Statements

Notes to Financial Statements

10. CREDIT FACILITY

The College has a credit facility with a Canadian chartered bank of up to \$500,000, which is secured by a collateral security pursuant to a General Security Agreement. No amount has been drawn from this facility as at year-end.

11. COMMITMENTS

The College has operating leases on office equipment and vehicles requiring minimum annual lease payments as follows:

2000	\$ 93,492
2001	78,704
2002	52,182
2003	38,004
2004	27,280
	<u>\$ 289,662</u>

12. FINANCIAL INSTRUMENTS

Fair value

The major categories of the College's financial instruments are comprised of cash, investments, accounts receivable, accounts payable, deferred revenue, reserve for claims and the pension plan obligation. For financial instruments that are short-term in nature such as cash, accounts receivable, accounts payable and deferred revenue, their carrying value approximates their fair values.

The fair value of investments is the aggregate of their market values that are based on quoted market prices and information available at that time as disclosed in Note 3 to these financial statements.

The fair value of the pension plan obligation is the actuarial present value of accrued pension benefits and pension costs calculated as described in Note 6 to these financial statements.

The fair value of the accrued claims liability cannot be determined with sufficient reliability as the timing of the payment of claims is uncertain. Further information on the prin-

cipal characteristics of the accrued claims liability is disclosed in Note 5.

Concentration of credit risk

The College's exposure to concentration of credit risk is limited as the accounts receivable are substantially from its members.

13. CONTINGENCIES

In the ordinary course of business the College is a defendant in various legal actions, the outcomes of which are not determinable at this time. Claims totaling approximately \$15 million have been made against the College. Settlements, if any, will be accounted for in the period when these amounts can be reasonably determined and to the extent that the amounts are not recoverable from insurers. The College is vigorously defending these claims.

14. UNCERTAINTY DUE TO THE YEAR 2000 ISSUE

The Year 2000 Issue arises because many computerized systems use two digits rather than four to identify the year. Date-sensitive systems may recognize the year 2000 as 1900 or some other date, resulting in errors when information using year 2000 dates is processed. In addition, similar problems may arise in some systems, which use certain dates in 1999 to represent something other than a date. Although the change in date has occurred, it is not possible to be certain that all aspects of the Year 2000 Issue affecting the College, including those related to the efforts of customer, suppliers, or other third parties, will be fully resolved.

15. COMPARATIVE FIGURES

The prior year's figures have been reclassified to confirm to the current year's presentation.

Statistics

Statistics

Additions to the Register

University of Toronto	61
University of Western Ontario	44
Other Canadian Graduates (NDEB)	37
U.S.A./Foreign Graduates (NDEB)	205
Academic Certificates	1
Instructional Certificates	0

Removals and Reinstatements

Deceased	12
Resigned	141
Reinstated	36

Membership Certificates by Category

General Certificate	6,258
Specialty Certificate	56
Combined General/Specialty Certificate	878
Academic Certificate	10
Education Certificate	9
Graduate Certificate	24
Instructional Certificate	0
Total Number of Membership Certificates	7,235

Distribution of Dentists in Ontario by Age Range, County and Electoral District

COUNTY	Less than 31	31 - 40	41 - 50	51 - 60	61 - 65	Over 65	TOTAL
District #1							
Dundas	2	3	1	1	0	1	8
Frontenac	6	26	24	19	1	2	78
Glenarry	1	0	1	1	0	0	3
Lanark	1	3	8	6	0	2	20
Leeds	0	9	11	8	2	0	30
Lennox-Addington	0	4	0	2	1	1	8
Ottawa-Carleton	50	152	156	111	15	16	500
Prescott	1	3	3	1	2	0	10
Renfrew	5	11	15	4	1	2	38
Russell	2	5	6	0	0	0	13
Stormont	0	3	10	5	2	2	22
District Total	68	219	235	158	24	26	730
District #2							
Durham	21	103	73	37	6	6	246
Haliburton	1	1	1	2	0	0	5
Hastings	7	12	14	19	2	3	57
Northumberland	1	7	10	7	0	1	26
Peterborough	3	19	12	17	3	2	56
Prince Edward	0	2	3	1	0	0	6
Victoria	2	5	1	8	1	0	17
York	40	160	128	51	8	1	388
District Total	75	309	242	142	20	13	801
District #3							
Algoma	5	18	17	9	3	1	53
Cochrane	5	6	11	5	1	1	29
Kenora	3	9	7	7	0	1	27
Manitoulin	1	3	2	0	0	0	6
Nipissing	1	13	10	11	2	2	39
Rainy River	2	5	3	0	0	0	10
Sudbury	7	21	25	17	4	6	80
Thunder Bay	2	18	30	24	2	1	77
Timiskiming	5	4	5	5	0	0	19
District Total	31	97	110	78	12	12	340
District #4							
Halton	21	73	60	51	11	4	220
Peel	58	185	169	88	15	1	516
District Total	79	258	229	139	26	5	736
District #5							
Bruce	2	4	8	5	0	0	19
Dufferin	3	6	6	7	0	0	22
Grey	4	7	9	13	3	1	37
Huron	0	6	7	5	1	0	19
Muskoka	0	5	11	3	1	1	21
Parry Sound	0	2	5	3	0	1	11
Simcoe	13	34	55	31	6	5	144
District Total	22	64	101	67	11	8	273
District #6							
Elgin	5	3	10	6	1	1	26
Essex	29	71	63	31	6	9	209
Kent	9	8	15	13	1	1	47
Lambton	5	5	28	9	0	2	49
Middlesex	23	74	98	57	20	15	287
District Total	71	161	214	116	28	28	618*
District #7							
Brant	6	14	14	15	3	1	53
Haldimand-Norfolk	3	6	10	11	3	2	35
Oxford	1	8	13	10	2	2	36
Perth	2	5	6	10	1	2	26
Waterloo	15	76	61	47	10	4	213
Wellington	9	21	23	23	2	2	80
District Total	36	130	127	116	21	13	443
District #8							
Hamilton-Wentworth	26	70	87	54	12	14	263
Niagara	15	53	74	41	11	13	207
District Total	41	123	161	95	23	27	470
District #9							
Metro Toronto (North)	30	132	146	110	40	40	498
District Total	30	132	146	110	40	40	498
District #10							
Metro Toronto (West)	46	147	159	96	41	22	511
District Total	46	147	159	96	41	22	511
District #11							
Metro Toronto (Central)	55	140	165	79	30	36	505
District Total	55	140	165	79	30	36	505
District #12							
Metro Toronto (East)	80	225	196	117	40	24	682
District Total	80	225	196	117	40	24	682
PROVINCIAL TOTALS	641	1996	2056	1234	319	279	6525

RCDSO Data/Dec. 1999 (Does not include members holding Education, Graduate Student or Instructional Certificates of Registration)