



**College of Alberta
Dental Assistants**

College Connect

September 26, 2024

Introduction & Housekeeping

Presenters

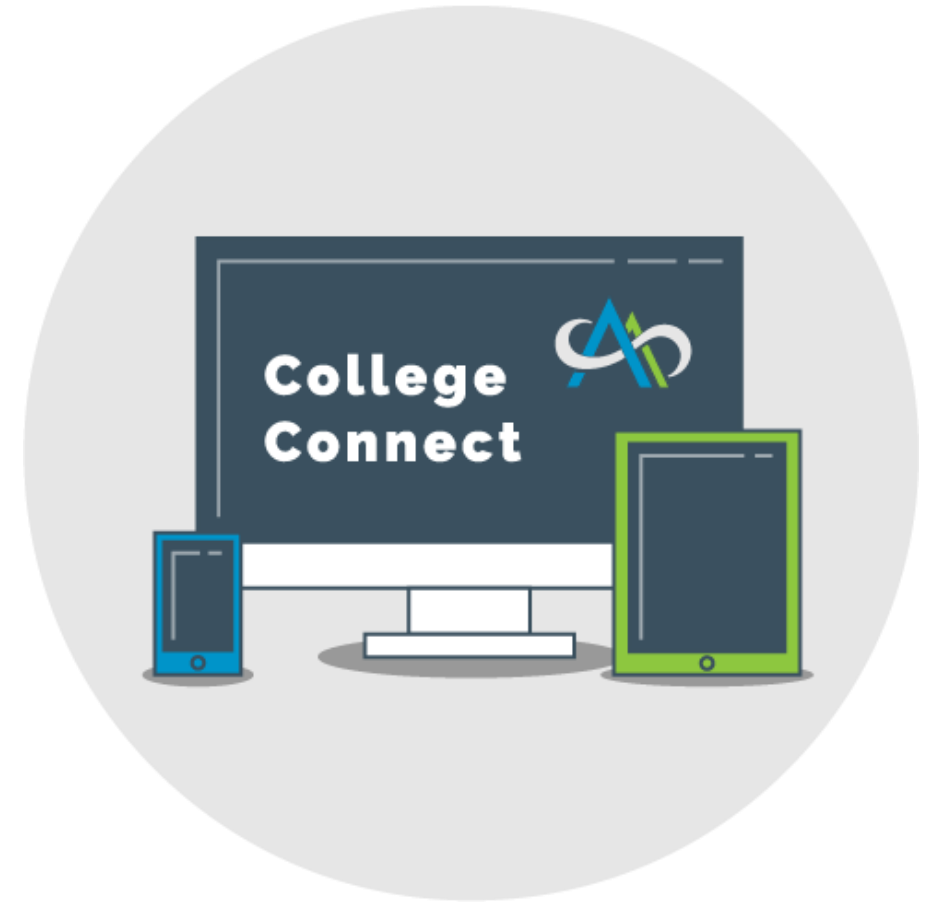
- **Teresa Bateman**, Callidus Arte Solutions
- **Zachary Cranny**, Prolink
- **Jill Hewitt**, CADA Competence and Registration Manager
- **Luanne Menard**, CADA Regulatory Compliance Advisor
- **Jennifer Tewes**, CADA Registrar and CEO

Housekeeping

- **connection issues** try reconnecting using same link
- use the **Questions feature** to submit questions live or to make comments
- length **60-75 minutes**
- session **not recorded**

Content

- Council Decisions
- College Activities
- 2025 Permit Renewal
- Understanding Professional Liability Insurance
- New CCP Prompts in CADA Portal
- Competency Profile Review



Council Decisions

- 2023-24 Audited Financials and Annual Report
- Policy Updates
- Workplace Culture and Well-being Training
- Leave of Absence to be discontinued
- Rebalance council terms
- Council and Committee Appointments
- 2024-2025 Budget



College Activities

- Third-Party Reviews
- Competency Profile Review
- Compensation/Benefits Benchmarking
- Renewals
- Planting Seeds, Growing Leaders
- Exploring Public Interest
- Hearings
- Risk Management Framework



College of Alberta
Dental Assistants

Annual Practice Permit Renewal

For 2025

Annual Practice Permit Renewal



Important Dates



Renewal opens October 15th

Deadline: **November 30, 2024** - no extensions

Suspensions: December 1, 2024

2024 Checklist

Preparing for Practice Permit Renewal



PROFESSIONAL LIABILITY INSURANCE (PLI)

- ☐ Renew your professional liability insurance so you are covered from December 1, 2024, to December 1, 2025. Have a copy of your Dec 1, 2024–Dec 1, 2025 PLI Certificate ready to upload in your renewal form.
Do not upload your insurance receipt, confirmation email, policy, or last year's (2023–24) PLI Certificate – we don't accept them.
Common providers of PLI for dental assistants include [Prolink](#) and the [Association of Alberta Dental Assistants](#).

PATIENT RELATIONS MODULE

- ☐ Complete the Patient Relations Module. If you haven't done it yet, or you're not sure, go to our [Professional Practice Learning Centre](https://learningrda.ca/) (<https://learningrda.ca/>).

COMPETENCE REQUIREMENTS

- ☐ Complete at least 2 learning objectives for the current Plan Year* – 2024 – and record details in the CADA Portal.
- ☐ Fulfill at least 300 practice hours in a 3-year period (or equivalent, for example: recent education or refresher). Record your practice hours and upload verification in the CADA Portal. Use our [Practice Hours Verification Form](#) or provide a copy of payroll records that show your name, employer name and practice hours (redact other personal information).
- ☐ ASSESS your practice and propose 2 learning objectives for the upcoming Plan Year* – 2025 – and record them in the CADA Portal.

PROFILE UPDATES

- ☐ Check that your name, email, mailing address and phone number in the CADA Portal are current; if you need to change your name, have verification ready to upload in the permit renewal form.

EMPLOYMENT INFORMATION UPDATES

- ☐ Check that your employment status and, if applicable, employer contact information in the CADA Portal is current. Make sure you have at least one employment record without an end date.

FEE AND PAYMENT

- ☐ The permit renewal fee is \$225.00. Have a credit card ready to pay the fee in the permit renewal form.

WHEN YOU'RE READY, COMPLETE THE ANNUAL PERMIT RENEWAL FORM

- ☐ Go to <https://abrda.ca/>, click on CADA Portal and log in, then choose Annual Renewal.

* Plan Year 2024 = Dec. 1, 2023, through Nov. 30, 2024. Plan Year 2025 = Dec. 1, 2024, through Nov. 30, 2025.

Have questions? Need help? Email renewal@abrda.ca or call (780)486-2526

Aug. 8, 24

166-14315 118 Ave NW, Edmonton, AB T5L 4S6

P 780-486-2526

TF 1-800-355-8940

W abrda.ca

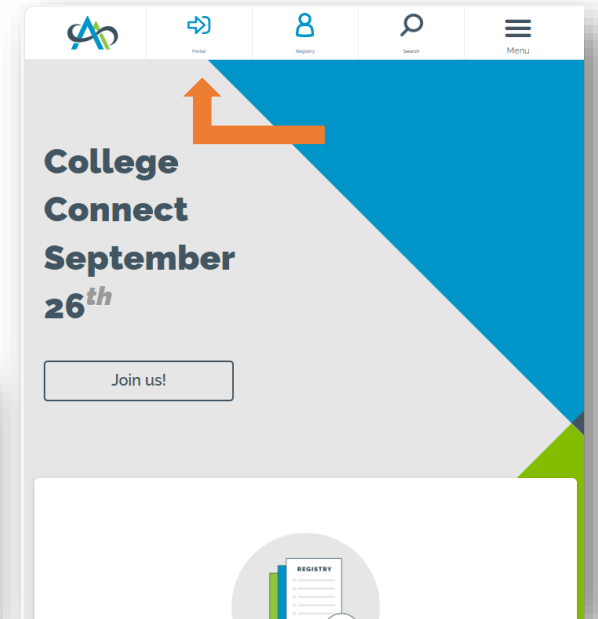
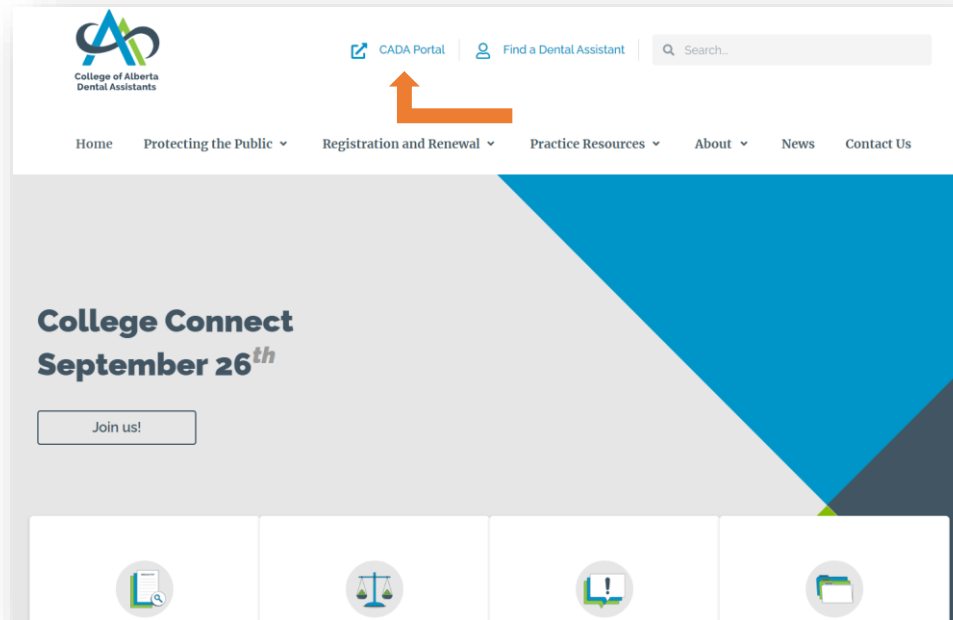
Renewal Tips!

- Start Early
- Review Checklist First
- Supporting Documents
- Get Help

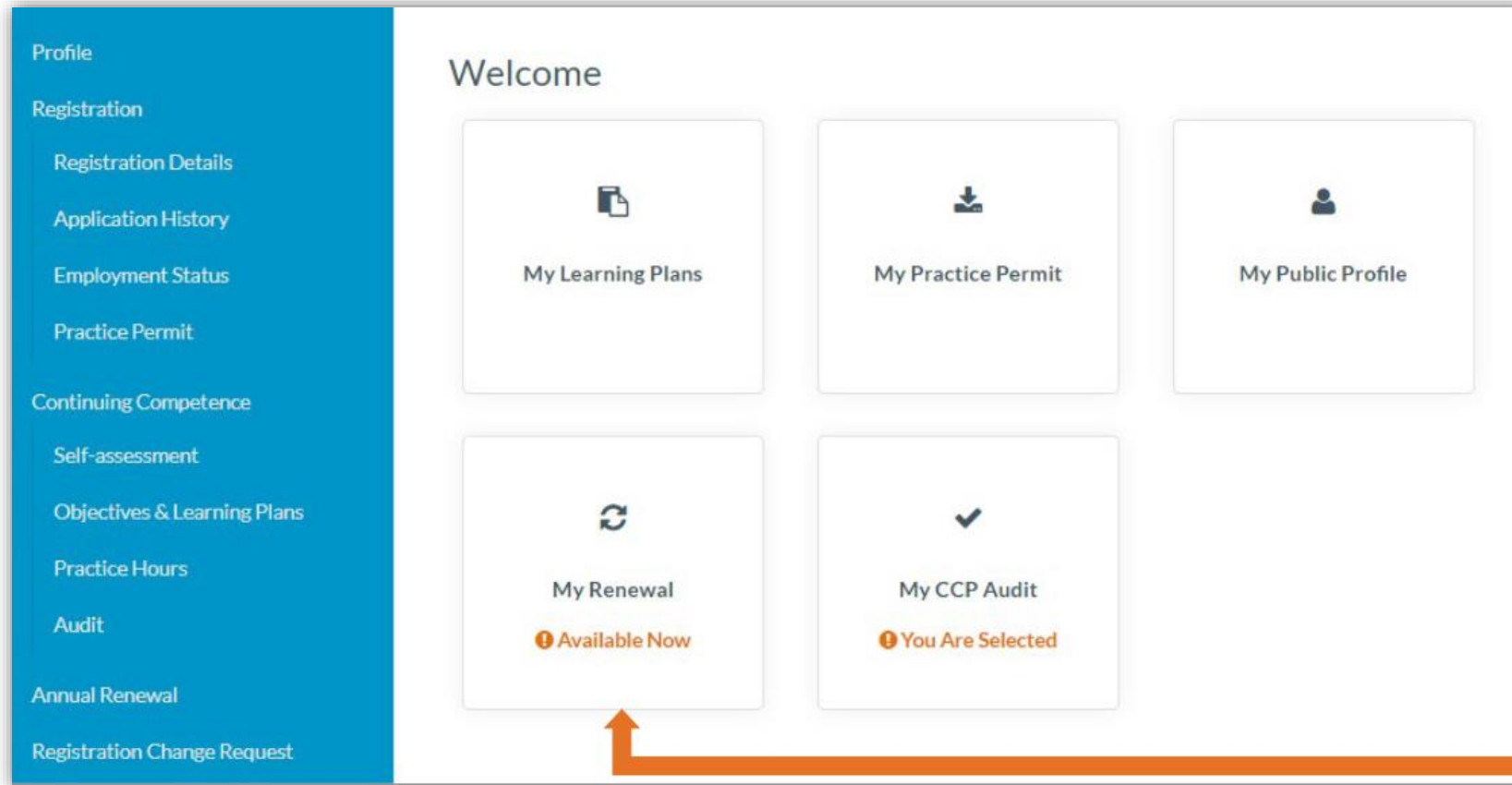
Access the Renewal Application

To get to the CADA Portal Login

1. go to our website
abrda.ca
2. click [CADA Portal](#)



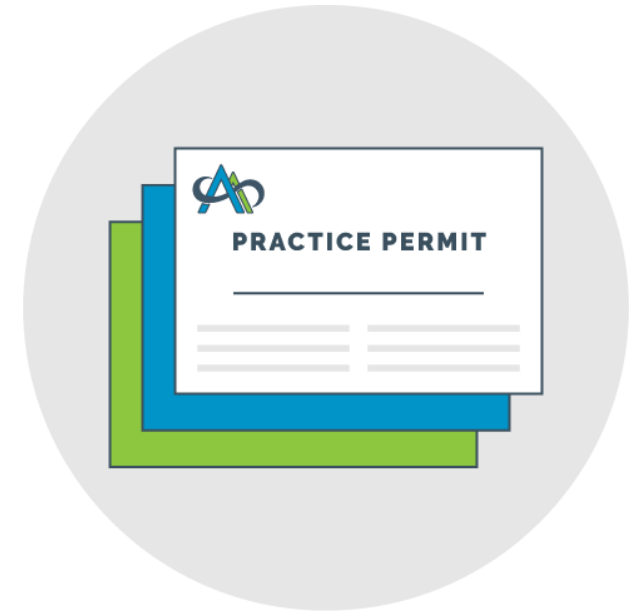
CADA Portal Homepage



Click on
“My Renewal”

Renew Practice Permit

- Must renew if **working or volunteering** in the dental industry
- If eligible, can renew and maintain permit even if not working
- Cancel registration and practice permit – submit a **Registration Change Request** in Portal



Profile Updates

Keep your contact
information current.

It is part of our
Standards of Practice.

Please review the information on this page, and update it if needed, to ensure that all your information is current.

Name [Update](#)

Date of Birth *

Mailing Address

Address Line 1 *

Address Line 2

City *

Country *

Province

Primary Phone *

Alternate Phone

Email Address *

This will become your new login when changed.

[< Previous](#) [Next >](#)

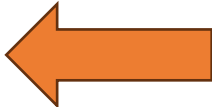
Current Year Continuing Competence

+ Add Learning Objective

Plan Year	Competency No.	Learning Objective	Status	Completion Date	
2024	D-1-3	My learning goal is to improve my radiographic skills to be able to consistently take radiographs without overlapped contacts.	Completed	2024-07-23	<div>Edit</div> <div>Delete</div>
2024	G-4-3	I will learn how to resolve conflicts with aggressive patients.	Completed	2024-07-22	<div>Edit</div> <div>Delete</div>
2024	F-3-7	My clients have different oral hygiene requirements. I want	Proposed	N/A	<div>Edit</div> <div>Delete</div>

Current Year Practice Hours

+ Add Practice Hours



Plan Year	Hours	Source	
2024	275	Employment	<div><div>Edit</div><div>Delete</div></div>
2024	250	Employment	<div><div>Edit</div><div>Delete</div></div>
2023	1642	Employment	<div><div>Edit</div><div>Delete</div></div>



Learning Objectives for Next Year

+ Add Learning Objective					
Plan Year	Competency No.	Learning Objective	Status	Completion Date	
2025	F-3-7	My clients have different oral hygiene requirements. I want to be better informed about the oral self-care products that area available.	Proposed	N/A	Edit Delete
2025	C-2-9	My office just purchased a digital camera. I want to learn how to take intra-oral photographs so that I can assist in new client	Proposed	N/A	Edit Delete

Patient Relations Module

Before renewing your Practice Permit you must complete the Patient Relations Module.

The Module is a one-time requirement. It doesn't matter when you completed the Module, as long as you've done it.

If you haven't completed it yet, you must do so before you can continue with this renewal application. You'll find the Patient Relations Module in our [Professional Practice Learning Centre](#).

Not sure if you've completed the module, go to our [Professional Practice Learning Centre](#) Open the Patient Relations module and go to Unit 5: Final Module Exam/Certificate. If you've successfully completed it, a Certificate of Completion will be available to you.


★ ☐ I have completed the Patient Relations Module. I fully understand that failure to comply may result in cancellation or suspension of my Registration and/or Practice Permit, and subsequent notification pursuant to statutory requirements

[< Previous](#)



[Next >](#)


The *Health Professions Act* requires that you complete education to recognize and prevent sexual abuse of and sexual misconduct toward patients.

Professional Practice Learning Centre



College of Alberta
Dental Assistants

 CADA Portal |  Find a Dental Assistant |



[Home](#) [Protecting the Public ▾](#) [Registration and Renewal ▾](#) [Practice Resources ▾](#) [About ▾](#) [News](#) [Contact Us](#)

STANDARDS OF PRACTICE	LEGISLATION, REGULATION & RESOURCES	INFECTION PREVENTION AND CONTROL	PROFESSIONAL PRACTICE LEARNING CENTRE
CODE OF ETHICS		Needlestick Info	
CONTINUING COMPETENCE	GUIDELINES AND FAQs	ADVICE TO THE PROFESSION	PROFESSIONAL CONDUCT
Competence Program Manual	Practice FAQs	Changes to Safety Code 30	When a Complaint Is Made
Competency Profile	Social Media Use Guide	3 Common Mistakes in Sedation Dentistry	
Self-Assessment	Therapeutic Relationships and Professional Boundaries Guide	Should I keep my CPR up to date?	
CCP Requirements			
CCP Audit			



Employment Information

Make sure to

1. review

2. update/confirm

each of your
employment records.




You must review and update/confirm each of your employment records. Follow these steps:



1. Click Edit.
2. Enter missing information, if applicable.
3. Update incorrect information, if applicable.
4. Check "The information for this Employment Status is up to date."
5. Click Save.
6. Repeat these steps for each employment record shown below.



If you have a current employer or employment status that isn't shown below, click the + Add Employment button to add a record.

You can proceed to the next step when:

- your employment records all show "Yes" in the Updated column, and
- you have at least one employment record without an End Date

Employer	Status	Updated/Confirmed	
N/A	Caring for Family	Yes	 
abc	Employed in dental field	Yes	

Upload a copy of your **2024-25** **Professional** **Liability Insurance** **(PLI) Certificate**

CERTIFICATE OF ERRORS AND OMISSIONS INSURANCE	
NAMED INSURED:	BROKER INFORMATION:
INSURED MAILING ADDRESS:	BROKER ADDRESS:
RDA CERTIFICATE NUMBER:	INSURANCE COMPANY:
DATE ISSUED:	POLICY PERIOD: December 1, 20** to December 1, 20**

ERRORS AND OMISSIONS LIABILITY INSURANCE	
COVERAGE FEATURE	POLICY LIMITS AND DESCRIPTION
Limit of Liability, each Policy Period:	\$2,000,000 CAN per Claim \$3,000,000 CAN Aggregate





Declarations

- read each statement carefully
- answer truthfully and accurately
- these are your Professional Responsibilities



Fee and Payment

Summary

	(\$) Amount
Practice Permit Renewal Fee	225.00
Total	225.00

Credit Card Payment

Enter the required information in the following fields and click Process Payment to complete your payment. Your fees will be processed immediately and securely online.

Cardholder Name *

Credit Card Number *

Credit Card Type *

Select...

Expiration Date *

January

2022

Security Code (3 digits on back of card) *

Process Payment

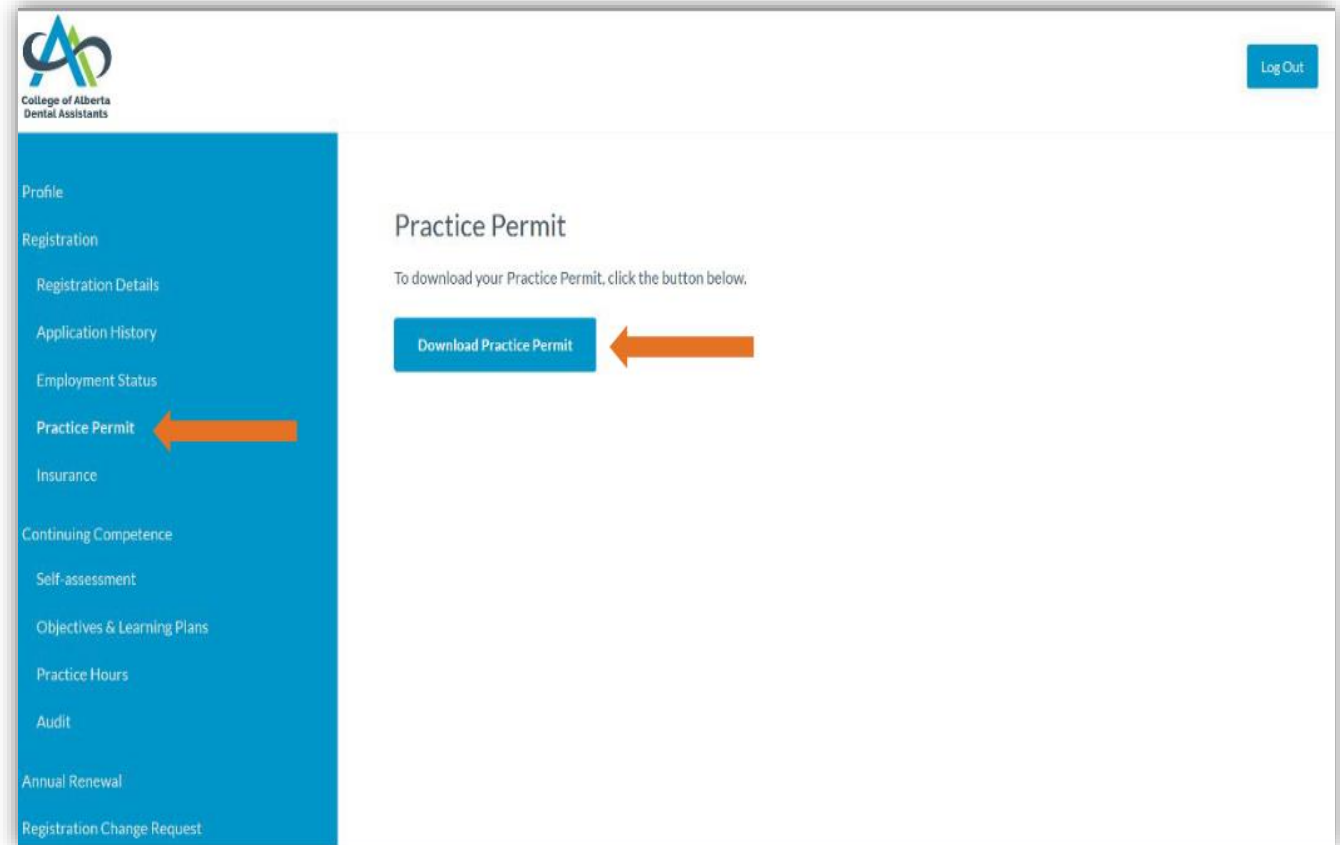
✓ Your application is approved

Congratulations, we've approved your Practice Permit Renewal renewal.

You can access your updated Practice Permit in the Registration menu to the left.

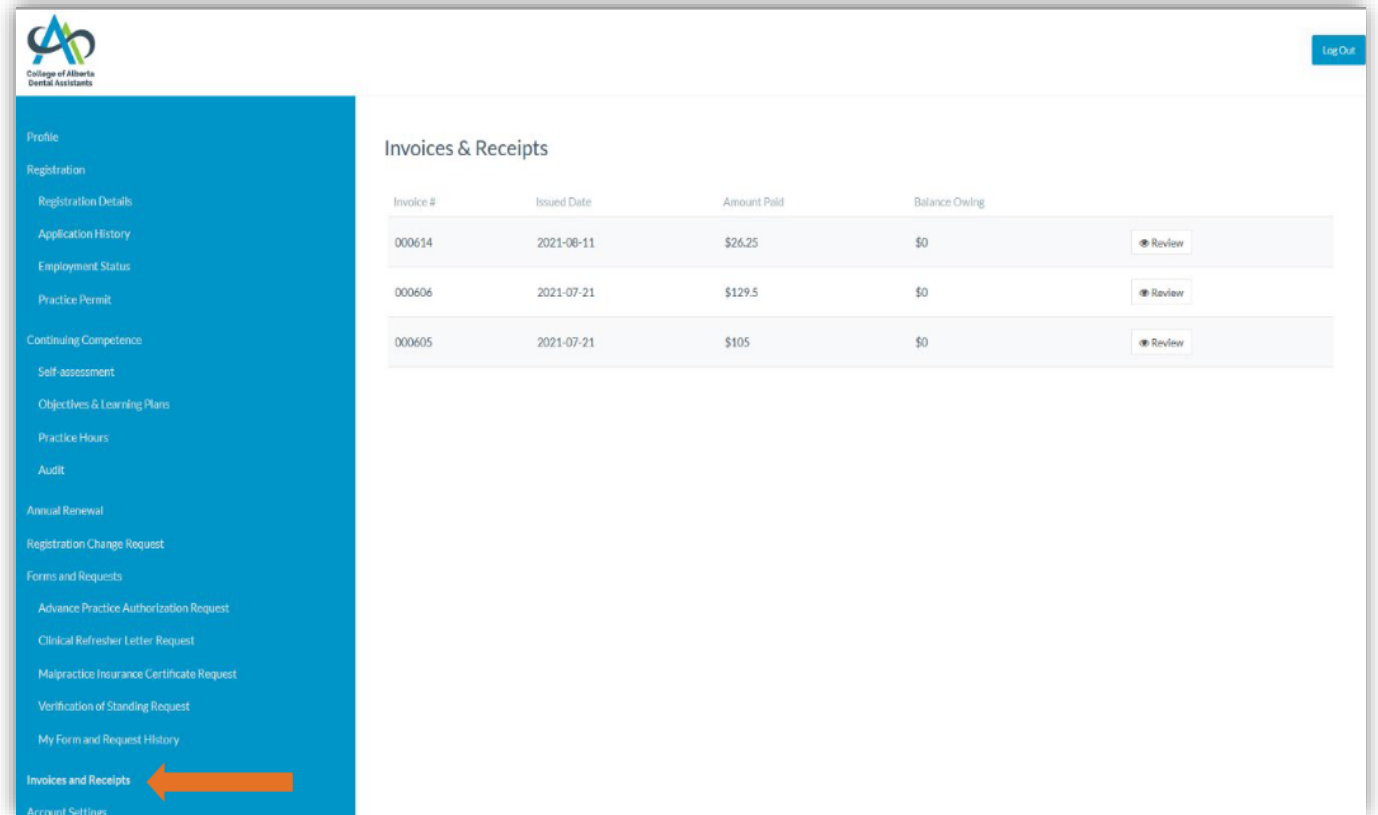
Printing Your Practice Permit

1. click on Practice Permit on the main menu in your CADA Portal
2. click Download Practice Permit
3. send it to your printer






Printing Your Receipt

1. click on Invoices and Receipts in the menu
2. click on “Review” to open the receipt
3. click on the print icon



The screenshot displays the web portal for the College of Alberta Dental Assistants. On the left is a blue sidebar menu with various options. The 'Invoices and Receipts' option is highlighted with an orange arrow. The main content area on the right is titled 'Invoices & Receipts' and contains a table with three rows of invoice data. Each row has a 'Review' button with a printer icon. A 'Log Out' button is located in the top right corner.

Invoice #	Issued Date	Amount Paid	Balance Owning	
000614	2021-06-11	\$26.25	\$0	
000606	2021-07-21	\$129.5	\$0	
000605	2021-07-21	\$105	\$0	



**College of Alberta
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Regulatory Compliance Team

Tami Brodie-Bartko

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ccp@abrda.ca

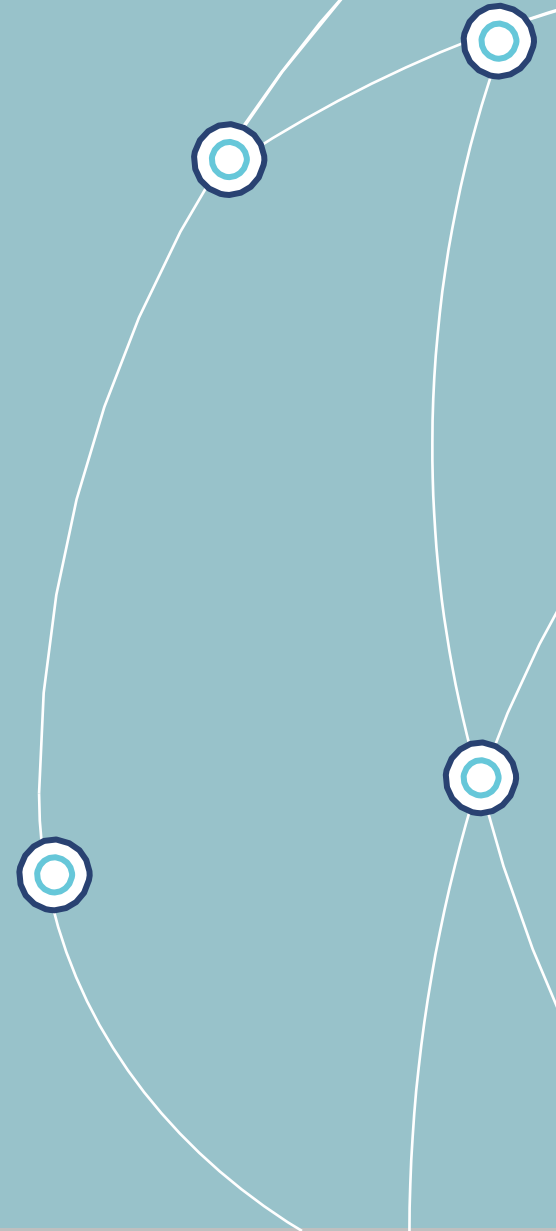
**What questions do
you have for us?**



What is Professional Liability Insurance and Why do I need it?

Zachary Cranny, Practice Leader,
PROLINK

September 26, 2024



Today's Agenda

1. Professional Liability Risks
2. Claims Management
3. About PROLINK



Professional Liability Risks

What are the biggest risks
for Dental Assistants?

Professional Liability Insurance: What is it?

- Defends you from allegations of **errors, omissions, or negligence** committed within your authorized practice as a Dental Assistant;
- Protects you **EVEN** IF the claims made against you are frivolous;
- Covers your **financial damages**, including:
 - Legal fees incurred to hire legal defense counsel;
 - Administrative costs;
 - Court settlements;
 - Damages awarded to third parties;
 - And more!



Professional Liability Insurance: Why do you need it?



- Patients are **unpredictable**. You can be sued just because a patient is dissatisfied.
- Society is becoming more **litigious**, and lawyers will **aggressively** pursue damages for their clients.
- Even if you're not guilty, you **still** have to defend. And lawsuits are **costly**. (avg. of \$13,000 simply to respond with statement of defense)
- **Everyone makes mistakes**—even experts.
- A **Dentists policy** is under no obligation to respond to a claim launched against an **Assistant!**



So what does my policy cover?

- \$2,000,000 per claim limit with a \$3,000,000 Aggregate
- Unlimited legal expenses covered for defense
- No deductible applied to legal defense costs incurred
- Up to \$15,000 for disciplinary action expenses



CASE STUDY #1

Sometimes, patients can misunderstand.

- You have a book on tape playing while performing a service.
- The patient feels uncomfortable with the book but doesn't mention anything.
- The patient thinks more about it afterwards and thinks you are trying to insinuate something.
- Now they have launched a complaint with the college and you're facing an investigation including legal fees and a potential settlement.

CASE STUDY #2

Lawyers will name everyone involved.

- You are completing a patient care service.
- During the treatment, the patient quickly turns their head and receives a laceration on their tongue.
- The dentist puts in a stitch to stop the bleeding and carries on with the rest of the appointment
- The patient sues, alleging that they have lost time working and incurred further medical expenses because of the laceration.
- As the dental assistant, you are named in the lawsuit in addition to the dentist.
- What happens now?





Claims Management

How to avoid going from bad
to worse in a crisis.

When is it a claim?

When in doubt, report any incident that you think could give rise to a claim to **PROLINK** in a timely manner.

Delayed reporting or failure to report can result in denial of coverage.



Treat it as a claim if you:

- Receive **a statement of claim or notice** from the plaintiff's lawyer;
- Receive **threatening verbal or written comments** from another party regarding a lawsuit;
- **Made an error** that may reasonably give rise to a future claim.

What should I do in the event of a claim?



DO:

- Only state **objective facts** to the claimant;
- **Notify PROLINK immediately** to receive claims advice;
- Pull together and secure all **relevant documentation** on the file.

The sooner you report, the sooner you can:

- Minimize the potential loss;
- Minimize adverse publicity;
- Resolve the situation.

DON'T:

- **Admit liability or fault** to the claimant;
- Make any **written or verbal statements** to any involved or third parties;
- Attempt to **negotiate, compensate** the claimant, or independently **settle**;
- **Amend or change** any previous documents;
- Seek your own **legal counsel** before notifying your Insurer—your legal fees may not be reimbursed.
- **Delay** reporting to PROLINK.

Taking such actions **could interfere with your insurer's ability to manage the claim** and jeopardize your access to insurance coverage.

The Lifecycle of a Claim

1. Notification

When you report a claim to Trisura, a claims specialist will reach out within 24 hours.

2. Exploration

Trisura will help you gather the relevant documents, discuss an initial plan of action, and if needed, retain the right legal counsel for your needs.

3. Filing

Once counsel is retained, they will work with you to file a Statement of Defence, or any other legal documents required.

4. Discovery

After all involved parties have filed pleadings, they will exchange any relevant evidence.

5. Mediation

An independent mediator will work with all parties to try and resolve the dispute. Many claims are settled at this stage.

6. Trial

Claims going all the way to trial are possible but rare. If that's the case, your claim could take years to finally resolve.





About PROLINK

Canada's Insurance
Connection.

Who is PROLINK?

We can connect you to the right coverage, from the right insurance company, at the right price.



- We're a national, independent, insurance brokerage.
- We offer tailor-made insurance solutions.
- We've been serving Dental Assistants for more than a decade.

Our advantage?

- We have the network, market power, and influence to negotiate unparalleled savings for your unique needs.
- With access to over 30 insurers and over 40 years of experience, we've seen insurance from every angle.
- We'll leverage our relationships and reputation to be a valuable advocate for you in claims situations.

Questions?

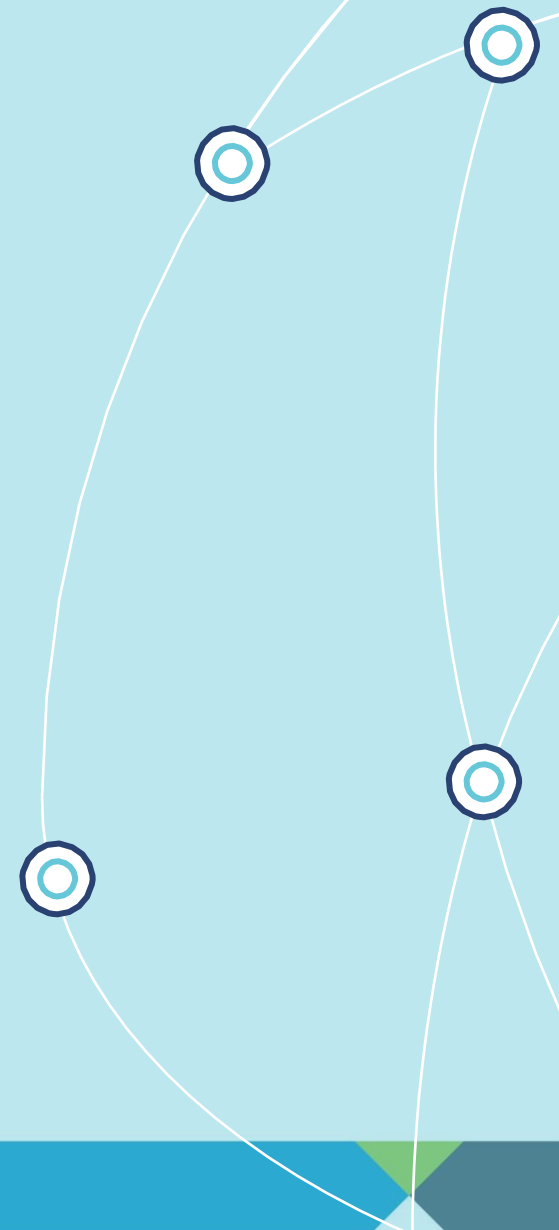
Zachary Cranny

Practice Leader

T: 647 660 2970

E: ZacharyC@prolink.insure

VISIT: <https://prolink.insure/associations/rdaa/>





**College of Alberta
Dental Assistants**

Enhancements to the CCP Area of the CADA Portal

Learning Objectives

New CCP Objective

Plan year: Enter the year you intend to complete this Learning Objective. Learning Objectives must be completed between December 1 and November 30 of the same Registration Year. *

2024

Competency Number: Enter the 3-digit Competency Number related to your Learning Objective. You can find Competency numbers in the [Competency Profile](#). *

Learning Objective: ASSESS your dental assisting knowledge and abilities. Tell us about your goal. What do you plan to learn? *

Why is this learning important? *

Learning Activity: ACHIEVE your goal by completing Learning Activities. Select the main way you plan to learn. *

Status: Select the status of this Learning Objective. *

Select...

Select...

Result Statements

Status: Select the status of this Learning Objective. *

Completed



Completion Date: Enter the date you completed the Learning Objective.
Completed Learning Objectives cannot be carried forward into the next Plan Year. *

YYYY-MM-DD



Verification of Learning: Select how you will show you completed your Learning Objectives. *

Select...



Results Statement: ANALYZE the outcome of your learning to confirm you met your learning needs. Tell us how the learning impacted or enhanced your dental assisting practice. What can you do because of completing this Learning Objective? *

Explain and or provide an example of how completing this Learning Objective improved your patient's oral health care experience or your dental assisting practice. *



**What questions do
you have for us?**





College of Alberta
Dental Assistants

Competency Profile Review 2024

Teresa Bateman

- Principal Director, Callidus Arte Solutions Ltd.
 - 35 years as a health professional
 - Over 23 years experience in regulation, continuing competence, professional practice, competence development
 - Led and managed CCP and Competencies for over 18 years
 - Competency Profile development in Alberta, across Canada

History of Competency Profile

- 2003 – Competency Profile for Alberta Dental Assistants
- 2008 – Update to Competency Profile
- 2009 – Continuing Competence Program launched
- 2017 – Update to Competency Profile
- 2024....

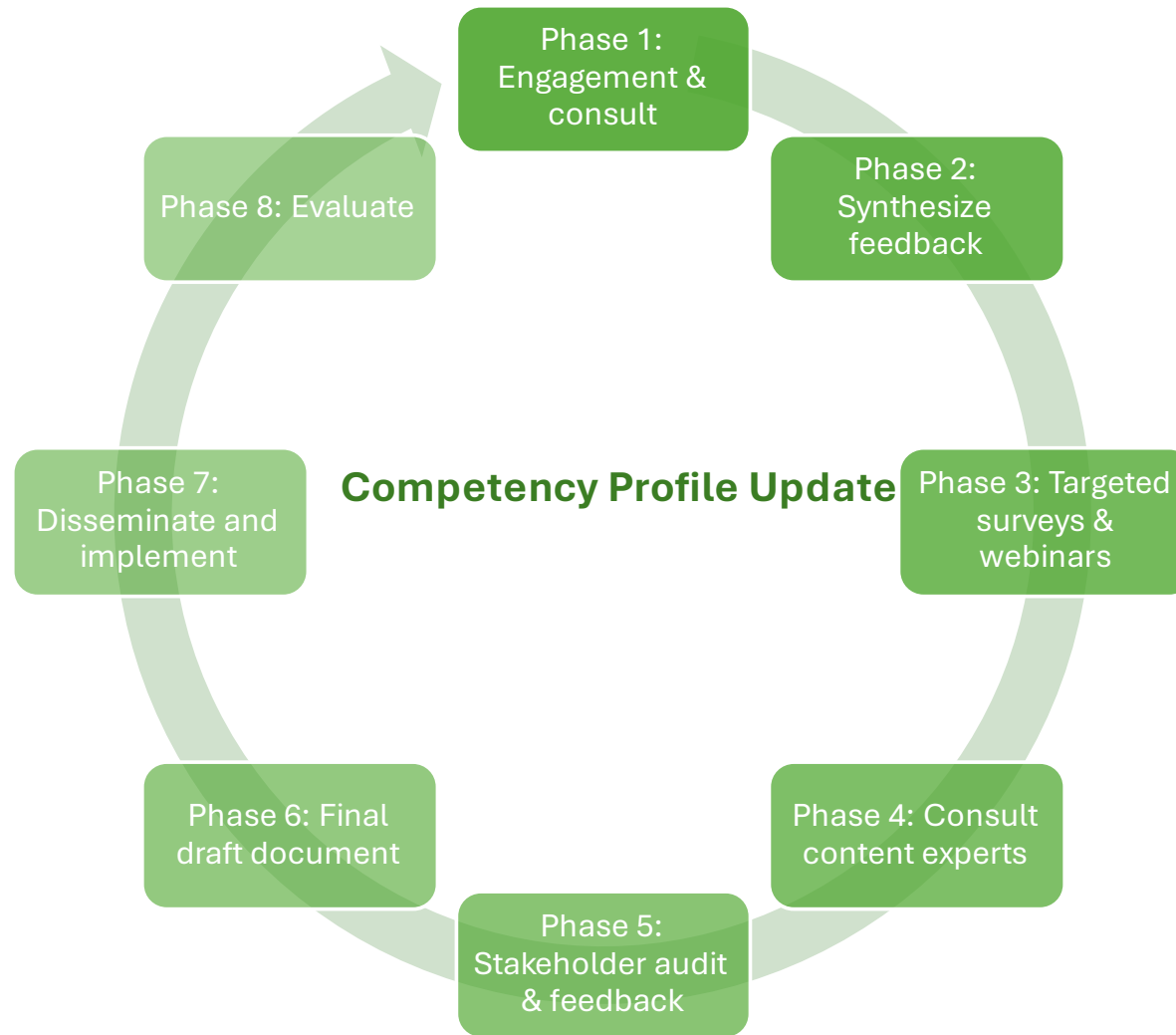
Background

Continuing Competence Program Review 2023-

- Identified the need to update the Profile:
 - 44% of registrants struggle to find learning objectives in the Competency Profile
 - Due to competencies not being explicit enough
 - Lack of understanding of Competency Profile
 - Not taking time to consider competencies (40% complete in under 31 minutes)

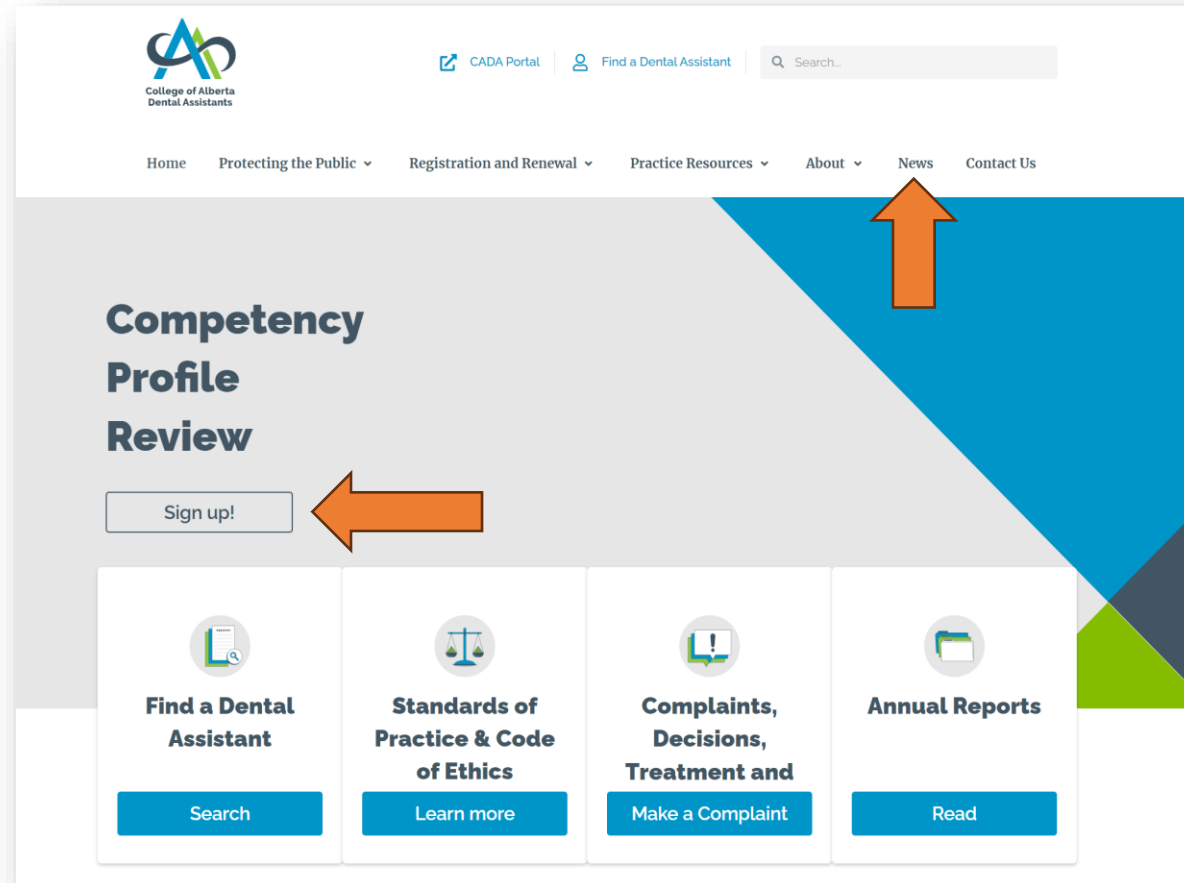
Value of the Competency Profile:

- Outlines the knowledge, skills, attitudes, and judgments of a practicing professional dental assistant
 - guides entry to practice education
 - identifies areas of practice within the profession
- Provides a base for assessing ongoing competence as part of the Continuing Competence Program
- Enables regulatory oversight
- Protects registrants when practicing within competencies



Tarnowski, Bateman, Stanger, Phillips. (2017)

Access to Focus Group Sign Up



To sign up

1. go to our website abrda.ca
2. click on Sign up! under Competency Profile Review
Or
3. click on News and find Competency Profile Review Article

HOPE TO SEE YOU THERE!

Lethbridge: October 8th - 5 to 9 pm

Calgary: October 9th - 5 to 9 pm

Red Deer: October 24th - 5 to 9 pm

Edmonton: October 29th - 5 to 9 pm



Taking Part is a WIN - WIN



**What questions do
you have for us?**





**College of Alberta
Dental Assistants**

Thank YOU for attending

Watch your Inbox for future College Connect sessions!