CRDHA Registrar receives prestigious Bulyea Cup Award

Brenda Walker, Registrar, College of Registered Dental Hygienists of Alberta (CRDHA), was recognized for her outstanding work and considerable contributions she has made to dental hygiene. Dr. Sharon Compton presented Brenda with the University of Alberta’s Bulyea Cup to Brenda on October 22, 2015 at the School of Dentistry’s Annual Awards Dinner.

See page 10 for more details.
The College of Registered Dental Hygienists of Alberta (CRDHA) invites submissions of original research, discussion papers and statements of opinion relevant to the dental hygiene profession for its official newsletter, InTouch. Submissions are subject to editorial approval and may be formatted and/or edited without notice. Contributions to InTouch do not necessarily represent the views of the CRDHA, its staff or Council, nor can the CRDHA guarantee the authenticity or accuracy of reported research. As well, the CRDHA does not endorse, warrant, or assume responsibility for the accuracy, reliability, truthfulness or appropriateness of information regarding products, services, manufacturers or suppliers contained in advertisements within or associated with the newsletter. Under no circumstances, including, but not limited to, negligence shall the CRDHA be liable for any direct, indirect, special, punitive, incidental, or consequential damages arising from the use, or neglect, of information contained in articles and/or advertisements within this publication.

Reminders & Announcements

April 28-30, 2016
CRDHA Annual Continuing Competence Event, Calgary, AB

April 25-May 6, 2016 inclusive
5 or 10 day Dental Hygiene Refresher Course, University of Alberta, Edmonton, AB

June 23-25, 2016
International Federation of Dental Hygiene, Basel, Switzerland

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Is this your client’s experience?

I recently received a lengthy letter of complaint from a dental hygiene client who indicated his complaint was about all of the dental hygienists he had met. That’s right, not just one dental hygienist, but all of them. Although his letter is not something I could treat as a formal complaint under the Health Professions Act, I think his concerns are valid and his insights are valuable.

Mr. X begins by saying, “I am a 59 year old male and I’ve seen a lot of dentists and an equal number of dental hygienists and I have yet to meet one that behaved like a ‘normal’ person and had any respect for the patient. I am not complaining about their professional technical ability to clean teeth; to a person, they do a great job. I am complaining about their bed-side manner – it is universally ‘terrible’. They all are: way, way too aggressive and they never ask for my consent to do anything.”

In his letter, Mr. X goes on to describe how he feels “bullied, browbeaten, harassed and treated like a child” when he visits the dental hygienist. He talks about feeling coerced into accepting procedures that he doesn’t want. For example, he described not wanting to have the “full-circle x-ray” and the dental hygienist going into “indoctrination mode” and giving her spiel about the supposed benefits and then ending by saying “okay, let’s get the x-ray done.”

Mr. X also says “I didn’t want the ultrasonic tooth cleaner used because it was painful. I got the ultrasonic tooth cleaner, after another browbeating. I still didn’t consent. Just because I opened my mouth doesn’t mean that I consent, it merely means that she succeeded in browbeating me into submission – again, like always.” Mr. X expressed similar concerns about being pressured to accept fluoride applications. He also expressed concern about repeatedly being instructed on the “proper brushing technique” even though he hasn’t had a cavity in 16 years and says that the dental hygienists have “praised him mightily for his measurement scores”.

Now, I know that some of you who have read to this point are thinking, “Hmmph, he’s likely free of cavities and periodontal disease because every dental hygienist he has seen has reminded him to keep brushing and flossing regularly and because they applied fluoride to his teeth”, but the point of this article is not about how the dental hygienists may have helped Mr. X maintain good oral health over the years, it’s about how they communicated and interacted with Mr. X along the way. It’s about how he has been made to feel at each visit and how his feelings and wishes were either not adequately recognized and acknowledged or were intentionally ignored.

Mr. X is not the first adult client to express frustration and concern about dental hygienists not listening; about feeling coerced into accepting procedures they really didn’t want but weren’t brave enough to firmly say no.

Display your Practice Permit in an area visible to clients.

If you work in more than one practice and require a duplicate Practice Permit contact info@crdha.ca to request a duplicate Practice Permit. There is no charge for an additional copy.
to; and he is definitely not the first to complain about being treated like a child.

All too often, dental hygienists get into a set routine that allows them to complete the clinical procedures that must be performed in the appointment time available. Unfortunately, many do give the same “spiel” to every client rather than taking into consideration the client’s knowledge, understanding and good home care practices. It’s quite likely many of your clients, like Mr. X, don’t need to hear the whole “spiel” about brushing and flossing at every appointment. Perhaps they have low caries risk and good periodontal health and they don’t need x-rays on an annual basis and, in keeping with the ALARA Principle, should not be having them that often. Perhaps some of your clients are afraid to tell you the ultrasonic instrument or some other procedure is painful for them. In that case, you need to be attuned to their body language and ask if you are hurting them and if they’d like you to use another instrument instead, or ask if they would be more comfortable if the sensitive area was anaesthetized.

We all want to provide the very best care for every client, but the client has the right to question or refuse any of the diagnostic or treatment procedures we offer. It would be unrealistic to expect every client to agree with everything we recommend. Although this may be frustrating for you, and your first reaction may be to try harder to convince the client of the need and value of the procedure, the final decision is with the client and that decision must be respected. It is important that you try to understand the client’s concerns and reasons for making their decision. The client should never be made to feel browbeaten, bullied or coerced to comply with your recommendations.

If a client refuses a procedure, the client’s records should document the relevant information you provided about the treatment options, advantages and disadvantages, risks, etc. in sufficient detail that another oral health professional who sees the client at a subsequent appointment will be fully aware of what has been discussed. The record should also clearly indicate the client’s decision to refuse certain procedures and, if provided, the client’s reasons for refusal.

I appreciate that Mr. X took the time to write about his frustration with the interactions he has had with dental hygienists, and to explain how he feels during his dental hygiene appointments. I believe his comments about lack of respect, pressure tactics and failure to obtain consent are particularly important and should be a reminder to all dental hygienists that treating clients with dignity and respect, including respecting their choice to refuse treatment, is a critical element of providing professional dental hygiene care. Several principles in the CRDHA’s Code of Ethics elaborate and provide guidance on the ethical principles relating to Mr. X’s complaint. Effective communication skills and strategies for enhanced communication are also critical factors in establishing respectful professional relationships with clients. Please take time to reflect on your interactions with clients and think about how you might implement changes to enhance your communication skills and techniques.

Learn from Dr. Michele Nanchoff at the CRDHA Annual Continuing Competence Event as she offers an interactive workshop: Clinician-Patient Communications to Enhance Health Outcomes.

www.cvent.com/d/frqgqt
Annual General Meeting and Call for Nominations

Creating a positive future for the dental hygienist profession is rewarding work. Now is an opportune time to consider the difference that your participation on CRDHA Council could make. If you or someone you know would like to contribute energy, experience and wisdom through an elected position on CRDHA Council, please submit a nomination today!

The CRDHA Council has the responsibility on behalf of Albertans and CRDHA members to monitor what is working well; envision what could work better in the future; and define and prioritize Ends that will bring that vision to reality.

In keeping with the “Back to Basics” theme of the 2016 Annual Continuing Competence Event, the 2016 CRDHA Annual General Meeting on April 30, 2016 will provide an opportunity for members to reflect on their role as owners of the CRDHA. Your participation will facilitate future work of the Council and the Ownership Linkage committee.

The 2016 Call for Nominations flyer is in the mail and is also available on the CRDHA website www.crdha.ca

AGM Official Notice
This is official notice, in accordance with Bylaw 12.4.1, of the Annual General Meeting of the CRDHA.

Meeting Agenda
• President’s Address and Welcome
• Call to Order
• Proof of Meeting Notice
• Announcements
• Approval of Agenda
• Approval of May 9, 2015 minutes
• Annual Report
• Report of Nominations Committee
• New Business

Saturday, April 30, 2016
Coast Hotel and Conference Centre
1316 33 St NE
CALGARY, AB
7:30 am – 8:00 am
Registration and Hot Buffet Breakfast
8:00 am
Annual General Meeting
Front and Centre: Back To Basics...Then Beyond

“Back to Basics...then Beyond” is the focus of the 2016 CRDHA Annual Continuing Competence Event. Attend the event to gain new perspectives from presenters and colleagues. This article is intended to provoke thought about what you consider the basics of dental hygiene practice.

Back to the Basics...

The basics of dental hygiene professional responsibilities require that a dental hygienist will:

- Comply with the Health Professions Act (HPA) and Regulation. Refer to the CRDHA website HPA Frequently Asked Questions
- Comply with CRDHA Practice Standards & Code of Ethics and Guidelines
- Incorporate the dental hygiene process of care: assessment, diagnosis, planning, implementation, evaluation
- Incorporate evidence into decision-making
- Practice using a client-centred care approach
- Have competence (knowledge, skills, attitude, judgement) in related areas of practice
- Enhance basic competence through participation in a continuing competence program based on a learning plan specific to your individual learning needs.
- Communicate effectively
- Give back to your profession

This list is not complete. What else would you add to your list of “the basics”?

Then Beyond

Once you have incorporated the basics into your practice, challenge yourself to go beyond the basics by engaging in appropriate learning activities and developing further competencies to advance your practice.

For example in Alberta dental hygienists can participate in additional restricted activities as indicated in the Health Professions Act, Dental Hygienists Regulation. Preparation for many of these restricted activities requires additional education beyond that offered in an undergraduate program.

Ensure that the education you are contemplating is appropriate preparation. e.g. Lasers, CT technology, tooth whitening, myofunctional therapy.

Contact Marthe Benoit CRDHA Practice Advisor, if you are uncertain about the required educational preparation.

REFERENCES

3 Continuing Competence Program Rules www.crdha.ca/continuing-competence-events
5 Self Assessment Tool www.crdha.ca
Member sign in is required.
Back to Basics

Rick Hanson, Ph.D., is a psychologist, Senior Fellow of the Greater Good Science Center at UC Berkeley, and New York Times best-selling author. His books include *Hardwiring Happiness* (in 14 languages), *Buddha’s Brain* (in 25 languages), *Just One Thing* (in 14 languages), and *Mother Nurture*. He edits the *Wise Brain Bulletin* and has several audio programs. A summa cum laude graduate of UCLA and founder of the Wellspring Institute for Neuroscience and Contemplative Wisdom, he’s been an invited speaker at Oxford, Stanford, and Harvard, and taught in meditation centers worldwide. His work has been featured on BBC, CBS, and NPR, and he offers the free *Just One Thing* newsletter with over 110,000 subscribers, plus the online Foundations of Well-Being program in positive neuroplasticity.

Back to Basics

In middle school, I thought it would be cool to play a musical instrument, and picked the clarinet. My wise parents rented one rather than buying it, and I started practicing. (In the garage because it sounded pretty screechy.) After a week or two of doing scales, I got bored and picked my way through a couple easy songs. But after a few more weeks, I couldn’t go further because I hadn’t laid a foundation with scales and similar exercises – so I quit in frustration. To this day, I regret never learning to play a musical instrument.

I and others tend to skip over the fundamentals for a variety of reasons, including impatience, laziness, or a kind of arrogance that thinks we can sort of get away with not paying our dues. There’s also the subtle impact of our media, which showcases celebrities who seem to spring out of thin air – though actually it took years for them to become an overnight success.

But when we don’t take care of the fundamentals, the foundation is shaky for whatever we’ve built: a relationship, a career, personal well-being, spiritual practice – or playing the clarinet. Perhaps we can get away with this for a while, but there’s usually a background cost in uneasiness, waiting for a day of reckoning, perhaps with the sense of being an imposter. And eventually, when a real challenge comes, the building shakes and maybe topples.

On the other hand, when you handle the basics, the cornerstones, you feel like you’re on solid ground. Even if things don’t turn out perfectly, in your heart you know you had the humility and conscientiousness to honor the prerequisites, the essential requirements, the bedrock of the matter.

How?

First, know what is basic for you – since this will differ from person to person. Here are some potential “basics” for you to consider; they’re just a start, and please add your own! Use the list that results to see if anything pops out to address:

- **Relationships** – No actual or threatened violence; respect for personal autonomy; no crazy behavior; no meanness
- **Childcare** – Lots of love; real time for family; aspirational values (e.g., help out, be honest, do your job in school); reasonable parental authority
- **Job** – Getting to work on time; fully competent with core skills; feeling alright with the people around you; having the resources to fulfill responsibilities
- **Physical health** – Good sleep; veggies, protein, and vitamins; exercise; minimal intoxicants; take care of issues as early as you can
- **Mental health** – On your own side; stepping back to observe your mind; calming down stress and upsets; take in the good of positive experiences; self-compassion; exercising restraint
- **Situations** – Take a moment to consider one or more specific situations, such as an ongoing issue with someone in your life or at work, or with your health, career, or finances. Open to listening to the “still small voice inside” that may tell you about a basic thing you could care for better; it may well be something you’ve known all along.

Now, the second step. Perhaps one or more things have come to mind after you’ve done the reflection above. Pick one this week and act upon it.

In your mind, getting back to something basic means: giving it your attention; acknowledging in your heart, your emotions, that it’s important; committing honestly to it; and making a plan about it.

Out in the world, taking care of something basic means doing something differently. It could be as down-to-earth and modest as not watching TV past 10 pm so you can get to bed at a reasonable time, or flossing your teeth each day, or not interrupting your partner, or getting home from work by 6:00 for dinner with the kids.

Then, third step: Open to appreciating the benefits to you and others of honoring and handling this fundamental thing, whatever it is. Let the felt sense of its rewards, its goodness, keep drawing you toward continuing to take good care of it.

When we take care of the basics, everything else usually takes care of itself.

*Reprinted with permission.*
The concept of evidence-based decision-making (EBDM) in health care has been around for many years. Using evidence from medical literature to make clinical decisions originated at McMaster University, Ontario, Canada in the 1980s.1

In 1998 the Canadian Dental Hygienists Association (CDHA) released their Policy Framework for Dental Hygiene Education in Canada. This document acknowledged the need to respond to an expanding body of knowledge within the dental hygiene profession and the need for graduates to manage and use large volumes of scientific, technological and client information.2

Today, evidence-based practice (EBP), integrating the best research evidence with professional expertise and client specific preferences, is the standard of care.3 Studies, however, suggest that some dental hygienists who graduated prior to 1999 may have less confidence in searching databases and critically appraising evidence.3 Overall EBDM is a skill set for which many dental hygiene practitioners may lack confidence.

Levels of Evidence
The first step in determining levels of evidence is to familiarize yourself with the concepts of primary and secondary resources.

A Primary Resource is firsthand or direct evidence concerning the topic under investigation.

Secondary Resources are summaries and analyses of the evidence derived from and based on the primary sources.6 Sources regarded as strong evidence include: clinical practice guidelines, systematic reviews with meta-analysis, systematic reviews alone, individual randomized controlled trials, and well-designed non-randomized control studies.4,5

How to develop an EBDM skill set
The first skill required in EBDM is the ability to ask a relevant question. Once this is done you must be able to conduct a focused computerized search using appropriate research databases to find the best external evidence in order to answer the question. After the most current evidence is located, the next step is to understand it and its relevance to your client problem. The final two steps involve applying the results to your clinical practice and evaluating the process and your performance.4,5

Identifying the need
As dental hygiene practitioners it is our responsibility to be familiar with the concepts of EBDM and how to apply them to clinical practice. In order to enhance the ability to practice EBDM the dental hygienist should first assess their level of competence. Based on the outcome of your self assessment, do you identify EBDM as a potential learning objective?

If you respond yes, consider educating yourself in the concepts of EBDM. You can begin by seeking out resources and expending effort and time to help you refine this skill set. By integrating good science with clinical judgement and patient preferences, the dental hygienist can improve their decision-making ability subsequently improving client care outcomes.4,5
**Hierachy of Research Designs & Levels of Scientific Evidence**

Based on ability to control for bias and to demonstrate cause and effect in humans.

- **Clinical Practice Guidelines**
- **Meta-Analysis**
- **Systematic Reviews**
- **Randomized Controlled Trial**
  - **Prospective, tests treatment**
- **Cohort Studies**
  - **Prospective: cohort has been exposed to a risk. Observe for outcome of interest**
- **Case Control Studies**
  - **Retrospective: subjects have the outcome of interest; looking for risk factor**
- **Case Report or Case Series**
- **Narrative Reviews, Expert Opinions, Editorials**
- **Animal and Laboratory Studies**

- **Secondary, pre-appraised, or filtered Studies**
- **Primary Studies**
  - **Experimental Studies**
  - **Non-Experimental Observational Studies**
- **No design**

**REFERENCES**
6. SUNY Downstate Medical Center. [Internet]. 2015 Available from: http://library.downstate.edu/EBM/2100.htm
Volunteering in the Community: Registered dental hygienists make a difference

This article features two registered dental hygienists who have contributed to their communities through volunteering.

Why we volunteer

Imagine Canada, a resource for the voluntary sector, informs us that Canadians state the primary reason they volunteer is to contribute to their communities. The next two major reasons are to use skills and experience and because they have been personally affected by the cause. The breakdown is as follows:

- to make a contribution to community (93%);
- to use skills and experience (78%);
- personally affected by the organization’s cause (59%);
- to explore one’s own strengths (48%);
- because their friends volunteer (48%);
- to network with others (46%);
- to improve job opportunities (46%); and
- to fulfill religious obligations or beliefs (21%).

Helping Calgarians in need

Dr. Pastershank, Executive Director, CUPS

Through integrated health care, education and housing services, the Calgary Urban Project Society (CUPS) empowers people to overcome the challenges of poverty and reach their full potential. Founded in 1989, CUPS has grown from a grassroots organization to a respected leader and innovator in its field. In 2012, CUPS relocated to a fully renovated larger facility and increased program and services by 30%. Last year alone, CUPS worked with over 8,400 struggling Calgarians. For over 20 years, oral health professionals have volunteered their services with CUPS, providing dental care for Calgary’s most marginalized and vulnerable adults and children.

There is an undeniable link between poverty and poor health. For those living in poverty, factors such as trauma, homelessness, food insecurity and low health literacy levels compound and contribute to health issues. Many come to CUPS with complex and neglected health issues which may include mental health and/or addiction challenges.

CUPS Dental Clinic is a highly trusted and respected resource among patients, and is one of CUPS most requested health services with over 800 patient visits as of July 24, 2015. The clinic offers a full range of dental services, including specialist referrals and dentures through the SMILES Denture Program and outreach dental care to Calgary shelters. It has three complete operatories, an instrument reprocessing area, and shares a reception area with CUPS Primary Care Clinic.

Navjeet Kaur Multani, a recent volunteer with CUPS, believes that a healthy community is built through investment of time and passion by its own members. Navjeet states, “As a registered dental hygienist, my passion is to educate my clients for their oral health needs and it’s correlation to their general health. Volunteering at CUPS enables me to contribute through my professional skills towards a healthier community and, supplement the dental services program for the underprivileged population. It is absolutely indescribable the gratitude people express getting dental hygiene services, after months of being on the waiting list. This experience has been a platform for my personal growth and learning as well by being able to make true and noticeable difference in someone’s life.”

Registered dental hygienist volunteers work as part of an in interprofessional team led by Dr. Roma Pastershank, DDS, volunteer dentists, two dental assistants, and an administrator. In 2015, 10 different registered dental hygienists volunteered offering 15 dental hygiene days. For more information about volunteering with CUPS, see the ad on page 19.
A Vegreville Volunteer

Debbie Uskiw is a wife, mother of three young children and a registered dental hygienist in Vegreville who has a passion for volunteering in the community.

“When I was student, I volunteered to work at different concession booths, did sales, etc. This was something I really enjoyed so I kept on doing it. Other past volunteering I’ve done for ten years include the open-wide dental clinics in Edmonton, which provided free dentistry to low-income families in Edmonton and area. In addition, for ten years I was part of the interview team to interview students applying in to the dental hygiene program.”

Since moving to Vegreville Debbie has become involved with the Vegreville Christmas Bureau, the Vegreville Daycare and the Curling Club. Debbie’s passion for volunteering extends into her professional life. Debbie donates time doing oral health presentations at various schools including kindergarten classes, Grade 1 and 2 Ukrainian bilingual classes and at the Vegreville Daycare. Debbie gets right into her presentation by dressing up as a tooth fairy, a sick tooth, or a tube of toothpaste to expand the children’s knowledge on oral health and prevention of disease. For grade 3 and 4 students she conducts an experiment which illustrates the difference that the use of fluoride can make on an egg shell and explains how that relates to tooth structure.

Debbie says, “There are actually several reasons why I volunteer. One of them is the fact I come from a family background of volunteering. I have observed many wonderful things my parents have done to give back to community and make it a better place to live.

Secondly, volunteering provides opportunities to meet many new and different people within our community all of whom have so many talents; sometimes hidden. These connections to different people are great ways to meet new people, make friends, and challenge myself to try new things. It helps to keep me thinking “outside of the box” and being aware there is so much we can learn. My dad always said with great friends and people you can move mountains, by yourself you can do nothing. I truly believe this is true with volunteering and improving our community.

Lastly, but perhaps my most important reason for volunteering, is my belief that volunteering goes a long way towards creating a healthy community. This probably comes about from my line of work and the fact that I am helping people and empowering them every day to help to improve not only their oral health but also their overall health. I truly believe that if we want to live in a better community, it starts with oneself and the contributions we make within our community. I remember reading somewhere that if we want a certain type of community to live in then we need to become involved and help put in the effort to create this. Only when we are able to do this will be able to improve community life.”
The Bulyea Cup is the highest honour that the School of Dentistry confers on its faculty members, members of the dental and dental hygiene professions, and members of the community. It is awarded in recognition of faculty members who have clearly excelled in both teaching and research, members of the oral health care professions (dentistry and dental hygiene) who are involved in teaching, research or service to the School of Dentistry, and to members of the community who have made contributions to oral health sciences education.

Bulyea Cup Award recipient, Brenda Walker, was a clinical instructor from 1975-1991, teaching in both the dentistry periodontal clinics and the dental hygiene clinics at the U of A School of Dentistry. During these years when Brenda taught and practiced dental hygiene she was also very active with the Alberta Dental Hygienists Association (ADHA), now known as the College of Registered Dental Hygienists of Alberta (CRDHA). She has dedicated most of her professional career to committees, executive positions and task forces for the CRDHA as well as the Commission for Dental Accreditation of Canada, National Dental Hygiene Certification Board, and the Canadian Dental Hygienists Association (CDHA). She resigned from clinical teaching to become the Registrar of the ADHA in 1991.

Brenda’s achievements include being involved in self-regulation in Alberta, the institution of mandatory continuing education for dental hygienists, the adoption of local anesthesia, the passing of the degree status and approval for the widest scope of practice for dental hygienists in North America and beyond. Her vision and leadership has truly propelled and formed the profession of dental hygiene and consequently she has made a significant contribution to the oral health of Albertans.

The CRDHA President Laurie Smith comments, “Recognition by the University of Alberta of Brenda Walker’s remarkable and outstanding achievements is well deserved. We are very proud to have Brenda serving the CRDHA for so many years. She will continue to be a role model for us as individuals and as a leader in our profession."

When presenting the award, Dr. Sharon Compton commented, “There is no question that dental hygiene would not be where it is today if it weren’t for Brenda’s vision and direction. I think when we recognize Brenda tonight, we must understand the commitment she has made and continues to make to develop this profession. We have all benefitted from her work and she sets the standards high for any of us to work with the same depth of purpose and professional ethics.”

When accepting the award, Brenda expressed her appreciation and remarked, “Receiving the Bulyea Cup Award is a huge honour and a very humbling experience. It has been a privilege to be part of many key achievements of the dental hygiene profession, but those achievements aren’t the work of just one person – it was many of us working together. So I proudly share the Bulyea Cup Award with:

- the CRDHA Councils who had a strong vision for the future of our profession;
- the grass roots dental hygienists who lobbied for over 20 years to achieve self-regulation;
- the educators, practitioners, students and parents who lobbied for establishment of the bachelor degree program;
- my provincial counterparts who believed as strongly as I did in the need for a national examination;
- my dedicated management team at the CRDHA office, and
- with my husband and sons who have been so supportive throughout my career.”
The Canadian Dental Hygienists Association (CDHA) Teaching Excellence Award was presented to Dr. Ava Chow in Victoria, BC, in October as part of the Canadian Dental Hygienists Association conference during which Ava gave a talk titled: Critical Thinking: The Gateway to Research.

“The nomination was completely unexpected,” said Chow. “I was shocked to find out I was the successful recipient for this award. I’m a big geek and I truly get excited by some of what I teach and I think the students appreciate that.” She says it’s because of her contagious enthusiasm that the students enjoy their classes. She is responsible for teaching the foundational sciences: oral biology, human anatomy, and head and neck anatomy. Some of the most challenging courses to teach according to previous student evaluations, but it is Chow’s approach that turns these courses into valuable learning experiences. Chow puts a lot of time and effort into her teaching including the research and organization of materials. She is very cognizant about tying in the content to make it relevant to oral health and clinical practise. She helps the students understand how it fits with what they are doing in their chosen fields – dental hygiene and dentistry.

Canadian Dental Hygienists Association (CDHA) Distinguished Service Award

Dr. Sharon Compton is the recipient of the 2015 Canadian Dental Hygienists Association (CDHA) Distinguished Service Award. This award is based on the outstanding contributions made to the dental hygiene profession in Canada, or nationally to the CDHA, and its communities.

Sharon was chosen for this award because of her consistent presence and contributions on national boards and associations such as the Dental Hygiene Bachelor’s Competency Framework, Research Advisory Committee, and the Education Advisory Committee—all under the banner of the CDHA. She also was the president of the Dental Hygiene Educators of Canada (DHEC) and was a member of the advisory and working group to develop national learning outcomes for dental hygiene education. This was a joint initiative by the Canadian Dental Hygienists Association, National Dental Hygiene Certification Board, Dental Hygiene Educators Canada (DHEC), National Association of Dental Hygiene Regulatory Authorities, and the Commission on Dental Accreditation of Canada.

At a national level, Sharon was part of the DHEC merge into an advisory committee of CDHA, which resulted in an increased focus on dental hygiene education and changing the Board Ends policy statements to include more focus on national standards for dental hygiene education. She was part of developing the Educational Pathways report and was on the task force that worked on developing new competencies for the bachelor level programs in dental hygiene. These are just some of the activities Sharon has been involved in throughout her career.

When asked what winning this award means to Sharon, she said: “It feels good to be recognized, but it feels even better to know that some of my work and involvement has made a difference in advancing the profession and improving the oral health for people.”
Gibb Teaching Award

Being recognized by your students as a professor is quite humbling says dental hygiene associate clinical professor Sally Lockwood. She is the recipient of the University of Alberta, School of Dentistry’s 2015 Gibb Teaching Award.

“Teaching is why I’m here,” says Lockwood, who’s been with the School since 1991. “It’s nice to see the students appreciate my efforts. I get to see them develop and learn on a daily basis. Watching them get comfortable and ready for the clinical part of their education is amazing.”

What makes the Gibb Clinical Teaching Award memorable is that it is a student or colleague-nominated award. The award recognizes teaching excellence and scholarship. It is the highest internal teaching award given by the School.

Lockwood says the most memorable part of her job is being to see the students succeed. To help them along is just the icing on top of the cake.

“Watching the students develop as professionals and to see them become caring dental hygienists providing care is truly the most amazing part of my job,” she says. “It’s rewarding to see the students do such a fine job with patients.”

The Canadian Dental Hygienists Celebrate Excellence in Oral Health and Dental Hygiene

The Canadian Dental Hygienists Association (CDHA) is proud to recognize 20 leaders in oral health for their outstanding contributions to the profession of dental hygiene, the national association, and to the overall health and well-being of the Canadian public. Since 1975, CDHA’s Dental Hygiene Recognition Program (DHRP) has honoured more than 140 dental hygienists for their excellence in scholarship, leadership, community involvement, and research. These award winners have set high goals and achieved much in their professional and personal lives. “CDHA received many outstanding applications for this year’s program,” notes Mandy Hayre, CDHA President. “We extend our congratulations to all of the award recipients.”

This year’s DHRP award winners are as follows: Monica Bacica and the Comox Valley Dental Hygiene Society; Cégep Garneau; Ava Chow; Jennifer Cicci; Kimberley Daley; Samantha Kimberley Dalpe; Karen Ergus; Ambreen Khan and Denise Laronde; Megan McConchy; Robert Schroth, Alexandria Wilson, Sarah Prowse, Jeanette Edwards, Janis Gojda, Janet Sarson, Lavonne Harms, Khalida Hai-Santiago, and Michael EK Moffatt; and Jacqueline VanMalsen. CDHA’s recognition program is made possible by the generous support of industry sponsors TD Insurance Meloche Monnex, SUNSTAR G•U•M, DENTSPLY, and Crest Oral-B.

In addition to its Dental Hygiene Recognition Program, CDHA also offers three awards to members who have made a significant contribution to the advancement of the dental hygiene profession in Canada. The recipients of this year’s CDHA board of directors’ awards are Anne Bosy (Life Membership), Sharon Compton (Distinguished Service Award), and Dawn Mueller (Awards of Merit).

The CRDHA joins its members in congratulating the CDHA Award recipients.
Nominations for member awards

Joanne Clovis Community Health Award
The Joanne Clovis Community Health Award was established in 1987 by the CRDHA to recognize the significant contributions of a dental hygienist to the oral health of the community.

Marilyn Pawluk Mabey Award
The Marilyn Pawluk Mabey Award was established in 1978 to honour and perpetuate the memory of Marilyn Pawluk Mabey, a member who enhanced the profession of dental hygiene in Alberta by modelling clinical competence, instructional excellence and professional development.

Award nomination forms for the Joanne Clovis Award and the Marilyn Pawluk Mabey Award are available on the CRDHA website www.crdha.ca/about-crdha/awards.aspx or from the CRDHA office. The nomination deadline for either award is March 31, 2016.

Send your nomination form to:
#302, 8657 - 51 Avenue, Edmonton, AB T6E 6A8

Service Recognition Certificates

Community Service
For members who made important contributions beyond their work requirements to the oral health needs and the welfare of others.

Professional Service
For members who made contributions which furthered the careers of dental hygienists and the dental hygiene profession.

Scholastic/Research Service
For members who made important scholastic and/or research contributions and achievements which furthered the dental hygiene profession.

Please send, by letter or email, a brief summary and two references supporting your recommendation for a Service Recognition Certificate. All nominations require written support from two CRDHA members in good standing. The nomination deadline for Service Recognition Certificates is March 31, 2016.

Send your nomination form to:
#302, 8657 - 51 Avenue, Edmonton, AB T6E 6A8

Awards will be presented at the CRDHA Annual General Meeting, April 30, 2016 in Calgary.

Student awards

CRDHA Offers Awards to U of A Students
CRDHA offers Academic Scholarships and Leadership Awards to eligible University of Alberta Dental Hygiene Program Students. In addition CRDHA offers Member Awards in recognition of a member’s contribution to the profession and the community.

Awards total: $10,000 annually

On November 20, 2015, at the U of A Alumni Chapter Black & White Affair, CRDHA presented awards to U of A undergraduate students. Congratulations to Kyla Jacklin and Jacqueline Fleming who are pictured below with Arlynn Brodie, CRDHA Vice President.

The CRDHA First Year Scholarship: Kyla Jacklin
(presented via Skype)

The CRDHA Award for Leadership in Dental Hygiene II: Jacquelyn Fleming
Back to Basics ...then Beyond

CRDHA Annual Continuing Competence Event | April 28-30, 2016 | Coast Plaza Hotel & Conference Centre | Calgary, AB

This three-day Continuing Competence Event and Community Connections Showcase presented by the College of Registered Dental Hygienists of Alberta, provides a forum for registered dental hygienists, educators and industry experts.

Flexible Registration Choices

Thursday Pre-event: separate session registration; Weekend registration for Friday and/or Saturday.

Register early for an entry for the Early Bird Draw. Early Bird registration deadline is April 4, 2016, midnight.

Registration includes:
- Presentations
- Workshops (limited attendance, pre-registration required)
- Community Connections Showcase
- Breakfast Mini-Spots
- Council Reception
- Delicious food each day
- Poster Displays

Workshops
- Clinician-Patient Communication to Enhance Health Outcomes
  Michele Nanchoff
  (Attendance limited to 30)
- Let’s check your ERGONOMICS?
  Jill Moore
  (Attendance limited to 30. CCP Code CH02B)
- Self Assessment to Enhance Practice
  Marthe Benoit, Stacy Mackie
  (Attendance is limited to 100)
- Professional Conduct 101
  Brenda Walker, Alexandra Bochinski
- Achieving Clinical Competence with Ultrasonics
  Cheri Wu
  (Attendance at each session limited to 20)
- Elements of Prescribing Update
  Ann Eshenaur Spolarich, Stacy Mackie
  (Attendance limited to 60. For CRDHA Prescribers only).
- Drug Information Resources
  Ann Eshenaur Spolarich, Stacy Mackie
  (Attendance limited to 40)

Online registration will start February 8, 2016

Choose 1, 2, or 3 day registration.

Register early for an entry for the Early Bird Draw!
Deadline is April 4, 2016, midnight.

Online Registration starts February 8, 2016!
www.crdha.ca or www.cvent.com/d/frqgtc
Keynote Speakers and Plenary Presentations

Exploring Emerging Science
Dr. Ann Eshenaur Spolarich

The Buzz about Ultrasonics and Pacemakers
Noel Paschke

Oral Pathology and Radiology: Fundamentals and the Future (2 parts)
Seema Ganatra, Anthea Senior

The Political Economy of Dentistry in Canada
Carlos Quinonez

Oral Health in Long-term Care: Who will Brush my Teeth When I’m Old?
Iris Kuc

Improvement of Children’s Oral Health: From Evidence to Practice
Maryam Amin

Power, Privilege and Practice: Relational Practice in the Human Health Experience
Scott Harrison

Evidence-based Caries Prevention and Management
Fiona Collins

Breakfast Mini Spots
We cordially invite you to submit a presentation idea for a Breakfast Mini Spot (informal topical interest group conversation), to be held in conjunction with the CRDHA Annual Continuing Competence Event in Edmonton, 7:30 am – 8:00 am on Friday, April 29, 2016 at the Coast Plaza Hotel & Conference Centre, Calgary, AB.

Breakfast Mini Spot presentations allow the audience to learn, expand their perspectives, and start the conference with something new on their mind. It’s food for thought as well as for the body. As a result, we are looking for presentations which embody that spirit.

See the event website for details www.cvent.com/d/frqgtc

Community Connections Showcase
CRDHA values the support of the following organizations that will participate in our showcase:

Premium supporters

Canadian Dental Hygienists Association
Coltene
Crest Oral B | Proctor & Gamble
CUPS (Calgary Urban Project Society) Dental Clinic
Germiphene
Glaxo Kline Smith (GSK)
Hedy Canada
Maxill
Micrylum
Oral Dent Pharma (ODP)
Oral Science
Philips
Progressive Edge Dental Instruments
Safe Way Pharmacy
Sterling Dent-A-Prises
Sunstar
University of Alberta, Continuing Dental Education
VOCO

Valued Supporters

• Canadian Dental Hygienists Association
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Additional exhibitors will be confirmed as registrations are received

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• Sterling Dent-A-Prises
• Sunstar
• University of Alberta, Continuing Dental Education
• VOCO

Additional exhibitors will be confirmed as registrations are received

Full session descriptions and speaker biographical profiles are available on the ACC Event website www.crdha.ca or www.cvent.com/d/frqgtc
Continuing Competence

REMEMBER that taking on-line courses simply to meet the Continuing Competence Program credit requirements without regard to your learning needs is not acceptable. Develop a learning plan to address your specific learning needs identified through self assessment and feedback from colleagues and clients.

April 2016

CALGARY, AB
CRDHA Annual Continuing Competence Event
April 28-30, 2016
Various speakers and workshops (to be determined). All members of the oral health team may register.
Sponsored by CRDHA
info@crdha.ca

May 2016

CALGARY, AB
Canadian Academy of Periodontology
May 12-14, 2016
www.cap-acp.ca/en/meeting/2016_meeting.html

March 2016

EDMONTON, AB
U of A DH Alumni Chapter
Dr. Tammy Hopper
March 1, 2016
uab.ca/dhalum

VANCOUVER, BC
Pacific Dental Conference
March 17-19, 2016

April 2016

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VANCOUVER, BC
Pacific Dental Conference
March 17-19, 2016

Mark the Date

The U of A Dental Hygiene Program presents
Dr. Tammy Hopper, PhD, R-SLP
Communication with individuals who have dementia: Facilitating care and well-being.

March 1, 2016, 7:00 pm
Edmonton Clinic Health Academy,
Room L1-230.
For details and to register go to:
ulab.ca/dhalum
Continuing Competence Online

Following are some online sites which were accessible at the time of printing this newsletter. Providers may assess a user fee and/or require registration with user name and password.

Canadian Dental Hygienists Association (CDHA)
www.cdha.ca
Some CDHA courses have limitations on the eligibility for CCP credit. Refer to the CDHA Course Credit Table.

American Dental Association
www.adaceonline.org

Assigning Program Credits for Online Courses

The CRDHA Competence Committee determines the eligibility of specific courses for Continuing Competence Program credit. CRDHA Continuing Competence Program (CCP) Rule 9.1.3 Self Directed Study states: Program credits are granted according to recommendations made by the course provider, the publisher, or the Competence Committee, with consideration given to the amount of time necessary to cover the material and to take the examination. Assignment of program credits will not include the additional time the registrant takes to study or review the materials. The Competence Committee makes the final approval for the number of credits awarded for any course.

The Competence Committee determined that the number of credits indicated by the some providers for courses is not consistent with the content of the courses. The Competence Committee considered the allocation of program credit from the following online course providers and determined the following:

<table>
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<tr>
<th>Courses from the providers named below are eligible for 50% of the credits indicated by the provider.</th>
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<td>Crest Oral B/Proctor and Gamble; (Dental Resources; Dental Care) <a href="http://www.dentalcare.com/en-CA/index.jspx">www.dentalcare.com/en-CA/index.jspx</a></td>
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<tr>
<td>Hygienetown <a href="http://www.towniecentral.com">www.towniecentral.com</a></td>
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<tr>
<td>INR Biomed Paper based courses <a href="http://www.ineedce.com">www.ineedce.com</a></td>
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<tr>
<td>Pharmacy Times: Courses relate mostly to the Pharmacy Profession. <a href="http://www.pharmacytimes.com">www.pharmacytimes.com</a></td>
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<tr>
<td>CDE World <a href="http://www.cdeworld.com/courses">www.cdeworld.com/courses</a></td>
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<tr>
<th>Courses from the providers named below are eligible for the number of the credits indicated by the provider.</th>
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<tr>
<td>American Dental Association <a href="http://www.adaceonline.org">www.adaceonline.org</a></td>
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<tr>
<td>American Dental Hygienists Association <a href="http://www.adha.org/careerinfo/continuing_education.htm">www.adha.org/careerinfo/continuing_education.htm</a></td>
</tr>
<tr>
<td>Dental Learning Network (Academy of Dental Learning) <a href="http://www.fice.com">www.fice.com</a></td>
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<tr>
<td>Dimensions of Dental Hygiene (Belmont) <a href="https://dimensions.absorbtraining.com/#/login">https://dimensions.absorbtraining.com/#/login</a></td>
</tr>
<tr>
<td>Health Studies Institute <a href="http://www.healthstudies.com">www.healthstudies.com</a></td>
</tr>
</tbody>
</table>

Online continuing dental education is a convenient way to learn at your own pace, anywhere, anytime. The CRDHA Continuing Competence Program Rule 7.4 stipulates: “In the event that a learning activity continues into the evening hours, a maximum of 10 program credits per 24-hour period may be claimed.”
Advocacy Toolkit now available

CDHA wants Canada’s federal and provincial decision makers to understand just how vital oral health is for all Canadians. Our goal is to make the voices of dental hygienists, and those we serve, heard and understood. CDHA members who support our advocacy efforts in their local communities will help to ensure our success. To that end, we have developed an Advocacy Toolkit that includes key oral health messages for you to convey to your elected representatives, a letter template, meeting guide, and other resources.

Download it today and join the movement to keep governments focused on oral health care as a priority for Canadians!

Visit with CDHA staff at our booth at the upcoming CRDHA Annual Continuing Competency (ACC) event in Calgary, April 28-30, 2016.

www.cdha.ca/advocacy

A new digital resource: Dental Radiography, A quick reference guide for intraoral images, by Dr. Anthea Senior

This manual is a quick, chair-side reference guide for the dental team of how to take the most common intra-oral radiographs. It will be particularly useful for members of the dental team new to taking radiographs and for offices that are new to using digital receptors. It contains general information on patient preparation, rectangular collimation and what a perfect full mouth series of radiographs should look like. Common intraoral techniques are presented in a user friendly format using text, pictures, lectures and movies. The sections on “Tips and Tricks” and “Radiographic Errors” are based on my experiences of teaching radiographic technique to dental and dental hygiene students over the past 8 years. Access the book at:

Podcast interview: www.oasisdiscussions.ca/2014/10/14/aseb/


Dr. Senior will present at the 2016 CRDHA Annual Continuing Competence Event.
At CUPS Dental, we hear repeatedly from patients how difficult it is to find employment or to concentrate in school when in pain, missing front teeth, swollen from infections or due to halitosis from untreated longstanding periodontal infections. And we know how important oral health is to overall health. While the current economic downturn has led to an increased demand for CUPS services, we also know that it is critical that we continue to help our vulnerable families and individuals at this time. With your help, we will promote their growth and development and prevent others from falling into the cycle of poverty.

CUPS was founded on the efforts of volunteers, and volunteers remain a critical and vibrant part of everything we do.

Currently, CUPS needs volunteer RDHs to assist in our Dental Clinic. We are currently have a 6-8 week waitlist for dental hygiene treatment due to shortage of RDH volunteers to provide the services. Duties would include periodontal care, radiographs, documentation and oral hygiene education for adult patients, parents and their children.

Volunteers will be working primarily with adults and must be comfortable working with marginalized and low-income populations.

CUPS takes a nonjudgmental approach to each patient and believes that adequate health care is a right of all citizens.

**Required Time Commitment:**
Minimum one three-hour shift every six weeks (Thursdays OR Fridays from 9 am – Noon) with a 6 month commitment (4 shifts).

We are very grateful to all who have donated their time to help those in need in our city.

We and those we serve, thank you for making Calgary a more inclusive and caring city.

CUPS will participate at the CRDHA Annual Continuing Competence Event, Community Connections Showcase, April 29, 2016.
Helping Albertans find their way to better health

MyHealth.Alberta.ca offers valuable information and tools to help Albertans manage their health and wellbeing. As an evolving resource, it is continually expanding to provide additional content and exciting new features. Visit MyHealth.Alberta.ca to discover how this online resource can be helpful for you and your patients.

- Thousands of pages of Health Topics from A–Z, including tooth health
- Symptom Checker
- Medication Guides
- Tests & Treatment Guides
- Videos
- Patient Care Handouts
- Health Services Locator
- Checkup and Decision Tools

Coming Spring 2016:
Albertans will be able to set up a Personal Health Record and access their provincial medication records.

Advanced Practice Learning Opportunity

Study Restorative Dental Hygiene at George Brown College

- Learn cosmetic procedures, posterior composites and more
- Increase your career opportunities and earning potential
- Study at our downtown Toronto Waterfront Campus (accessible by public transit)
- Program runs from September to April with classes Monday – Wednesday

Call Melissa Crawford at 1-800-265-2002, ext. 4555
mcrawfor@georgebrown.ca

gorgebrown.ca/rdh

Call Helpline
toll-free for information, counselling and referral

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CDHA Member Cost $149.95 + 13% HST = $169.45

(CDHA non-member cost $199.95 + 13% HST = $225.95)

Visit www.dvdquarterly.com to subscribe, or call 1-866-999-2999

Independent Dental Hygiene Practice

If you are a CRDHA member who is considering setting-up an independent dental hygiene practice visit the CRDHA website for information and resources related to independent dental hygiene practice.

For more information contact
Darlene Fraser,
Member Services Coordinator
Phone: (780) 465-1756 or
TF 1-877-465-1756
Email: info@crdha.ca
Return undeliverable Canadian addresses to:

College of Registered Dental Hygienists of Alberta
302, 8657 51 Avenue NW
Edmonton, AB T6E 6A8