

NEWFOUNDLAND & LABRADOR DENTAL BOARD



OFFICE OF THE REGISTRAR

June 29, 2012

The Honourable Susan Sullivan
Minister of Health & Community Services
Government of Newfoundland & Labrador
P.O. Box 8700, West Block, Confederation Building
St. John's, NL A1B 4J6

Dear Honourable Minister Sullivan:

Please find enclosed a 2012 Annual Report of the Newfoundland and Labrador Dental Board and a copy of the 2011 Financial Statements.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul O'Brien".

Paul O'Brien, D.D.S.
Secretary - Registrar

NEWFOUNDLAND & LABRADOR DENTAL BOARD REPORT

Dr. Paul O'Brien, Secretary - Registrar

Board Meetings:

Since last report the Board meetings were held June 15, 2011, December 7, 2011 and March 21, 2012.

Dental Board Membership:

Dr. Glen Crane	Chair - Dentist
Dr. Harry Simms	Vice Chair - Dentist
Dr. Gary Butler	Dentist
Dr. Tony Bloom	Dentist
Dr. Sneha Abhyankar	Dentist
Mrs. Paula Parsons	Level II Dental Assistant
Ms. Cindy Holden	Dental Hygienist
Mr. Craig Finch	Dental Technician
Mrs. Bessie Merrigan	Public Representative
Mrs. Joan Lamswood	Public Representative

The election for two positions for a three year term was held on January 20, 2012. Dr. Glen Crane and Dr. Sneha Abhyankar were re-elected. It was a very successful election with 6 candidates nominated. The voting response was over 60%. We thank all of those who put their names forward for the election and to all of you who made the effort to vote.

On a separate matter, the Board would like to thank Mrs. Paula Parsons who has served as Chair since 2005 and has proven invaluable to the overall performance of the Board. As well, I personally would like to thank all Board and Committee members for their wisdom, effort, and patients as they pursue the undertakings of the Board.

Statistics of January 2011

General Dentists	165
Specialists	18
Dental Hygienists	167
Level II Assistants	160
Dental Technicians	30

Statistics of January 2012

166
19
180
162
31

Grants

Commission on Dental Accreditation of Canada	\$7,138.68
Federation of Dental Hygiene Regulators	\$200.00
Canadian Dental Regulatory Authorities Federation	\$925.00
Canadian Dental Assistants Association	\$200.73

Dental Auxiliary Regulations

It has been 2 months since the final draft has been returned to Government. We await its approval.

By – Law # 5 – Discipline

Subsequent to the proclamation of the Dental Act 2008 the mandate of the Board underwent significant change.

Section 10 of the Act provides for the making of by-laws that may be amended or repealed by the Board.

Particularly important are Sections 10 (h) and 10 (j) of the Act which require the Board to address, through by-law, for the provision of rules regarding matters of Ethics, Misconduct and Advertising.

By placing these Rules in By-Law # 5 it is hoped that each Licenceholder will understand that these are Rules and not Guidelines. The failure to adhere to these Rules would be a reasonable cause for disciplinary action.

Subsequently, all previous Board Regulations and Guidelines of a similar nature may be replaced by By-Law No. 5 and one should judge themselves accordingly.

There still remains some disciplinary and investigative timeframes to be set down in conjunction with the discipline process.

New Initiatives

- Quality Assurance Program
- Website
- Booth at Oral Health Convention

Complaints

Review of complaints since the last AGM.

1. Patient complained the dentist tried to remove temporary crown off tooth that did not have one. The tooth was eventually crowned by same dentist but another dentist had to treat endodontically and place new crown. Originally, dentist #1 had done poor repair on another tooth. After completing the investigation the Complaints Authorization Committee (CAC) felt that first dentist may need to be evaluated as to fitness to practice.

On discussions with the dentist no further action was taken as the dentist decided it was time to retire. Should he wish to return the CAC would re-evaluate. The patient was advised of the outcome but was unhappy the CAC had gone this far and felt he was the cause of dentist's dilemma. The CAC had advised that any

cost recovery was between the dentist and the complainant but that it was felt they should come to an agreement.

2. Patient complained the dentist had improperly informed them about the total costs of an implant/crown that was to be provided for their daughter. On investigation the CAC felt the fee for the crown was fair and that the dentist did not overcharge. The dentist, as a public relations effort, has kindly written off the balance.
3. Patient complained they were unhappy with work done on a tooth. Dentist said it was a difficult tooth. Patient also complained they were in the chair a long time and their TMJ hurt. Further, that they had been left for 10 minutes (with a contraption in their mouth) (dental dam). Patient wanted another dentist to take over work at the clinic even though other work had been satisfactory. Patient claims she was advised this was not a policy at the office by one staff member but the opposite by another.

The final straw apparently was when she asked for her records to be transferred to another office and was charged \$10.00 for radiographs and \$10.00 for photocopies.

The dentist gave a somewhat different, though parallel story. The patient was satisfied because of financial considerations to seek an alternative treatment plan that was at best somewhat optimistic. The Committee felt on hearing the response of the dentist that reasonable efforts were made to satisfy the patient under the protocols in place. Unfortunately, on one occasion the patient spoke with a staff member who was unfamiliar with the specific situation. The patient was advised on the issues at hand by the Registrar. The CAC may wish to review these matters for disposition.

4. Patient complained that dentist refused to provide necessary restorative treatment until proper oral hygiene maintenance was initiated. The Registrar advised the patient that the program the services were being provided under was new and that all policies and protocols were not yet established. Patient was advised that once the Adult Dental Program was better evaluated the CAC could comment if it wished.
5. The CAC questioned a practitioner about the fee for an impacted wisdom tooth when procedure was performed on an erupted tooth. The rationale provided was a surgical approach was made on the principle of socket and bone preservation to maximize bone volume as future site of implant.

The CAC must decide if this is a disciplinary matter versus a fee guide matter.

6. Patient complained they were misinformed of the total costs of implants and prosthetics. Clearly, reasonable efforts were made by the surgeon to see that patient understood costs. The dentist responsible for the prosthetics also clearly pointed out their costs. The patient seemed to think that the dentist's quote included the surgeon's fee. The CAC discussed the complaint but warns that patients need to be given as much financial information as possible before undertaking this expensive work.

7. Patient complained they received improper care following the placement of 2 implants in site 3-5/3-7. The surgeon, who placed the implant, referred the patient to their medical doctor for symptom management following significant and an extended period of discomfort. The CAC believed that opinions of 3 Oral Surgeons and an Oral Radiologist indicated that one implant was placed into the canal of the inferior alveolar nerve and the second implant, very close to the nerve, was in all likelihood the cause of parathesia and significant discomfort for the patient.

As a consequent of this investigation the CAC issued a Caution to the practitioner regarding his failure to interpret the Cone Beam CT Scan accurately. A second Caution regarding his interpretation of his two dimensional radiograph in determining the location of implants in relation to the inferior alveolar canal has also been issued.

8. Patient complained that a couple of days after cementation, a crown fell off and was lost. Dentist agreed to replace the crown but patient would have to pay lab fee. The CAC agreed with patient that it wasn't really their responsibility. Dentist covered cost of lab. Case closed.
9. Patient complained that dental office they visited wasn't properly cleaned, in particular the waiting and transfer areas and one operatory. The Registrar visited the office on 2 occasions and made some recommendations though felt overall the office was satisfactory. Patient advised and accepted the outcome.
10. Patient complained they were not given notice in policy change in business practices not controlled by the Board. During last year's mail strike the dental office told patients that they had to pay 100% at the service day. The CAC reviewed the matter but advised patient it did not form an allegation.

NEWFOUNDLAND & LABRADOR DENTAL BOARD
Financial Statements
Year Ended December 31, 2011

NEWFOUNDLAND & LABRADOR DENTAL BOARD
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Year Ended December 31, 2011

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INDEPENDENT AUDITOR'S REPORT

To the Directors of Newfoundland & Labrador Dental Board

I have audited the accompanying financial statements of Newfoundland & Labrador Dental Board, which comprise the balance sheet as at December 31, 2011, and the statements of revenues and expenditures and board surplus and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for private enterprises, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my opinion, the financial statements present fairly, in all material respects, the financial position of Newfoundland & Labrador Dental Board as at December 31, 2011, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for private enterprises.

St. John's, NL
July 3, 2012

Brian Scammell

CHARTERED ACCOUNTANT

NEWFOUNDLAND & LABRADOR DENTAL BOARD

Balance Sheet

December 31, 2011

	2011	2010
ASSETS		
CURRENT		
Cash	\$ 275,611	\$ 261,892
Investments	599,816	563,661
Accounts receivable	10,963	8,005
Prepaid expenses	508	470
	\$ 886,898	\$ 834,028
LIABILITIES		
CURRENT		
Accounts payable	\$ 3,998	\$ 5,679
Deferred income	306,200	293,424
	310,198	299,103
SURPLUS	576,700	534,925
	\$ 886,898	\$ 834,028

ON BEHALF OF THE BOARD

_____ *Director*

_____ *Director*

NEWFOUNDLAND & LABRADOR DENTAL BOARD
Statement of Revenues and Expenditures and Board Surplus
Year Ended December 31, 2011

	2011	2010
REVENUE		
Licensing fees and penalties	\$ 325,759	\$ 300,570
Investment income	16,155	6,840
	341,914	307,410
EXPENDITURES		
Furnishings and renovations	81,827	-
Salaries and wages - secretary	62,112	56,387
Registrar's stipend	40,000	40,000
Rent	26,247	25,698
Office supplies and postage	18,710	14,417
Travel and meeting - out of province	18,358	17,278
Travel and meeting - local	10,398	14,525
Insurance and business taxes	8,128	7,618
Grants	8,108	11,328
Legal fees	5,080	7,274
Professional fees	4,680	4,218
Computer consulting fees	4,186	4,662
Telephone	4,167	3,755
Printing	4,121	-
Equipment rentals	1,957	-
Miscellaneous	1,708	1,030
Interest and bank charges	378	262
	300,139	208,450
EXCESS OF REVENUE OVER EXPENDITURES	41,775	98,960
BOARD SURPLUS - BEGINNING OF YEAR	534,925	435,965
BOARD SURPLUS - END OF YEAR	\$ 576,700	\$ 534,925

NEWFOUNDLAND & LABRADOR DENTAL BOARD**Statement of Cash Flows****Year Ended December 31, 2011**

	2011	2010
OPERATING ACTIVITIES		
Excess of revenue over expenditures	\$ 41,775	\$ 98,960
Changes in non-cash working capital:		
Accounts receivable	(2,958)	1,020
Accounts payable	(1,681)	(10,009)
Deferred income	12,776	22,659
Prepaid expenses	(38)	6,487
Investments	(36,155)	(563,661)
	(28,056)	(543,504)
INCREASE (DECREASE) IN CASH FLOW	13,719	(444,544)
Cash - beginning of year	261,892	706,436
CASH - END OF YEAR	\$ 275,611	\$ 261,892
CASH FLOWS SUPPLEMENTARY INFORMATION		
Interest received	\$ (2,094)	\$ (1,605)
Interest paid	\$ 378	\$ 262

NEWFOUNDLAND & LABRADOR DENTAL BOARD

Notes to Financial Statements

Year Ended December 31, 2011

1. DESCRIPTION OF BUSINESS

The Newfoundland Dental Board (the "Board") operates to protect the public and to administer the licensing of dental professionals in the Province of Newfoundland and Labrador.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Cash and short term investments

The Board considers short term debt securities purchased with a maturity of three months or less to be cash equivalents.

Cash and cash equivalents consist primarily of commercial paper and deposits with an original maturity date of purchase of three months or less. Because of the short term maturity of these investments, their carrying amount approximates fair value.

The financial statements have been prepared in accordance with Canadian generally accepted accounting principles and reflect the following significant accounting policies:

Financial Instruments

Financial assets and liabilities are initially recorded at fair value and their subsequent measurement is dependent on their classification as described below. The classification depends upon the purpose for which the financial assets were acquired or issued, their characteristics and the Board's designation of these financial instruments. Settlement date accounting is used.

Classification

Held for Trading

Held for trading financial assets are typically acquired for resale prior to maturity or designated as held for trading. They are measured at fair value on the balance sheet. Fair value fluctuations including interest earned, interest accrued, gains and losses realized on disposal and unrealized gains and losses are included in investment income.

Financial liabilities designated as held for trading are those non-derivative financial liabilities that the Corporation elects to designate on initial recognition as instruments that it will measure at fair value through other interest expense. These are accounted for in the same manner as held for trading assets. The Board has designated its investments as held for trading.

Held to Maturity

Held to maturity assets are non-derivative financial assets with fixed or determinable payments and a fixed maturity, other than loans and receivables, that an entity has the positive intention and ability to hold to maturity. These assets are measured at amortized cost using the effective interest method. As of December 31, 2011, the Board has not classified any of its financial assets as held to maturity.

Available for Sale

Available for sale financial assets are those non-derivative financial assets that are designated as available for sale, or that are not classified as loans and receivables, held for trading, or held to maturity. Except as mentioned below, available for sale financial assets are carried at fair value with unrealized gains and losses included in accumulated other comprehensive income until realized when the cumulative gain or loss is transferred to other income.

(continues)

NEWFOUNDLAND & LABRADOR DENTAL BOARD

Notes to Financial Statements

Year Ended December 31, 2011

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Available for sale financial assets that do not have quoted market prices in an active market are recorded at cost.

Interest on interest bearing available for sale financial assets is calculated using the effective interest method. The Board has not classified any of its financial assets as available for sale.

Loans and receivables

Loans and receivables are recorded at amortized cost using the effective interest method.

Other liabilities

Other liabilities are recorded at amortized cost using the effective interest method and include all financial liabilities other than derivative instruments.

The Organization has classified its current financial instruments as follows:

Cash and investments	Held for trading
Receivables	Loans and receivables
Accounts payable and wages payable	Other liabilities
Deferred revenue	Other liabilities

Capital assets

Capital asset acquisitions are expensed in the year.

Revenue recognition

Licensing fees and penalties are recognized as earned and when collection is reasonably assured.

Measurement uncertainty

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amount 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 period. Actual results could differ from these estimates.

3. CONTINGENT LIABILITY

The Board has been named as a defendant in a legal claim. Neither the possible outcome nor the amount of loss, if any, can be reasonably estimated as at December 31, 2011. No provision with respect to this claim has been made in these financial statements.

NEWFOUNDLAND & LABRADOR DENTAL BOARD

Notes to Financial Statements

Year Ended December 31, 2011

4. LEASE COMMITMENTS

The Board entered into a lease for office space on September 26, 2011. The approximate annual rent to the end of the lease term is as follows:

	\$
2012	38,367
2013	38,367
2014	39,629
2015	43,415
2016	32,561

5. FUTURE ACCOUNTING CHANGES

The Accounting Standards Board ("AcSB") of the Canadian Institute of Chartered Accountants has issued new accounting standards for the not-for-profit sector. These standards will be effective for fiscal years beginning on or after January 1, 2012. The Board will be reviewing the impact of these new standards on its financial statements.