



Risio Institute for Digital Dental Education
Dental Assistant Distance Delivery Program
Procedures and Policies Manual

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Procedures and Policies Manual
'Delivering Education Your Way'

Welcome, and congratulations on taking the next step to gaining the credentials required for your new career in dental assisting!

As a dedicated professional, you understand the importance of continued education and compliance with regulation in the dental profession.

You have chosen a distance delivery model of learning, which requires a high level of discipline, while still enjoying the dynamics of a consistent 'life' schedule! Your dedication to your learning will assist you in succeeding in an online education environment, while your instructors' commitment to your education will aid in fostering and developing your learning habits. Together, we will partner to develop a successful and skilled dental professional who will contribute to the profession of oral health care.

At any stage in your educational experience where you may require additional assistance, please know that we are here to assist you and we encourage you to take charge of your learning and advise the instructors of your needs. We want to personally thank you for joining our online learning environment, and we want to invite you to join our learning 'team', as we guide you through this experience.

WELCOME, AND ENJOY!

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Mission, Vision and Outcome Statement

Our Mission and Vision

Risio Institute for Digital Dental Education (“**RIDDE**”) offers students Canada-wide an opportunity to access and complete their education in a primarily online environment. The mission of the RIDDE is to educate individuals through the latest technology in interactive distance learning theory modules and state-of-the-art clinical modules. The vision of the RIDDE is to recognize, build, and deliver a program that educates individuals who may not have access to full time education. Through this online education, dental offices across the country have access to enrolling their team with ease, knowing they have consistent support for a high success and completion rate.

Outcomes Statement

When students graduate from Risio Institute for Digital Dental Education (“**RIDDE**”), they can be confident that they have learned and applied the theoretical and clinical knowledge required to become a successful, registered dental assistant in Canada. RIDDE graduates rank high on the NDAEB written examination in all categories, proving their success in the Dental Assistant Distance Delivery blended learning model of education. RIDDE graduates are highly cultured in the dental office setting, because they have maintained their employment throughout the program.

Our Team

CEO- President: Carey-Ann Balkwill- cbalkwill@risiodental.com

COO: Casey Sharp- csharp@risiodental.com

Operations Manager: Jewel Arnold

Student Academic Advisor/Instructional Design: Cathy Johnson

Registrar: Tanya Lewis

Clinical Instructors: Lynette Christensen, Jericho Golany

Patient Care Dentist: Dr. Alexis David

Program Description

Learning Environment and Examinations

ProctorU provides regular updates to their requirements on their website. Please follow this [link](#) for the most up-to-date computer requirements as recommended by [ProctorU](#).

RIDDE follows the information/chapters outlined within the most current Modern Dental Assisting edition textbook, along with the Clinical Practice of the Dental Hygienist. All aspects of each skill are covered in detail as outlined in the textbook, supplemented with online learning modules and activities based on Canadian content. Foundational knowledge is built through each course, concluded by a final exam (delivered through an online software: ProctorU).

Students attend an online new student orientation within the first module of the program to review the Absorb LMS format, including an introduction to online learning & virtual exam-taking. Students have an opportunity to discuss the online learning environment and interact with fellow classmates.

Technical questions for the Absorb LMS can be directed to the Operations Manager. ProctorU online proctoring software questions can be directed to ProctorU's customer support team.

Students must have access to a laptop or desk computer (Chromebooks are not supported) with high-speed internet to ensure that the LMS and ProctorU proctoring software runs effectively. Additional technology considerations are as follows:

- Windows Operating Systems: Windows 10 or later, OR
- Mac: Mac OS 11.0 or later
- Browser: Chrome
- Connectivity: 3 Mbps (3072 Kbps) Upload & Download
 - Mobile hotspots and tethering are discouraged for ProctorU exam writing
- Webcam: 640x480 resolution
- Microphone: All microphones other than those built into headphones are permitted for ProctorU
- Speakers: Built-in or external speakers are required for ProctorU
- RAM Capacity: 8GB
- CPU: ProctorU recommends 4 cores at 2.4ghz
- Monitor Resolution: 1366x768
- Ports: UDP/TCP 80 or UDP/TCP 443
- Microsoft Word for writing essays

Students confirm their identity in the enrollment stage with photo ID. Students create a unique login and password on the Absorb LMS and attendance is tracked by RIDDE. Students confirm their identity on the ProctorU proctoring software for all final examinations, using photo ID. Students are obligated to keep RIDDE information and learning content confidential and secure, including their usernames and passwords for RIDDE's LMS. Students are not permitted to allow alternate individuals access to the online content, nor to complete their lessons or evaluations. Head-coverings worn for religious reasons are permitted during online examinations, although scrub caps and hats are not permitted. RIDDE reserves the right to mandate a live proctor where academic integrity is at question, at their own discretion.

RIDDE is committed to maintaining the privacy of student information in the online environment. Student information is stored separate from the Absorb LMS and is password protected.

Clinical modules supplement the foundational knowledge following the sequence of the online program.

**RIDDE allocates clinical dates for students, which may be adjusted based on attendance numbers at our discretion.*

All students must complete the WHMIS training module and Alberta students must complete the CADA student membership short courses (as outlined in Schedule “A” of this Policy Manual) prior to licensure within Alberta (directives to follow on the Learning Management Software on day #1 of the program).

Module Content and Presentation

Students are expected to take an active part in their learning and in the online environment. Interactive learning activities are provided to the student in a variety of methods to engage the learner and enhance the learning experience. The online learning platform guides the students through the learning process. Students are expected to bring their knowledge and a positive attitude to the online environment for an equal opportunity in learning. Students are expected to be present in their studies for a minimum of 20 hours per week. Attendance is logged and tracked through the RIDDE LMS. A minimum engagement of 3 days per week in the LMS is required.

Online Interactive Learning Activities

Students are expected to follow along in the course learning activities during scheduled timelines on their assigned student calendar. Diverting from the course schedule is not permitted. Learning activities are designed to be cumulative and are built to enhance the learning experience and knowledge of the student.

Term Descriptions

Term 1: 7 Theoretical Component Modules- Students are permitted 3-6 weeks for each module, depending on the extent of learning in the module.

Term 1: 2 Clinical Component Modules- taken at RIDDE in Calgary at scheduled time frames. Students who have completed the necessary theoretical modules are eligible to move forward into the clinical modules for Term 1. The hours of each clinical module are based on the content taught within, and whether it consists of ‘patient care contact hours’. This is a 12-day module in total.

Term 2: 5 Theoretical Component Modules- Students are permitted 4-6 weeks for each module, depending on the extent of learning in the module.

Term 2: 1 Clinical Component Module- taken in Calgary at scheduled time frames. Students who have completed the necessary theoretical modules are eligible to move forward into the clinical module for Term 2. This is a 7-day module in total.

Term 3: A continuous work schedule is mandatory throughout the program. A final in-office Practicum of 120 hours is mandatory upon completion of all theoretical and clinical modules. Term 3 also includes NDAEB prep exams correlating to each module (mandatory completion).

Module Descriptions

RIDDE 101: Intro to the Profession of Dental Assisting

Module 101 is intended to present a synopsis of the dental profession as a whole. It entails the history of the dental profession, the dental team members and how their roles pertain to the overall function of the dental office. Furthermore, dental and medical terminology are studied to provide learners with the basic foundation for future courses in the Program.

RIDDE 102: Microbiology and Infection Prevention and Control

Module 102 is designed to teach the students the necessity of the health and safety of fellow classmates and patients through acquired knowledge in 'Infection Prevention & Control', elements of 'Occupational Health and Safety', and microbiology in a dental office setting. The College of Dental Surgeons of Alberta (CDSA) guidelines are the primary focus within this module.

RIDDE 103-1-1: Sciences in Dentistry Unit 1

Module 103 Part 1, Unit 1 introduces students to foundational sciences in dentistry. Anatomy and physiology are featured in this unit, along with oral development processes.

RIDDE 103-1-2: Sciences in Dentistry Unit 2

Module 103 Part 1, Unit 2 continues with foundational sciences in dentistry. This module focuses on oral and facial landmarks, overview of dentitions and morphology of teeth.

RIDDE 103-2-1: Foundations of Clinical Dental Assisting Unit 1

Module 103 Part 2, Unit 1 takes the student through various stages of the role of the Registered Dental Assistant; including an overview of the dental office, delivering dental care, dental hand instruments and handpieces and accessories.

RIDDE 103-2-2: Foundations of Clinical Dental Assisting Unit 2

Module 103 Part 2, Unit 2 covers moisture control which includes suctioning skills and dental dams. In this module, students are further taught about dental anesthesia & pain control.

RIDDE 104: Vital Signs and Patient Assessment

Module 104 prepares the student for the necessity of and the skill in determining patient vital signs, which is an integral component of patient care, assessment, and the importance of keeping accurate patient records.

RIDDE 105: Emergencies in the Dental Office And OH&S

CPR is a mandatory component prior to the clinical modules. Students may obtain a valid CPR certification either independently or through their sponsored dental office.

Module 105 takes the student through various medical emergency scenarios to prepare them for the unexpected in a dental setting and how to effectively handle it. This module also looks at pharmacology principles and the management of patients who present with special needs or are medically compromised.

RIDDE 106-1: Oral Health and Preventive Dentistry Unit 1

Module 106-1 teaches the student about caries control and the prevention and treatment of dental disease, along with the *Impact of Oral Public Health, Dental Caries, Periodontal Disease and Dental Sealants*. Students are shown how to effectively teach good oral home care along with in-office preventive patient procedures.

RIDDE 106-2: Oral Health and Preventive Dentistry Unit 2

Module 106-2 continues with the prevention and treatment of dental disease and teaches the student about *Periodontal Probing and PSR Measurements, Coronal Polishing, Nutrition and Oral Pathology*. Students are taught about the effects of a patient's nutrition on their overall oral health along with in-office preventive patient procedures and oral pathology.

RIDDE 107: Digital Radiography

Module 107 exposes the student to the latest technology in digital radiography. Students begin with learning the history, foundation and physics of dental radiography through didactic online methods. Clinical Course RIDDE-109 follows this theory-based course, exposing the learner to positioning and techniques on mannikins and eventually live patient exposure.

RIDDE 108: Clinical Dental Assisting Part 1

The first of the Clinical on-site Modules, Module 108 takes the student through hands-on techniques and evaluation of chairside assisting. Clinical sessions take place at Risio Institute in Calgary, AB.

RIDDE 109: Clinical Digital Radiography

Module 109 takes the student through hands-on techniques and evaluation of dental radiography. Digital radiography theory is taught in the online environment first in Module 107, leading into the clinical practice of radiographic exposure in Module 109. Students learn and practice the skill of exposing digital radiographs on a mannikin, followed by a supervised self-assessment before proceeding to live patient exposures. Clinical sessions take place at Risio Institute in Calgary, AB.

RIDDE-201-1: The Art of Restorative Dentistry Part 1

Module 201-1 takes the student into a unique area of the dental field which some consider to be 'the art of dentistry'. Students learn the theory behind restorative dentistry, commonly used materials, protocols and the specifics of what makes this area the 'art of dentistry'. This module includes *Restorative and Esthetic Dental Materials, Dental Liners, Bases and Bonding Systems and Dental Cements*.

RIDDE-201-2: The Art of Restorative Dentistry Part 2

Module 201-2 continues in this unique area of the 'art of dentistry'. This module includes *General Dentistry, Matrix Systems for Restorative Dentistry, Fixed Prosthodontics and Provisional Coverage*.

RIDDE-202: Laboratory Procedures

Module 202 provides the student with the basic foundation of laboratory materials and procedures, along with didactic knowledge of digital scanning devices commonly used in the dental industry. Term 2 Clinical Course (RIDDE-206) exposes students to the digital scanner in the clinic using student partners, obtaining preliminary impressions and laboratory duties such as model pouring, trimming and fabrication of whitening trays.

RIDDE- 203-1: Specialties and Dentistry Part 1

Module 203-1 provides the student with a broad overview of the industry-specific dental specialties. This module teaches the student about the depth of knowledge and additional training required for many of the dental specialties, including the requirements for referrals to the said specialty. This module includes *Removable Prosthodontics, Dental Implants and Endodontics*.

RIDDE- 203-2: Specialties and Dentistry Part 2

Module 203-2 continues with a broad overview of the industry-specific dental specialties. This module teaches the student about the depth of knowledge and additional training required for many of the dental specialties, including the requirements for referrals to the said specialty. This module includes *Oral and Maxillofacial Surgery, Pediatric Dentistry and Orthodontics*.

RIDDE- 204: Dental Health & the Community

Module 204 teaches the student about the overall, encompassing profession of dental assisting, our involvement in the community and the impact that this involvement has on the community. Through a learning activity, students must complete one community engagement with confirmation from the sponsoring dental office that this has been completed within the parameters outlined by the Program (rubric provided).

RIDDE- 205: Dental Reception

Module 205 touches on the main aspect of Dental Reception and the overall front-line/back-line of a dental office. Students learn the foundational knowledge of dental reception including insurance, financial management, communication in the dental office and the dental software program.

RIDDE-206: Clinical Dental Assisting Part 2

The final clinical on-site module, RIDDE-206, engages the learner in the remaining hands-on skills and evaluation of dental chairside assisting. Clinical sessions take place at Risio Institute in Calgary, AB.

RIDDE 301: Practicum Placement & Application of Skills

Practicum placement for 120 hours in the dental clinic that has sponsored the student. Throughout this period of time, students are required to complete the mandatory NDAEB practice examinations hosted on the LMS. The preparation exams are also available to the students throughout RIDDE-301 (and leading up the national exam), to better prepare them for the national exam.

Program Learning Outcomes

1. Ethical and Legal Practice: Demonstrate adherence to current provincial regulations, professional codes of ethics, and legal responsibilities in all aspects of dental assisting practice.
2. Dental Sciences: Describe the anatomy, development, disease processes, and biomedical factors that form the scientific foundation of oral health and dental care.
3. Clinical Support Procedures: Describe and demonstrate principles of infection prevention, workplace safety, and dental team ergonomics to support asepsis, injury prevention, and efficient delivery of patient care.
4. Patient Records: Accurately collect, document, and maintain patient information and treatment records using manual and digital systems, ensuring confidentiality and data integrity.
5. Patient Care Procedures: Provide patient care and apply the theoretical knowledge underlying each

procedure while ensuring patient comfort and safety.

6. Practice Management Procedures: Support the efficient operation of a dental practice through effective scheduling, inventory control, financial transaction handling, and communication with patients and the dental team.
7. Preventive Procedures: Deliver patient education and preventive services, including oral hygiene instruction, dietary counselling, and application of preventive agents, to promote optimal oral health.

Each student enrolled in the program is expected to be employed in a dental office for a minimum of 14 hours per week. Students must be working in a dental office for a minimum of 3-months prior to the start date of the program.

Students will complete their final 120-hour (3 week) practicum at this same office, unless they work in a specialty office, in which their final practicum must be completed at a general dental office.

*Students are not eligible to practice any intra-oral clinical skills in their sponsoring dental office until they have been deemed successful through evaluation in the Clinical Modules (Term 1 and Term 2). All skills must be practiced under direct supervision. Students/Sponsoring Dentists must adhere to this policy for students to remain covered under RIDDE's student liability insurance while enrolled in the program.

***AB** students must apply to CADA for *Provisional Licensing* following the Term 1 clinical module if practicing the Term 1 clinical skills in their dental offices for the second half of the program.

*Students who have completed the practicum portion of the program and have been deemed graduates of RIDDE are now eligible for registration of the NDAEB examination and must follow the directives with their respective provincial regulator regarding registration or provisional/temporary registration. Professional liability insurance no longer falls under RIDDE once a student graduates from the program.

Clinical Modules

The Clinical Modules are delivered at Risio Institute in Calgary, Alberta. Patient Management at RIDDE follows the same protocols that are followed in all Alberta dental practices, as per government regulation, daily. All health and safety protocols are managed and are adhered to daily. Set hours are outlined in advance of the module, and students are provided with a clinical manual online, which is printed for the on-site module. Evaluation criteria are outlined in the course syllabi, so that students can review prior to the module.

All digital technology is fully utilized in each clinical module.

Students will engage in the reprocessing of instruments in the clinical modules and will be actively engaged in the sterilization bay, with instruction, throughout the clinical modules.

Students must bring their own (uniform) scrubs, runners and safety glasses. Students must follow the clinical uniform policies as outlined in the clinical manual provided prior to the module.

A changeroom with lockers and a lunchroom is provided for students in the clinical setting.

*Clinical course syllabi and the clinical manual contain additional details.

Current CADA (Alberta)- authorized, entry-to-practice intraoral skills:

- dental radiographs* (RAD)
- impressions (IMP)
- dental dam (DD)
- selective coronal polishing and anti-cariogenic agents (PF)
- pit and fissure sealants (PIT)
- desensitizing agents (DES)
- matrices and wedges (MW)
- topical anesthetic (TA)
- suture removal (SUT)
- bases and liners (BL)

Current CADA (Alberta)- authorized, advanced intraoral skills taught in Term 2 Clinical Module:

- provisional coverage and restorations (includes placement and removal of gingival retraction cord) (PCR)

Timetable and Course Delivery Schedule

Course Number	Course Name	Length
RIDDE-101	Term 1: Module 1: Intro to the Profession of Dental Assisting	3 wks
RIDDE-102	Term 1: Module 2: Microbiology and Infection Prevention and Control	6 wks
RIDDE-103-1-1	Term 1: Module 3- Part 1: Unit 1- Sciences in Dentistry	6 wks
RIDDE-103-1-2	Term 1: Module 3- Part 1: Unit 2- Sciences in Dentistry	5 wks
RIDDE-103-2-1	Term 1: Module 3- Part 2: Unit 1- Foundations of Clinical Dental Assisting	3 wks
RIDDE-103-2-2	Term 1: Module 3- Part 2: Unit 2- Foundations of Clinical Dental Assisting	3 wks
RIDDE-104	Term 1: Module 4: Vital Signs and Patient Assessment	3 wks
RIDDE-105	Term 1: Module 5: Emergencies in the Dental Office and OH&S	5 wks
RIDDE-106-1	Term 1: Module 6: Unit 1- Oral Health and Preventive Dentistry	4 wks
RIDDE-106-2	Term 1: Module 6: Unit 2- Oral Health and Preventive Dentistry	4 wks
50% completion of the program (RIDDE-107 week 1)		
RIDDE-107	Term 1: Module 7: Digital Radiography	6 wks
RIDDE-108	Term 1: Module 8: <u>Clinical</u> Dental Assisting Part 1	12 days
RIDDE-109	Term 1: Module 9: <u>Clinical</u> Digital Radiography	
RIDDE-201-1	Term 2: Module 10: Unit 1- The Art of Restorative Dentistry	6 wks
RIDDE-201-2	Term 2: Module 10: Unit 2- The Art of Restorative Dentistry	4 wks
RIDDE-202	Term 2: Module 11: Laboratory Procedures	4 wks
RIDDE-203-1	Term 2: Module 12: Unit 1- Specialties and Dentistry	5 wks
RIDDE-203-2	Term 2: Module 12: Unit 2- Specialties and Dentistry	5 wks
RIDDE-204	Term 2: Module 13: Dental Health & the Community	4 wks
RIDDE-205	Term 2: Module 14: Dental Reception	4 wks
RIDDE-206	Term 2: Module 15: <u>Clinical</u> Dental Assisting Part 2	7 days
RIDDE-301	Term 3: Practicum Placement	120 hours

Approximately 21-months to complete. The minimum length that a student can complete the Term 1 theory modules is 34 weeks and the minimum length that a student can complete the Term 2 theory modules is 26 weeks. Clinical modules cannot be shortened and students who are ahead of schedule in the program will be placed into earlier clinical modules as space permits. Practicum hours cannot be shortened. Accelerating is assessed on a case-by-case basis.

RIDDE maintains the highest level of student interaction through their ratios of 5 students to 1 (or more) instructor in the clinical modules at all times. Depending on the skill and evaluation, the ratio may be one-on-one with the student/instructor. Patient Care Clinics will consist of smaller ratios.

The online platform consists of one Student Academic Advisor (with additional Student Academic Advisors based on demand in the program), with optional tutoring sessions available to students at flexible time frames each week. Additional tutoring may be requested by the student.

Updated versions of this policy manual are placed onto the student's Learning Management System (LMS) for transparency.

Admissions Policy

Policy Number:	0001
Policy Title:	Admissions Policy
Approved By:	President- Carey-Ann Balkwill
Approval Date:	August 3, 2021
Effective Date:	August 3, 2021
Review Date:	April 14, 2026
Next Review Date:	January 1, 2027

Policy Statement

RIDDE admits qualified applicants in a consistent manner according to the admissions requirements set out below.

Purpose of the Admissions Policy

To identify the students who are most likely to succeed in their studies throughout the theoretical and clinical portion of the program.

Scope of the Admissions Policy

The policy applies to all applicants of the Dental Assistant Distance Delivery Program (the “**Program**”).

Procedure

Guiding Principles

Eligibility for admission is based on satisfying citizenship, immigration, age, and academic requirements.

Applicants must provide all required documentation proving that they meet the entry requirements.

Offers of admission may be rescinded if any aspect of the application or submitted documentation is deemed to have been falsified.

RIDDE reserves the right to waive admission requirements under special circumstances.

RIDDE reserves the right to deny admission.

Applicants must be deemed qualified to be admitted into a program.

The institution will collect the students records to show they have met the admission requirements before being asked to sign the Alberta Enrollment Contract. Applicants must complete an interview with the institution to determine their suitability for the program.

General Admission

1. To be admitted to RIDDE applicants must qualify as a domestic student. A domestic student is an applicant who is in possession of documentation confirming their legal status as a Canadian citizen, a permanent resident, a convention refugee or with diplomatic status.

2. All applicants must have an Alberta high school diploma, verified by transcript, or a non-Alberta Canadian equivalent, verified by transcript, or a CAEC (formerly GED). *Manitoba applicants MUST have a high school diploma to gain entrance.
3. All applicants must have completed Grade 12 English with a final grade of 60%.
4. All applicants must complete a virtual interview with the admissions team.
5. All applicants must be employed in a dental practice (for a minimum of 3 months).

Mature Admission

An applicant may apply as a mature-status student if the applicant does not otherwise qualify for general admission but demonstrates a combination of education and work experience that indicates the ability to be successful in the program. In addition, an applicant must be at least 18 years of age on the first day of the term and must have been out of the secondary school system for at least one year to qualify as a mature student. An applicant that qualifies as a mature student is required to successfully complete a 2-part entrance test prior to enrollment.

1. *Wonderlic Basic Skills Assessment Test* (quantitative) to assess basic skills. Minimum score 294.
2. *Duolingo English Assessment Test* to assess sufficient English language proficiency to succeed in the program. Minimum score must be 100 to meet Grade 12 English requirements.

English Language Learners: All applicants under general or mature admission must demonstrate sufficient English Language proficiency to succeed in the program. To demonstrate this, applicants applying with their high school transcript must display a Grade 12 English course with a minimum grade of 60%, **OR** applicants must complete the Duolingo English language assessment exam.

International Admission:

To apply to our Dental Assisting Program as an international applicant, you must:

- Be eligible to apply for a Canadian study permit
- Reside in Alberta, Canada, while completing the program
- Be able to work in an Alberta dental clinic a minimum of 14 hours per week (once authorized)
- Be prepared to secure a dental office placement to complete work-integrated learning

Assessment of International Academic Credentials:

International applicants must submit official academic transcripts along with an Educational Credential Assessment (ECA) completed by **World Education Services (WES)**. The ECA is used to determine equivalency to Canadian educational standards and confirm that the applicant meets the academic admission requirements for the program.

<https://www.wes.org/evaluations-and-fees/education/risio-institute-credential-evaluation-requirements/>

International applicants may meet the academic admission requirements through one of the following pathways:

General Admission Pathway

Applicants must provide an ECA demonstrating equivalency to a Canadian Grade 12 education, including a minimum grade equivalency of 60% in English.

Mature Admission Pathway

Applicants who do not meet the academic requirements or who do not provide an ECA may apply under the Mature Admission pathway. Mature applicants must successfully complete the Institute's online entrance assessment as outlined in the Mature Admission requirements

Re-Admission

1. Students who have had their contract terminated or who have withdrawn from the program may apply for re-admission to the program. A non-refundable re-application fee of \$300.00 is required at the time of the re-admission application submission. The re-application fee may be waived at the Registrar's discretion.
2. All admission criteria apply to the re-admission process at the time of re-application.
3. Re-admission Prerequisite: returning RIDDE students are required secure their Work Integrated Learning contract and be working (minimum of 14-hours per week) prior to re-admission. The length of time is reviewed on a case-by-case basis.

Documents Required

1. Official transcripts or formal academic assessments may be emailed or mailed to RIDDE's Registrar from the provider. Applicants who have completed at least one year at a recognized institution may be reviewed for admission on the basis of their post-secondary studies without consideration of high school completion.
2. Applicants must submit one of the following for proof of citizenship: Canadian Passport or Birth Certificate (along with Drivers License showing photo ID). Permanent Residents must submit their PR card. Refugees must submit their Refugee Protection Claimant Document or Notice of Decision from the Immigration and Refugee Board. International applicants must submit proof study permit.
3. Successful applicants are required to sign and submit an *Immunization Attestation* confirming that they have either obtained the *Recommended Immunizations* as set out in Schedule "B" of this Policy Manual, or that they are aware of the College of Dental Surgeons of Alberta (CDSA) recommendations and understand the risks of not obtaining the vaccinations. The deadline for submission is prior to the program start date.
4. Successful applicants are required to submit a *Criminal Record Check* prior to day one of the program.
5. Successful applicants are required to submit proof of *CPR- Level C* completion as set out in Schedule "A" of this Policy Manual. The deadline for submission is one month prior to attending the Term 1 clinical module to allow for flexibility with dental office-led CPR dates.

Application and Admission Process

1. Applicants submit the initial online application, accessed through RIDDE's website at risiodental.com.
2. If an applicant is applying as a 'mature student', the Registrar sends the *Mature Student* assessment links

to the applicant to complete the assessment tests.

3. The Registrar requests an interview with the applicant to determine their suitability for the program.
4. Once the Registrar has approved an applicant's eligibility to the program the 'Risio Institute Program Procedures & Policies Manual' is sent to the applicant for review. The 'Work Integrated Learning Form' and the 'Sponsoring Dentist and Practicum Manual' is also sent to the applicant.
5. Applicants are required to submit the completed 'Work-Integrated Learning Form' (signed by themselves and their sponsoring dentist) showing that they are employed at a dental office for a minimum of 14 hours per week while enrolled in the program. Students must be working in a dental office for a minimum of 3 months prior to the start date of the program (may be waived for re-admission purposes).
6. The Registrar sends the 'Alberta Advanced Education Enrollment Contract' to the student for review. This must be signed by the applicant, a witness and a RIDDE representative. An Enrollment Offer Letter is then sent to the applicant.
7. Applicants are then directed to submit payment of \$300.00 CAD tuition deposit to secure their spot in the program.
8. Applicants must submit all remaining documentation due, as set out in the Documents Required section of this Policy and pay all tuition and other fees in accordance with the requirements of the Tuition, Fees and Refund Policy.

Tuition, Fees and Refund Policy

Policy Number:	0002
Policy Title:	Tuition, Fees and Refund Policy
Approved By:	President- Carey-Ann Balkwill
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	April 14, 2026
Next Review Date:	January 1, 2027

Policy Statement

This policy establishes the tuition and related fee responsibilities for students of RIDDE.

Purpose

This document sets the guidelines for the payment of tuition fees, mandatory fees, and non-instructional fees and returning funds to students as required.

Scope

To be a fully registered student at RIDDE requires payment of all applicable tuition and fees.

Fees (*in CAD funds)

Application Fee: An application fee of \$50 is required at the time of the initial application submission. The application fee is non-refundable. Application fee may be waived at the Registrar's discretion.

Re-Application Fee: Students who have had their contract terminated or have withdrawn from the program and are re-applying for admission are required to submit a re-application fee of \$300 at the time of the re-application submission. The re-application fee is non-refundable and may be waived at the Registrar's discretion.

PLAR Fee: Vancouver Community College (VCC) transfer credit or RIDDE re-entry: Applicants applying for *Prior Learning Assessment & Recognition* (PLAR) are required to pay \$200, plus \$25 per course being assessed against RIDDE's learning outcomes by course. The fee is non-refundable and may be waived at the Registrar's discretion.

Tuition Deposit: A deposit of \$300.00 is required within 7 days to hold a student's spot in their intake once RIDDE receives a completed Advanced Education Enrollment Contract. This \$300.00 deposit will be applied toward the Term 1 tuition.

Tuition Fee: \$16,500.00 total which includes clinical modules. The total tuition fee of \$16,500.00 is divided between the first and second half of the program:

- Day #1 of program: initial tuition fee= \$9,900 (minus deposit of \$300)
- Week 43 (RIDDE-107, week 1) of the program: remaining tuition fee= \$6,600

International Student Tuition Fee: \$28,500 total which includes clinical modules. The total tuition fee of \$28,500.00 is divided between the first and second half of the program:

- Day #1 of program: initial tuition fee= \$17,100 (minus deposit of \$300)
- Week 43 (RIDDE-107, week 1) of the program: remaining tuition fee= \$11,400

Individual Clinical Module Fee: Students retaking a clinical module (due to an unsuccessful first attempt) can register for the clinical modules when space permits (retakes assessed on an individual basis).

-RIDDE-108- \$2500 (or \$350/skill)

-RIDDE-109- \$2000 (or \$350/skill)

-RIDDE-206- \$2500 (or \$350/skill)

Online Exam Proctoring Fee: ~\$25/exam (Paid directly to the proctoring site at the time of the proctored exam. Late scheduling will incur additional fees.)

Microsoft 365 Student License: ~\$79/year (Paid directly by the student for their personal Microsoft account).

Second 'Rewrite' Fee: \$50 for a second rewrite of an examination (following an unsuccessful first and second attempt).

Textbook Fees: \$330 which includes Instrument ID guide, MDA textbook & MDA workbook. Textbooks are ordered through Elsevier and mailed directly to the student prior to the first day of the term.

Student Appeals Fee: \$300 for Appeals Committee Fees.

Additional On-site Clinical Tutorial/Support: \$60 per hour (outside the scheduled 8-hour day).

Credit Card Fee: 2.4% will be applied to all fees paid via credit card. Students have the option to pay via e-transfer, cheque, or direct deposit (student aid payments) with no processing fee.

Official Transcript Fee: \$15 for an official transcript request that is sent from RIDDE to another institution or the student directly (this is an official transcript and not the student transcript accessed on the Absorb LMS).

National Dental Assisting Examining Board (NDAEB) Written Exam Fees: \$730.00

Licensing Fees: \$400.00 (approximately) for licensing fees in the student's jurisdiction (paid directly to the registering association upon completion of the program).

***AB** students must apply to College of Alberta Dental Assistants (CADA) for *Provisional Licensing* following the Term 1 clinical module if practicing the Term 1 clinical skills in their dental offices for the second half of the program.

Travel and Living Expenses

Any travel and living expenses including those incurred by the student to attend clinical modules in Calgary are the sole responsibility & liability of the student.

Tuition Payment Deadlines

Tuition fees must be paid on or before the deadlines indicated above. *Textbook Fees* are paid directly to the publisher during the ordering process. Registration is not complete until all tuition fees are paid.

Tuition Payments Processed by Third Parties & Confidential Information

Regardless of how the tuition is paid (IE: student aid, employer, RESP, etc.), all correspondence related to the student and their academics is handled strictly between RIDDE and the contracted student.

Refunds for Withdrawal by Student or Terminated Contracts by RIDDE

1. To be eligible for a refund, the student must notify RIDDE in writing of their intent to withdrawal from the program or course by submitting the *withdrawal notice form* directly to the Operations Manager by email and must meet the criteria described below under Refund Schedule.
2. The date the withdrawal notice is received by the student is the official withdrawal date for purposes of determining refunds and academic penalties.
3. The *last date of attendance* will be used to determine the refund for terminated contracts by RIDDE.
4. Non-attendance or failing to pay does not constitute notice of withdrawal from the program.
5. If a student is eligible for a refund and is no longer a registered student, a refund will be issued to the student within 30 days of withdrawal from the '*date of determination*' (Section 21 of the Private Vocational Training Regulation, Alta Reg 341/2003). The refund will be issued to the student or the lender of any student loans.

Refunds for Program Cancelled by RIDDE

RIDDE reserves the right to postpone/cancel the programs for operational reasons. If the RIDDE postpones/cancels the program, all college fees including application and administration fees will be refunded. (Section 18 Private Vocational Training Regulation, Alta Reg 341/2003).

Refund Schedule

Withdrawal by Student	Withdrawal due to Disciplinary Reasons	Refund
Within five days of submitting completed Advanced Education Enrollment Contract		All tuition and fees will be refunded
30 days or more prior to the first day of the term	N/A	All tuition and fees are refundable minus half of the Tuition Deposit.
29 days or less prior to the first day of term	N/A	Tuition Deposit is entirely non-refundable and non-transferable. Full refund of all other tuition and fees already paid in full.
When 10% or less of the program has been provided	The institution retains 25% of the full tuition fees. The student is refunded 75% of the full tuition fees.	
When more than 10% but 50% or less of the program has been provided	The institution retains 60% of the full tuition fees. The student is refunded 40% of the full tuition fees.	
When more than 50% of the program has been provided	No refunds.	

Student Dispute and Resolution Policy and Procedure

Policy Number:	0003
Policy Title:	Student Dispute and Resolution Policy and Procedure
Approved By:	President- Carey-Ann Balkwill
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	April 22, 2026
Next Review Date:	January 1, 2027

Policy Statement

RIDDE strives for excellence in creating a purposeful student experience both online and in the clinical setting throughout clinical modules. Students have a right to register a complaint against any situations which are alleged to interfere unduly with a student's reasonable and legitimate access to services or participation in appropriate RIDDE-related activities, insofar as the complaint is not more appropriately dealt with in other RIDDE policies or procedures.

Purpose

This policy provides the principles and procedures for making, investigation and resolution of complaints by students about instruction, service or RIDDE's policies. The procedures described herein are to be used by the students.

Scope

The policy applies to all students who are currently enrolled. This policy does not address issues related to other policies.

Guidelines

1. All parties involved in reviewing complaints and responding to complaints will act fairly, while listening and responding objectively.
2. RIDDE will not respond to third party complaints made on behalf of the student.
3. Complaints are to be directed to the areas listed below:
 - a. *Academic Student Advisor (theory)*: For complaints related to resource access and additional resources;
 - b. *Registrar*: For complaints related to admissions, related to finances, student aid, refunds;
 - c. *Operations Manager*: For complaints related to faculty, course work, scheduling, examinations

d. *Clinic Instructor*: For complaints related to clinical activities.

4. Students are responsible for addressing concerns in a timely manner, and with respect.
5. Faculty and Managers are responsible for addressing concerns raised by students in a timely manner, and with respect.
6. All parties involved in a hearing, or responding to a student complaint, are responsible for retaining records and correspondence related to the complaint or investigations/decisions.

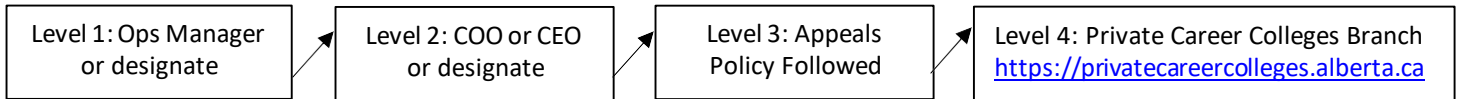
Procedure

Dispute/Complaint Procedure

Students are encouraged to seek a resolution of the complaint by meeting with the individual most directly involved in the complaint. Most complaints can be successfully resolved through respectful, informal consultation and discussion. The intent of the *Dispute/Complaint Procedure* is to facilitate the resolution of minor questions and concerns as efficiently as possible.

1. *Step One*: Within five (5) business days of the incident, the student should speak to the source, explaining the nature of the complaint and the requested resolution. The request for review for must include (in writing):
 - a. Additional information to support the complaint that has not already been provided or considered; and
 - b. A statement explaining why, in the view of the student, the complaint has not been resolved; and
 - c. A statement of the requested resolution.
2. *Step Two*: Within five (5) business days of receiving the complaint, the party involved should provide their written response to the student by email.
3. *Step Three*: If the student is not satisfied with the outcome of step 2, within five (5) business days the student should speak to the relevant person next in command, explaining the nature of the complaint and efforts taken to address it, including the results of the resolution attempt and the requested resolution. Within ten (10) business days of receiving the complaint the 'relevant person next in command' should provide their written response to the student by email.
4. *Step Four*: If the final written response is not satisfactory to the student, the student is directed to the next person in command (COO or CEO) for resolution.

5. *Step Five:* If the complaint is not resolved through the next person in command, and if the complaint meets the criteria, the student is directed to the Appeals Policy.
6. *Step Six:* If the student has exhausted all internal RIDDE processes to resolve the complaint, the student has 6 months from their last date of attendance in the Program to contact the Private Career Colleges Branch, Alberta Advanced Education by visiting <https://privatecareercolleges.alberta.ca/>.



Academic Assessment, Termination and Withdrawal Policy and Procedure

Policy Number:	0004
Policy Title:	Academic Assessment, Termination and Withdrawal Policy and Procedure
Approved By:	President- Carey-Ann Balkwill
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	April 22, 2026
Next Review Date:	January 1, 2027

Policy Statement

Student assessment is an integral part of RIDDE's mission of teaching and learning.

Purpose

RIDDE's Academic Assessment, Termination and Withdrawal Policy and Procedure:

1. sets out the principles to be used for the assessment of student performance and achievement;
2. informs internal and external stakeholders of the grading system at the RIDDE; and
3. promotes reliable, valid, and fair assessment and grading practices.

Through the assignment of grades, assessment serves as the means to communicate student knowledge and achievement to a variety of stakeholders and, therefore, should be reliable, valid, fair, transparent, and consistent with the program goals and objectives.

Scope

The policy applies to all students who are currently enrolled in the Program.

Guidelines

The online environment requires the student to be disciplined in their learning and dedicated in achieving the overall outcome of course completion. It is the student's responsibility to engage in learning activities and prompt the tutor when additional help is required.

It is the responsibility of each student to be aware of their academic standing. It is the student's responsibility to seek the assistance of instructors, student academic advisors or management at RIDDE, or other supports when they become aware that they are unable to meet academic requirements.

Students must respond to instructor/manager emails within 24 hours.

Grading

In order to achieve a passing grade in this module, students must prove active engagement in the online learning activities, formative assessments and in-office activities, achieve 70% on all final examinations, and 70% overall. A Module-Based Learning Activities Rubric is outlined in Schedule “E” of this Policy Manual and is provided to guide the student in the engagement and assessment of the learning activities.

Academic Good Standing

A student is in academic good standing when they:

- Maintain 70% minimum in all theory courses
- Maintain a ‘pass grade’ on all clinical evaluations
- Hand in assignments on time
- Complete each module in the time frame allotted

Academic Probation

1. Students are placed on academic probation following three unsuccessful writings of their examinations (the first time the exam is written).
2. Students are placed on academic probation following an unsuccessful attempt on a ‘rewrite’ examination.
3. Students are placed on academic probation following consecutive late assignments with no communication with Student Academic Advisor.
4. Removal of academic probation is considered following two successful first attempts at the final examination in the following modules in sequential order.

Student Rewrites and Exam Extensions

Students are given one rewrite per exam. The rewrite exam must be completed within 4 days of the first writing date and must be approved by the Student Academic Advisor prior to proceeding. Additional rewrites may be requested (second rewrite fee is \$50) in writing to the Student Academic Advisor. All circumstances are reviewed by the advisor on an individual basis. Students are notified of the decision in writing and if approved, an additional rewrite exam is offered. Tutoring is also mandated prior to second rewrite examinations.

Students already placed on Academic Probation must attend mandatory tutoring prior to rewrite examinations (students already placed on Academic Probation are not permitted a *second* rewrite of an examination).

An additional rewrite assignment related to the learning concepts is assigned and must be completed within 4 days of the unsuccessful exam writing, prior to rewrites. The maximum grade recorded on a rewrite exam is 70%, regardless of the ‘higher’ grade achieved on the rewrite. Students who achieve 70% or higher on their first writing of the exam are not eligible to rewrite.

If a student is on Academic Probation and is unsuccessful on a rewrite examination, the student is at risk of being terminated.

If a student is unsuccessful on the *second* rewrite examination, the student is at risk of being terminated.

Extensions for examinations and assignments are permitted for extenuating circumstances only. A doctor's note is required for examination extensions related to illness. Extension requests are accepted up to 3 days prior to the scheduled examination or assignment due date.

RIDDE-Initiated Termination Procedures

If it is determined that the student fails to meet the academic or performance requirements, they will be terminated from the program.

1. RIDDE commits to a fair and transparent process in determining termination due to academic standing.
2. In the event a student is unable to meet academic requirements, RIDDE will make all reasonable attempts to ensure that they are aware of potential consequences as well as support services available.
3. Students are notified of the recommendation for termination from the Student Academic Advisor.
4. Students receive a termination decision letter from the Operations Manager of RIDDE.
5. Students are referred to the Student Dispute and Resolution Policy for further direction.

Student-Initiated Withdrawal Procedures

Students choosing to withdrawal on their own accord may request a Student Withdrawal Form by emailing the Operations Manager or by obtaining the form in the RIDDE Procedures and Policy Manual. A fully completed & signed form must be sent to the Operations Manager for review.

1. Students may access information regarding tuition refunds in the Tuition Fees and Refund Policy.
2. Student Aid will be notified of all student withdrawals for those students accessing funding.

Academic Misconduct Policy

Policy Number:	0005
Policy Title:	Academic Misconduct Policy
Approved By:	President- Carey-Ann Balkwill
Approval Date:	July 30, 2021
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Review Date:	April 22, 2026
Next Review Date:	January 1, 2027

Policy Statement

RIDDE is committed to academic integrity. Academic integrity is paramount in the learning environment and creates the foundation for student success. All faculty, staff and students must practice academic integrity at all times.

Purpose

RIDDE expects integrity and academic honesty of its students. It is assumed that the vast majority of students conduct themselves and their scholarly activities with integrity. However, any instance of academic misconduct is serious. This policy provides examples of academic misconduct that may be subject to disciplinary action by the RIDDE and outlines the actions RIDDE may take in response to academic misconduct.

Scope

The policy applies to students and applicants of RIDDE and addresses expectations related to academic conduct only. Non-academic student conduct is addressed in the Student Non-Academic Misconduct Policy.

Guidelines

1. RIDDE requires that students conduct themselves in an honest and trustworthy manner in all aspects of their academic career.
2. It is the responsibility of all students to be aware of and to comply with RIDDE's standards for academic conduct. Not being aware of this policy is not an excuse for violating it.
3. All suspected breaches of this policy will be investigated in accordance with the procedures set out in this Policy. If a student is sanctioned, all documentation related to the misconduct will be permanently saved to the student's file.
4. Where a breach of this policy is established, sanctions will be imposed progressively based on the severity of each incident and in consideration of past violations of this policy.
5. Sanctions applied for academic misconduct may be appealed using the Student Dispute and Resolution Policy.

6. Students are expected to cooperate in investigations of allegations of Academic Misconduct. Obstructing an investigation may result in penalties under the Academic Misconduct Policy.

Definitions

“Academic Activities”

Academic Activities refers to any instrument used for measuring a student’s attainment of specified educational outcomes, including, but not limited to, assignments, term papers and essays, examinations, tests, quizzes, essays, projects, clinical and practicum placements, internships, presentations, online discussions, performances, exhibitions, blogs and/or informal writing, or research papers/projects.

“Academic Misconduct”

Academic misconduct includes but is not limited to:

- Cheating, which includes but is not limited to:
 - using or attempting to use another person's answers/work;
 - purposely exposing or providing answers to another student(s) or failing to take reasonable measures to protect answers from use by another student(s);
 - unless permitted by the instructor, a student submitting identical or virtually identical assignments/materials for evaluation;
 - sharing information or answers when doing any assignments, modules, tests or examinations, except where the instructor has authorized collaboration;
 - consulting with another person or unauthorized use or possession of materials or equipment (such as smart watches or cell phone) in a test, or examination, including, concealing and accessing such aids outside the evaluation room during the evaluation period (e.g. emergency evacuation, washroom break, etc.);
 - resubmitting altered test or examination work after it has already been evaluated;
 - communicating with any person during an exam or test other than the instructor;
 - accessing or attempting to access examinations or tests before the student is authorized to do so;
 - violating the online software (ProctorU) rules and guidelines for test-taking; and
 - impersonating another student on an examination or test, or benefiting from the results of such impersonation.
- Plagiarism is the presentation of someone else’s work, words or ideas as if they were one’s own. Plagiarism may be deliberate or accidental and occurs when:
 - an idea, phrase, sentence or longer passage is submitted as one’s own work;
 - one hands in someone else’s partial or entire paper, whether bought, stolen or acquired on the Internet, as one’s own;
 - ideas are summarized or paraphrased without acknowledgement in-text;
 - citations, footnotes/endnotes or by other accepted academic practices; and

- sources of thought and writing are not referenced.
- Fabrication is the invention of information or citations in academic work.
- Facilitating academic dishonesty is knowingly or negligently making academic work available to others to copy, or concealing information related to an incident of academic misconduct.
- Working outside of the skills allowed as *Risio Institute Dental Assistant Student* (and the CADA RDA Scope of Practice) at any point in the program, including; Term 1, Term 2, or Term 3.
- Other: Any behavior that undermines RIDDE's ability to evaluate a student's academic achievement, or any behavior that a student knew, or reasonably ought to have known, could gain them or others unearned academic advantage or benefit, is a violation of academic integrity.

“Support Person”

A support Person is an individual (e.g., an Association representative, counselor, colleague, or family member) selected by the student to accompany any meeting related to an allegation of Academic Misconduct. The Support Person may observe but may not participate or speak on behalf of the student in any proceedings.

Allegations of Academic Misconduct

Initial Review

1. If an instructor/advisor has reason to believe that a student in one of the instructor/advisor's courses may have engaged in an act of Academic Misconduct, the instructor/advisor will investigate the alleged misconduct and establish to a reasonable degree of certainty that the act did occur prior to proceeding.
2. If an individual other than the student's instructor/advisor has reason to believe that a student in one of the instructor/advisor's courses may have engaged in an act of Academic Misconduct, the individual will inform the instructor/advisor and provide any supporting evidence that is available.
3. If the instructor/advisor is reasonably certain that an act of Academic Misconduct did occur, the instructor/advisor will send a written warning and the student is permitted to request a meeting, as appropriate. Either party may be accompanied by a Support Person.

Academic Misconduct Sanctions for Repeated Offenses

Determinations of the appropriate sanction for Academic Misconduct will consider the student's intention, any other instance of Academic Misconduct committed by the student, any relevant personal circumstances, and the gravity of the offence in the context of the course and program.

Minor Sanctions

- **Warning:** A written notice that further incidents of academic misconduct may result in additional disciplinary action that could carry more serious consequences.
- **Remediation:** A requirement, often combined with another sanction, that a student re-do an assignment or participate in an academic integrity activity (e.g., workshop, on-line tutorial, assignment).
- **Grade Reduction:** A reduction in grade or a failing grade for the activity or work which was found to be an incident of Academic Misconduct.
- **Unsuccessful Grade:** A rewrite for an examination or assignment in which academic misconduct has occurred.

Major Sanctions

The application of major sanctions requires the approval of the Operations Manager.

- **Termination of contract:** A permanent termination of the student contract.
- **Revoking of Credential:** A credential awarded in good faith by RIDDE that is subsequently rescinded following a discovery that it was based upon significant dishonest or fraudulent conduct.

Non-Academic Misconduct Policy and Procedure

Policy Number:	0006
Policy Title:	Non-Academic Misconduct Policy and Procedure
Approved By:	President- Carey-Ann Balkwill
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Next Review Date:	January 1, 2027

Policy Statement

RIDDE is committed to the integrity of the online environment, along with the clinical setting environment. Upholding integrity is paramount in the learning environment and creates the foundation for student success. All faculty, staff and students must always practice integrity.

Purpose

RIDDE expects integrity and honesty of its students. It is assumed that the vast majority of students conduct themselves and their scholarly activities with integrity. However, any instance of non-academic misconduct is serious. This policy provides examples of non-academic misconduct that may be subject to disciplinary action by the RIDDE and outlines the actions RIDDE may take in response to non-academic misconduct.

Scope

The policy applies to students and applicants of RIDDE and addresses expectations related to non-academic conduct only. Academic student conduct is addressed in the Academic Integrity Policy.

Non-Academic Good Standing

A student is in Non-Academic Good Standing when they maintain the performance and professional standards set by their online instructors, sponsoring dental office and the clinical module instructors.

Guidelines:

1. Non-academic offences attempted or committed by students during RIDDE-sponsored activities either online or on-site at clinical modules shall be grounds for disciplinary action by RIDDE.
2. RIDDE reserves the right, notwithstanding anything contained in this Policy, to refer any non-academic offence to the appropriate civil or criminal authority, as RIDDE deems appropriate.
3. It is the responsibility of all students to be aware of and to comply with RIDDE's standards for integrity. Not being aware of this policy is not an excuse for violating it.

4. All suspected breaches of this policy will be investigated in accordance with the procedures set out in this Policy. If a student is sanctioned, all documentation related to the misconduct will be permanently saved to the student's file.
5. Where a breach of this policy is established, sanctions will be imposed progressively based on the severity of each incident and in consideration of past violations of this policy.
6. Sanctions applied for non-academic misconduct may be appealed using the Student Dispute and Resolution Policy.
7. Students are expected to cooperate in investigations of allegations of Student Non-Academic Misconduct. Obstructing an investigation may result in penalties under the Student Non-Academic Misconduct Policy.

Definitions

"Non-Academic Misconduct"

Non-Academic misconduct includes but is not limited to: sexual harassment, verbal or physical harassment, discriminatory harassment, theft and/or destruction of property.

"Harassment"

Means any form of verbal or physical abuse either in person, telephone or electronic (social media or email) which is likely to cause offence, humiliation or stress to a student or employee.

"Discrimination"

Means any comment or conduct based the prohibited grounds set out by the Canadian Human Rights Act and the Alberta Human Rights Commission.

"Support Person"

A support Person is an individual (e.g., an Association representative, counselor, colleague, or family member) selected by the student to accompany any meeting related to an allegation of Non-Academic Misconduct. The Support Person may observe but may not participate or speak on behalf of the student in any proceedings.

Sexual Harassment

Sexual harassment, means any conduct, comment, gesture or contact of a sexual nature that,

- is likely to cause offence or humiliation to any student or staff; or
- might, on reasonable grounds, be perceived by a student or staff as placing a condition of a sexual nature on his/her opportunity for training or promotion.

Sexual harassment is generally comprised of objectionable and offensive behavior, which may occur once or repeatedly. Unwelcome sexual advances, requests for sexual favors, and other verbal, pictorial or physical conduct of a sexual nature constitute sexual harassment.

Sexual harassment is also deemed to be harassment on a prohibited ground of discrimination under the Canadian Human Rights Act.

Written, Verbal or Physical Abuse (or dangerous activity resulting or likely to result in abuse of person or property)

Verbal abuse is a type of psychological/mental abuse that involves the use of oral language, gestured language, and written language directed to a victim.

Physical abuse is any intentional act causing injury or trauma to another person or animal by way of bodily contact.

Forms of Discriminatory Harassment

It is a discriminatory practice to harass an individual on any of the following prohibited grounds of discrimination: race, national or ethnic origin, color, religion, age, sex, sexual orientation, marital status, family status, physical disability, mental disability, gender, gender identity, gender expression, source of income, or conviction for an offence for which a pardon has been granted.

Discrimination on the basis of childbirth and pregnancy is covered under the category - sex.

Note: Discriminatory harassment includes any comment or conduct, based on any of the grounds listed above, that offends or humiliates. Discriminatory harassment will have taken place if it is known or ought to have reasonably been known that the behavior in question was unwelcome or inappropriate in the workplace.

Theft

Theft is the taking of another person's property or services without that person's permission or consent with the intent to deprive the rightful owner of it. In the case of RIDDE, this involves student and staff contents, along with the Institute's contents at on-site clinic modules. This also involves intellectual property of RIDDE.

Misappropriation of, Misuse of, or Damage to RIDDE Property

Property damage is injury to real or personal property. In the case of RIDDE, this pertains to on-site clinical modules.

Disruption of Activities Related to RIDDE

Disruption of activities related to RIDDE directly relates to:

- Theory: Online LMS (Learning Management System)- disruption or destruction to the LMS. Disrespect to faculty and staff. Failure to respond to faculty and staff within 24 hours.
- Clinical Modules: Onsite- disruption or destruction in the clinical setting at RIDDE, including lack of care with IPC protocols, or violation of clinical policies (IE: tardiness, violation of uniform policy, etc.). Disrespect to faculty and staff.
- Work-Integrated Learning Contract: disruption to the WIL contract (students must notify the Operations Manager when a change occurs in their Work Integrated Learning office, including not completing the required minimum of 14 hours weekly, or if they are longer working with the dental office. Students have two weeks to secure an alternative dental office to complete the required hours).

Refusal to Provide Identification

Students who do not provide identification when entering the Program, or at clinical on-site RIDDE modules, if asked to do so.

Allegations of Non-Academic Misconduct

Initial Review

1. If an instructor/advisor has reason to believe that a student in one of the instructor/advisor's courses may have engaged in an act of Non-Academic Misconduct, the instructor/advisor will investigate the alleged misconduct and establish to a reasonable degree of certainty that the act did occur prior to proceeding.
2. If an individual other than the student's instructor/advisor has reason to believe that a student in one of the instructor/advisor's courses may have engaged in an act of Non-Academic Misconduct, the individual will inform the instructor/advisor and provide any supporting evidence that is available.
3. If the instructor/advisor is reasonably certain that an act of Non-Academic Misconduct did occur, the instructor/advisor will request a meeting with the student, as appropriate. Either party may be accompanied by a Support Person.

Non-Academic Misconduct Sanctions

Determinations of the appropriate sanction for Non-Academic Misconduct will consider the student's intention, any other instance of Non-Academic Misconduct committed by the student, any relevant personal circumstances, and the gravity of the offence in the context of the course and program.

Minor Sanctions

- Warning: A verbal or written notice that further incidents of non-academic misconduct may result in additional disciplinary action that could have more serious consequences.

- An additional assignment may be sanctioned based on the infraction.
- Non-academic probation issued (procedures outlined below).

Major Sanctions

The application of major sanctions requires the approval of the Operations Manager.

- Termination of Contract: A permanent termination of the student contract.
- Revoking of Credential: A credential awarded in good faith by RIDDE that is subsequently rescinded following a discovery that it was based upon significant dishonest or fraudulent conduct.

Sanctions may be appealed using the Student Dispute and Resolution Policy.

Non-Academic Probation Procedure

1. Students are placed on non-academic probation when performance or professionalism issues arise in their sponsoring dental office, and the Student Academic Advisor has been notified by the office. Students must follow the informed policies within their dental office regarding professionalism, IPC regulations and HR policies.
2. Students are placed on non-academic probation when performance or professionalism issues arise in the clinical setting during clinical modules. Students must follow the informed policies within the RIDDE clinic regarding professionalism, IPC regulations and HR policies.
3. When there is a breach of non-academic misconduct, the Student Academic Advisor/Clinical Instructor will initiate conversation wither in person or via email to discuss the incident.
4. All parties are provided with an opportunity to speak about the situation and provide context around it from their perspective.
5. If warranted, the student is placed on non-academic probation. Non-academic probation is considered on a case-by-case basis.
6. Removal of non-academic probation is considered on a case-by-case basis

Student Attendance and Termination Policy and Procedure

Policy Number:	0007
Policy Title:	Student Attendance and Termination Policy and Procedure
Approved By:	President- Carey-Ann Balkwill
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	April 22, 2026
Next Review Date:	January 1, 2027

Policy Statement

RIDDE supports students' success and provides clarity with respect to the standards by which attendance is measured. Unsatisfactory attendance is cause for termination from the program when students have not met minimum approved requirements.

Purpose

This policy establishes standards for attendance and RIDDE's actions with respect to those standards. In particular the circumstances leading to termination and the protocol that is followed by RIDDE when students are not abiding by the attendance policy.

Scope

The policy applies to all students who are currently enrolled in the Dental Assistant Distance Delivery Program.

Guidelines

This policy follows the guidelines mandated by Alberta Advanced Education in relation to attendance.

Attendance Policy

1. Attendance is mandatory. Attendance constitutes engagement with learning activities on the Learning Management System (LMS). Engagement includes:
 - a. E-learning modules
 - b. In-office activity completion and upload
 - c. Videos
 - d. Quizzes
 - e. Review modules
 - f. Final exams
 - g. Clinical modules
2. Students are expected to be present in their studies for a minimum of 20-hours per week. Attendance is logged and tracked through the RIDDE LMS. A minimum engagement of 3 days per week in the LMS is required.

3. Designated Learning Days: RIDDE understands that students learn in various ways and at various times. Students are encouraged to engage in the LMS every possible day for the best learning experience. To be compliant with the Alberta Advanced Education Attendance Policy, RIDDE defines the designated learning days as Wednesday, Saturday and Sunday.
4. Excused Absences:
 - a. With notice in writing to the Operations Manager, students are eligible to be absent from the LMS engagement for up to 30 calendar days.
 - b. Within this 30-calendar-day time frame, students are not permitted to miss assignments or final exam due dates. An excused absence does not extend the length of the current module or the program.
5. Unexcused Absences:
 - a. Students are not permitted to be absent from LMS engagement for more than 5 designated learning days. Students who are absent for more than 5 designated learning days will have their student contract terminated.
6. Students are expected to attend all on-site clinical sessions. Students who fall ill during on-site clinical modules at RIDDE in Calgary must notify their clinical instructor immediately. Each illness will be assessed on a case-by-case basis to determine how to move forward.
7. Students who are absent for more than one full day in the Term 1 or Term 2 clinical module are at risk of not completing the module. Each situation is assessed on a case-by-case basis, depending on the time frame of the absence and whether the skills missed can be caught up.
8. Students who do not complete clinical modules successfully may request (in writing to the Operations Manager) to attend a future clinical module. Each case is assessed individually as to the amount of time required in subsequent clinical modules to successfully complete the skills taught within.

Termination Procedures

If it is determined that the student fails to meet the attendance requirements, they will be terminated from the program.

1. RIDDE commits to a fair and transparent process in determining termination due to attendance.
2. In the event a student is not meeting attendance requirements, RIDDE will make all reasonable attempts to ensure that they are aware of potential consequences.
3. Students receive a termination decision letter from the Operations Manager of RIDDE.
4. Students are referred to the Student Dispute and Resolution Policy for further direction.

Student Accommodation Policy

Policy Number:	0008
Policy Title:	Student Accommodation Policy
Approved By:	President- Carey-Ann Balkwill
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	April 21, 2026
Next Review Date:	January 1, 2027

Policy Statement

RIDDE values diversity and inclusion and offers its students relevant and accessible education.

RIDDE seeks to provide accommodation(s) to students who require it due to a protected ground as a moral and ethical best practice, while at the same time acknowledging the provision of accommodation(s) as a legal requirement set out by the *Alberta Human Rights Act*.

RIDDE seeks to create a space for students to develop and practice (to the best of their individual abilities) independence within their studies and ownership over their goals and abilities.

Purpose

The purpose of this policy is to outline RIDDE's Duty to Accommodate Students in its role as a service provider, under the *Alberta Human Rights Act*.

Scope

The policy applies to all students at RIDDE.

Definitions

"*Accommodation*" is defined as providing support to access services, courses, courses of study or programs, making exemptions to any regulations, policies, standards of practice, or making modifications to physical environments to the extent necessary to address discrimination against a student based on any protected ground.

"*Accessibility Plan*" is defined as the plan developed by *Accessibility Services* to meet the needs of a student with a disability for accommodation, as it may be revised pursuant to this procedure. The plan may include *Letters of Accommodation* for each requested accommodation as well as documentation of additional supports and services that may be provided to the student through *Accessibility Services*.

"*Accessibility Services*" is defined as the department who will assist a student in the requested accommodation/accessibility plan.

"*Act*" means the Alberta Human Rights Act in force at the relevant time.

“Bona Fide Educational Requirements” means the admission, progression and graduation requirements that are essential to maintain the academic integrity of a course, course of study or program, including the requirements for students to acquire and demonstrate essential skills and knowledge related to course objectives and learning outcomes and, if applicable, any professional licensing requirements.

“Disability” means any degree of physical disability or mental disability as defined and interpreted pursuant to the Act, regardless of cause or duration.

“Duty to Accommodate” means the legal duty to accommodate an individual’s needs based on a Protected Ground.

“Letter of Accommodation” means the document prepared by RIDDE and provided to the student that details the reasonable accommodation.

“Protected Grounds” means the grounds listed in Section 4 of the Act as they are defined and interpreted pursuant to the Act including: race; colour; ancestry; place of origin; religious beliefs; gender (including pregnancy and gender identity); physical disability; mental disability; marital status; family status; source of income; and sexual orientation.

“Reasonable Accommodation” means an accommodation that addresses discrimination based on a protected ground that does not create an undue hardship for RIDDE.

“Undue Hardship” means the legal standard where a proposed accommodation would create unreasonable hardship for the RIDDE.

Guidelines

1. RIDDE has a duty to accommodate to the point of undue hardship in the provision of its services. The duty to accommodate applies to all services offered by RIDDE.
2. Staff and Faculty have a responsibility to support and facilitate RIDDE in meeting its Duty to Accommodate.
3. RIDDE will:
 - a. provide an accommodation process that promotes equitable access to all courses, courses of study, programs and other services;
 - b. protect the privacy, confidentiality and autonomy of students requiring accommodation, subject to sharing information when necessary to evaluate a request for accommodation or on a need-to-know basis; and
 - c. consider and assess all accommodation requests on a case-by-case basis and in a timely and responsive manner.
4. If, in relation to any service provided by RIDDE to students, a student experiences discrimination based upon protected ground, the student may request an accommodation pursuant to this policy.

5. Students needing an accommodation are entitled to a reasonable accommodation, not perfect accommodation or the particular accommodation requested.

Evaluating a Request for Accommodation

1. Accommodation is assessed and provided on an individual, case-by-case basis.
2. Students may be required to meet requirements or standards for licensing in the dental assisting profession. Students, Instructors or Directors should consult the College of Alberta Dental Assistants when evaluating a request for accommodation if clarity is required.
3. All accommodation requests by students should be made in a timely fashion and in writing to the Student Academic Advisor or the Operations Manager.
4. Students requesting an Accommodation should be prepared to:
 - a. identify the Protected Ground that gives rise to the need for an Accommodation;
 - b. provide details on the nature of the Accommodation requested;
 - c. provide supporting documentation, if requested;
 - d. participate and cooperate in the process of assessing and determining a Reasonable Accommodation; and
 - e. meet any Bona Fide Educational Requirements.
5. Requests for Accommodation are confidential. Student information including the request for Accommodation, supporting documents and any Letter of Accommodation are shared only when necessary to evaluate the request or on a need-to-know basis.
6. The Student Academic Advisor or the Operations Manager who, in accordance with this policy, receives a student's request for accommodation will engage the student in a discussion sufficient to provide enough details to assess the accommodation request.
7. The student and the Operations Manager will explore different accommodation options prior to determining if a reasonable accommodation exists.
8. Legal services and other subject matter experts, internal or external to RIDDE, may be consulted to evaluate the request for accommodation.
9. A request for accommodation may only be denied in cases of undue hardship.
10. In determining whether there is undue hardship RIDDE may consider, among other things:
 - a. financial cost to the Institute as a whole (not to a unit, program or department);
 - b. significant disruption of operations;
 - c. health and safety concerns;
 - d. substantial interference with the rights of other individuals or groups; and

e. Bona Fide Educational Requirements.

11. Determinations of undue hardship should be made in consultation with the Institute's legal services. Undue hardship is a difficult legal standard to meet and, in most cases, a reasonable accommodation will be available.
12. The Operations Manager will document the request for accommodation and any accommodation options that are discussed with the student.

Letter of Accommodation

When a reasonable accommodation has been identified, the Operations Manager will prepare a Letter of Accommodation to be provided to the student. The Operations Manager will retain a copy of the Letter of Accommodation.

If the student has any concerns with the Letter of Accommodation, they will be referred to the Student Dispute and Resolution Policy.

Responsibilities

Students must:

- become familiar with their rights and responsibilities under this policy.
- identify when they need an accommodation and request an accommodation from their Student Academic Advisor or the Operations Manager using the Student Accommodation Form.
- engage in discussions of reasonable accommodation options that will facilitate their access to the Institute's courses, courses of study, programs or other services.
- fulfill their duty to cooperate in determining a reasonable accommodation.
- comply with any reasonable accommodation plan requirements.
- report any change in their condition or circumstances to the Operations Manager if the change may precipitate changes to their reasonable accommodation.

Student Academic Advisors/ Operations Manager must:

- respond to student requests for accommodation in accordance with this policy.
- ensure that the statement relating to the RIDDE's *Duty to Accommodate Students* is included in all course syllabi;
- respond to student requests for accommodation in accordance with this policy.
- work with the student requesting an accommodation to facilitate reasonable accommodation.
- comply with the terms of any Letter of Accommodation.

Related Forms and Links

1. Student Accommodation Form (Schedule G: Forms)
2. *Alberta Human Rights Commission Interpretive Bulletin: [Duty to Accommodate Students with Disabilities in Post-Secondary Educational Institutions](#)*
3. Privacy Policy
4. [Alberta Human Rights Act](#)

Student Appeals Policy and Procedure

Policy Number:	0009
Policy Title:	Student Appeals Policy and Procedure
Approved By:	President- Carey-Ann Balkwill
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	April 21, 2026
Next Review Date:	January 1, 2027

Policy Statement

Students have a right to appeal decisions made against them, as determined through the *Student Dispute and Resolution Policy*, if that decision was unduly influenced by bias or unfair procedure and if it can be shown that the outcome of the review might have been substantially affected by either of these circumstances.

Purpose:

The purpose of this policy is to identify the grounds to appeal decisions made through the *Student Dispute and Resolution Policy* regarding:

1. Student Academic Misconduct;
2. Student Non-Academic Misconduct;
3. Academic Standing; and
4. Academic assessments and graded term work.

Scope

The policy applies to an appeal by RIDDE students.

Definitions

“Appellant” means a Student who appeals a decision about themselves

“Appeal Committee” means a Committee comprised of non-employees of RIDDE *who have no direct connection in any form to the students.*

“Appeal Hearing” means either a written or oral process to review and decide an appeal before the Appeal Board.

“Ground of Appeal” means a reason that an appeal is being made.

“Procedural Fairness” means that an Appellant and a Respondent have the opportunity to be heard by an unbiased decision maker and to be made aware of all evidence considered by the decision maker. Procedural Fairness is about the procedures used to make a decision, not the actual outcome of the decision.

“Reasonable Apprehension of Bias” generally means that a reasonable and informed person, viewing the matter realistically and practically, would think that it is more likely than not that a decision maker was biased in respect of the decision under appeal

“Respondent” means a person who responds to an appeal.

“Student” means an individual who was a registered student at the time the subject matter of the decision under appeal occurred.

Guidelines

1. Appeals pursuant to this policy will:
 - a. be confidential;
 - b. provide Procedural Fairness;
 - c. strive for consistency in terms of its decisions; and
 - d. be administratively efficient.
2. A student submitting an appeal under this policy must meet the requirements of this policy and the relevant procedure.
3. Appeal Hearings will respect the rights of the Student and the person responding to the Appeal to Procedural Fairness.
4. Regardless of the type of decision being appealed or the grounds of appeal brought forward by a student in an appeal, in conducting an Appeal Hearing, the Appeal Committee will review whether the decision being appealed:
 - a. was made with Procedural Fairness; and
 - b. falls within a range of reasonable outcomes.
5. Dissatisfaction with a decision or with a RIDDE policy, procedure, or standard is not a Ground of Appeal.
6. In general, events or academic performance that occur after the date of the decision being appealed are not considered to be relevant new information.

Grounds of Appeal

An Appellant may only appeal on one or more of the following grounds:

1. the decision being appealed was made in a procedurally unfair way; and
2. there was a reasonable apprehension of bias on the part of a person who made the decision being appealed.

Appeal Procedure

1. It is the student's responsibility to appeal the decision and provide evidence for the appeal within ten (10) working days of receipt of the decision. The Notice of Appeal and the evidence for appeals must be submitted to the Operations Manager along with a fee of \$300 to cover Appeal Committee expenses.
2. The Operations Manager will refer appeals that meet the requirements of the Guidelines and the Grounds of Appeals set out above to the Appeal Board.
3. The Appeal Committee will hear the appeal.
4. At the Appeal Hearing the Appeal Committee will invite the student to make submissions in support of their appeal.
5. After hearing from the student the Appeal Committee will invite the decision maker to respond to the student's submissions.
6. After the Appeal Hearing the Appeal Committee will provide a final decision to the Operations Manager. Final decisions will be communicated to the student through the Operations Manager within two (2) days of receiving the decision.

Privacy Policy

Policy Number:	0010
Policy Title:	Privacy Policy
Approved By:	President- Carey-Ann Balkwill
Approval Date:	July 30, 2021
Effective Date:	August 1, 2021
Review Date:	April 22, 2026
Next Review Date:	January 1, 2027
Privacy Officer:	Cathy Johnson

Policy Statement

Risio Institute for Digital Dental Education (“RIDDE”, “Risio Institute,” “we,” “our,” or “us”) is committed to protecting the privacy of individuals who interact with us, study at the Institute, or use our website and services. This policy explains how we collect, use, disclose, and safeguard personal information in compliance with the [Access to Information Act \(ATIA\)](#), the [Health Information Act \(HIA\)](#), and the forthcoming [Consumer Privacy Protection Act \(CPPA\)](#).

Purpose

The purpose of this policy is to tell individuals how Risio Institute for Digital Dental Education fulfills that commitment.

Scope

The policy applies to all personal information in the custody of or under the control of RIDDE, including information collected:

- Through our website and digital platforms,
- From students, employees, contractors, and partners, and
- From individuals who communicate with or otherwise interact with the Institute.

Definitions

“*Collection*” means the act of gathering, acquiring, recording, or obtaining personal information from any source and by any means.

“*Consent*” means a voluntary agreement to a collection, use, and/or disclosure of personal information for defined purposes.

“*Disclosure*” means making personal information available to a third party.

“ATIA” refers to the Access to Information Act.

“*Formal Access Request*” refers to a request for access to information which cannot be answered through existing or established processes. A Formal Access Request is processed under terms and conditions set out in ATIA.

“Personal Information” means information about an identifiable individual including but not limited to: name, home address, SIN, gender, income, family status, student grades. Personal information does not include work product information, that is, information that is prepared or collected by an employee as part of the employee’s work responsibilities.

“Third Party” means a person, a group of persons, or an organization other than the individual the information is about. An employee of the Institute, acting in his or her official capacity, is not considered a third party.

Guidelines

Responsibility for ensuring compliance with the provisions of ATIA rests with RIDDE’s Managers. RIDDE will collect personal information directly from the individual the information is about unless there is a reasonable requirement to collect from another source and the indirect collection is permitted under ATIA.

Details relating to the purpose for the collection of personal information will be provided to the individual when personal information is collected directly from the individual.

Information We Collect

RIDDE collects personal information directly from individuals whenever possible. Examples include:

- Educational purposes: student registration, academic records, grading, and certification.
- Employment purposes: HR records, payroll, benefits, and professional qualifications.
- Website and communications: when you submit a contact form, sign up for a newsletter, or interact with our website.

We also collect limited data automatically when you use our website, through third-party tools including:

- Google Analytics & Search Console: website traffic analysis.
- Microsoft Clarity: user interaction insights (session recordings, heatmaps).
- Google Ads, Facebook Ads, and related remarketing tools: to deliver relevant advertising.

Purpose of Collection

Personal information is collected for purposes including but not limited to:

- Delivering education and training programs,
- Supporting research and accreditation requirements,
- Administering student and employee services,
- Responding to inquiries and providing support,
- Monitoring and improving our website and services, and
- Delivering and measuring advertising and marketing campaigns.

Use of Personal Information

Personal Information will not be used for a purpose other than the purpose for which it was collected or for a use consistent with that purpose except with the consent of the individual or as permitted under FOIP.

Disclosure of Personal Information

Risio Institute for Digital Dental Education will only disclose personal information in accordance with the Access to Information Act (ATIA), the Health Information Act (HIA), and the forthcoming Consumer Privacy Protection Act (CPPA).

Permitted Disclosures:

Personal Information will only be made public or disclosed to a third party under the following circumstances:

- the disclosure is for the purpose identified at the time of collection or for a purpose consistent with the original purpose, such as review for learning, calibrating and assessing for licensing and accrediting authorities.
- the individual the personal information is about has consented to the disclosure.
- the disclosure is not considered to be an unreasonable invasion of privacy.
- the disclosure is required, permitted or authorized under the ATIA, HIA or CPPA.

It is not considered to be an unreasonable invasion of a student's privacy to release the following information to a third party:

- dates of registration at Risio Institute for Digital Dental Education.
- Instructors/department or program of registration at Risio Institute for Digital Dental Education.
- Diploma/certificates awarded from Risio Institute for Digital Dental Education.
- convocation dates.
- attendance at or participation in a public event or activity related to the institution (e.g. graduation).
- personal information already in the public domain.

It is not considered to be an unreasonable invasion of an employee's privacy to release the following information to a third party:

- employment status.
- business address, telephone number, e-mail address.
- job title.
- job profile.
- rank, job family.
- salary range.
- discretionary benefits.
- relevant educational qualifications.
- attendance at or participation in a public event or activity related to the institution.
- personal information already in the public domain.
- publications listed in an academic staff member's annual report.

This information is generally available in public or published sources such as the telephone directory or the Institute's Outline. Requests for the personal information of an employee that is not readily available will be referred to the employee's supervisor or to Human Resources.

Teaching material and research information of employees may be disclosed to RIDDE's Directors for administrative purposes.

Third-Party Service Providers

In limited cases, personal information may be disclosed to trusted third-party service providers that support our operations. These may include providers of:

- Analytics tools (Google Analytics, Microsoft Clarity),
- Advertising and remarketing platforms (Google Ads, Facebook/Meta Ads), and
- Email newsletter services (e.g., Mailchimp, MailerLite).

These providers process data on our behalf under contractual safeguards. However, their independent data practices are governed by their own privacy policies:

- [Google Privacy Policy](#)
- [Facebook \(Meta\) Privacy Policy](#)
- [Microsoft Privacy Statement](#)

Individual Rights under CPPA

Under the CPPA, individuals may:

- Withdraw consent to the use of their personal information for advertising, analytics, or newsletter purposes,
- Request deletion of personal information we hold, subject to legal and academic record-keeping requirements, and
- Exercise their rights directly with third-party platforms (e.g., Google, Meta, Microsoft) regarding information collected through those services.

Under the CPPA, individuals have the right to:

- Request access to their personal information,
- Request corrections,
- Withdraw consent for data collection and use (where applicable),
- Request deletion of their data, and
- Be informed about automated decision-making that significantly affects them.

Cookies and Tracking Technologies

We use cookies and similar technologies for:

- Website functionality,
- Analytics and performance tracking, and
- Advertising and remarketing.

Where required under the CPPA, we will provide a cookie consent banner to allow users to manage their preferences.

Accuracy

Risio Institute for Digital Dental Education takes reasonable steps to ensure that personal information in its custody or under its control is as accurate and complete as is necessary for the purposes for which it is to be used.

Individuals will normally be able to correct or update certain categories of personal information, such as contact information, through the Managers.

If the Institute is satisfied that the individual's request for correction is reasonable, the correction will be made as soon as possible.

Retention and Deletion

RIDDE retains personal information only as long as necessary for the fulfillment of its purposes or as required by law.

Data Deletion

Individuals may request deletion of personal information under CPPA. Requests may be directed to our Privacy Officer. For third-party platforms, deletion requests should be made directly to those services:

- [Google Data Deletion](#)
- [Facebook \(Meta\) Privacy Policy](#)
- [Microsoft Privacy Policy](#)

Security

Risio Institute for Digital Dental Education takes reasonable steps to protect information from unauthorized access, collection, use, disclosure or destruction. When the Institute retains an external organization to undertake work on its behalf that involves the disclosure of personal information, the Institute will enter into an information sharing agreement with that organization. The information sharing agreement will set out conditions that ensure that the Institute's responsibility for the protection of personal information will be fulfilled by the external organization on its behalf.

Access

Individuals have a right of access to personal information about themselves in the custody or under the control of the Institute subject to specific and limited exceptions as provided in ATIA. Employment or academic references will only be disclosed to the subject with the consent of the referee.

A request by an individual for access to his/her own personal information should initially be directed to the Registrar.

A request by a RIDDE Official for access to the personal information of an employee or student should be directed to a Manager. Access will be provided when the RIDDE Official needs the information in order to do his/her job or when the RIDDE Official is operating within his/her mandated authority.

The Privacy Officer, ATIA will establish and maintain the procedure for responding to *Formal Access Request*. Fees for producing records in response to a *Formal Access Request* for your own personal information may be charged if the total fee is estimated to be greater than \$10. Reasonable fees will be assessed in accordance with the ATIA Regulation (Alberta Regulation 133/2025).

Fees for producing records in response to a *Formal Access Request* for the personal information of another individual will be reasonably assessed in accordance with the ATIA Regulation (Alberta Regulation 133/2025).

Questions, Complaints

The Privacy Officer, ATIA, will respond to questions or concerns about the Institute's management or treatment of personal information.

- info@risiodental.com or 587-391-7843.

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner of Canada (OPC).

Violations

Violators of this policy may be subject to penalties under Rizio Institute for Digital Dental Education's regulations and under provincial and federal law.

Responsibilities

Approval Authority

- ensure appropriate rigour and due diligence in the development or revision of this policy.

Implementation Authority

- ensure that Institute staff are aware of and understand the implications of this policy and related procedures.
- monitor compliance with the policy and related procedures.
- regularly review the policy and related procedures to ensure consistency in practice.
- sponsor the revision of this policy and related procedures when necessary.
- appoint a Policy Advisor to administer and manage these activities.

Related Forms and Links

5. Student Accommodation Form (Schedule G: Forms)
6. *Alberta Human Rights Commission Interpretive Bulletin: [Duty to Accommodate Students with Disabilities in Post-Secondary Educational Institutions](#)*
7. [Alberta Human Rights Act](#)

Student Code of Conduct Policy

Policy Number:	0011
Policy Title:	Student Code of Conduct Policy
Approved By:	President- Carey-Ann Balkwill
Approval Date:	July 30, 2021
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Review Date:	April 22, 2026
Next Review Date:	January 1, 2027

Policy Statement

RIDDE is committed to providing a safe atmosphere characterized by respect & well-being. RIDDE students can expect an innovative, respectful, collaborative and engaging platform that is free from harassment, discrimination and any form of abuse. RIDDE is dedicated to advanced technology and learning, knowledge generation and freedom of expression. RIDDE faculty, staff and students lead with respect, while acknowledging their ability to freely express new ideas.

RIDDE has established policies and procedures to uphold their core mission, vision and values, and will take necessary actions to ensure all members of the RIDDE community are safe and understand their rights and responsibilities.

Purpose

Students are responsible for adhering to the Student Code of Conduct as the foundation of their relationship with fellow students, faculty and staff. Along with abiding by the laws of Alberta and Canada, students are accountable for:

1. Self-discipline, accountability and judgement in daily interpersonal relationships and academic activities
2. Their own academic and professional learning development
3. The impact that their behaviour may have on the RIDDE community and how it may reflect on that community
4. Conduct that is not consistent with the RIDDE policies and procedures

Scope

The policy applies to all students enrolled at RIDDE or engaged in related RIDDE activities. It also applies to the conduct of students when off campus or the e-learning environment when:

1. They are participating in a class assignment or activity (such as the 'Community Health Project').

2. Their conduct negatively impacts RIDDE or its community, or adversely affects the health and safety of a RIDDE community member.
3. This policy applies to conduct via telephone, computer or other electronic devices, including email, social media and other online/virtual applications.
4. The application of this Policy is independent of any criminal or civil proceedings which may arise from the same conduct. RIDDE may refer an act of student misconduct to an appropriate law enforcement agency before, during or after disciplinary action is taken by the Institute.
5. Incidents of academic misconduct, non-academic misconduct and academic integrity are addressed separately within the RIDDE Policies and Procedures Manual.

Definitions

“Bullying and Harassment” means any unwelcome, or that reasonably ought to be known to be unwelcome behaviour that would be expected to cause another person to feel demeaned, intimidated or harassed, or that otherwise creates a hostile or offensive environment. Bullying is usually a set of multiple behaviours over time but can be one action. It can be passive or aggressive and includes but is not limited to unwanted touching, teasing, making fun of someone, spreading rumours, excluding or isolating a person, use of offensive language, name calling, coercion or hazing.

“Complainant” means any member of the RIDDE community (student, faculty, or staff) who notifies a staff member of a possible violation of this Policy and associated procedure and/or makes a complaint against a student.

“Expulsion” means the permanent revocation of a student’s permission to attend RIDDE, its courses or programs and banning of the person’s ability to be in RIDDE’s clinical location.

“Misconduct” means any act or behaviour through which the student contravenes their rights and responsibilities as a member of the RIDDE community; Conduct which does not respect the rights and dignity of others or that contravenes RIDDE’s mission, mandate, values and policies.

“Non-Academic Probation” means a status assigned to a student for a specified period of time in which further violations of academic or non-academic policies at RIDDE could result in more severe sanctions and/or further sanctions.

“Outcome” means a penalty or consequence imposed as a result of misconduct.

“Respondent” means a student that is the subject of Complaint by a Complainant under this Policy and associated Procedure.

“Sanction” means a penalty or consequence imposed as a result of misconduct.

“Suspension” means a temporary curtailment of a student’s access to services and course registration within RIDDE. Must have a start and end date specified, with conditions clearly articulated.

“Student” means any person registered at RIDDE or a person once registered but on leave or suspension, or a person registered in current or previous terms that has not fulfilled the requirements of their program.

“*Risio community*” means any person or persons formally or informally affiliated with RIDDE.

Student Rights

At RIDDE, students have the following rights:

1. The right to pursue academic studies and participate in student activities in a safe and inclusive learning and working environment.
2. The right to participate in student activities without harassment, intimidation, discrimination, disruption or acts of violence.
3. The right to express diverse ideas and viewpoints.
4. The right to expect respect for their own property and person.
5. The right to privacy in respect of personal information.
6. The right to reasonable access to information relevant to their status as a student and that relates to their program, graduation requirements and RIDDE policies and procedures relevant to students.
7. The right to make claims and exercise rights related to RIDDE policies and procedures.
8. The right to fair and prompt procedures in proceedings for misconduct under this Policy.
9. The right to be kept informed of their academic standing and progress through fair and reasonable performance assessments.
10. The right to be protected from retaliation by members of the RIDDE community when the person reports, discusses, provides evidence, or otherwise participates in a student rights and responsibilities process.

Student Responsibilities

At RIDDE, students have the responsibility to:

1. Conduct themselves in a manner that does not harm or threaten to harm another person’s dignity, physical or mental wellbeing.

2. Contribute to and maintains an inclusive environment.
3. Respect the ideas and perspectives of others even if they do not agree.
4. Respect others personal information and privacy and treat disciplinary actions as confidential.
5. Obey public laws.
6. Report acts of rights violations where there is a reasonable and/or expected threat to the community, or where harm (emotional or physical) has been witnessed.
7. Respect the property of RIDDE and of others.
8. Become aware of, and comply with, RIDDE policies and procedures.
9. Confirmation of Employment (COE). Upon graduation, students will be contacted by the Institute and asked to provide information regarding their employment status, including their employer's name and telephone number. This information is collected to track graduate outcomes, support program evaluation, and ensure the Institute continues to meet industry and regulatory expectations.

Staff & Faculty Responsibilities

Staff & faculty have the responsibility to:

1. Support student rights.
2. Create a positive learning experience for every student equally and for fulfilling all program-related obligations.
3. Providing students with program-related material and information and a high level of service that contributes to the learning experience of every student.
4. Reporting any instances of student misconduct that come to their attention

Student Misconduct

1. Students assume an obligation to always conduct themselves as responsible members of the RIDDE community and to respect personal property and the rights of others.
2. Conduct that does not respect the rights and dignity of others and that contravenes RIDDE's mission, vision and policies may be considered student misconduct; and therefore, subject to the rules governing student misconduct.

3. The following is a non-exhaustive list that provides examples of misconduct that may be addressed under this Policy. Conduct not specifically set out below may be subject to proceedings under this Policy. Students shall not engage in the following conduct:

- a. Physically, verbally, emotionally, or psychologically aggressive behaviour directed towards another member of the community and/or coercion and/or threats towards students, staff, faculty, or other members of the RIDDE Community.
- b. Regardless of the purpose or intent (including jokes), to engage or encourage others to engage in behaviours or activities that harass any person or discriminate against a person based on protected status such as race, ancestry, place of origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, disability.
- c. Intentionally or knowingly mislead, defraud, or misrepresent themselves or others, or otherwise abuse the trust of staff, faculty & students.
- d. Harm, injure or threaten any person in the clinical setting or during RIDDE classes or activities.
- e. Intentionally or recklessly create situations which endanger or undermines or threatens the health, safety, well-being, or dignity of oneself or another individual regardless of consent.
- f. Possess and/or sell illegal or controlled substances in the clinical setting, or be under the influence of drugs, alcohol, cannabis, or narcotics while attending clinical modules or workplace settings
- g. Commit unlawful acts on RIDDE premises, or at 'Work-Integrated Learning' sites.
- h. Disregard, or encourage others to disregard health procedures and practices mandated by RIDDE or engage in conduct that threatens the health of any other person.
- i. Bribe or make offers of reward to students, staff or faculty for any purpose.
- j. Misappropriate, convert, destroy, permanently deface or otherwise damage RIDDE property, resources or the property of others.
- k. Providing to another person any credentials or access information to RIDDE systems or resources meant for oneself, regardless of intent or purpose.
- l. Utilize any RIDDE resources, including digital programs, for any other purpose than specifically authorized for.
- m. Forge, falsify, destroy, misuse or alter any RIDDE document or record in paper or electronic form and/or aiding another in the forging, falsification, destruction, misuse, or alterations of RIDDE documents.

- n. Engage in any other conduct which is not in keeping with reasonable RIDDE standards and/or violates other policies at RIDDE.
4. RIDDE will conduct a timely investigation into allegations of misconduct that could, if substantiated, constitute a violation of this Policy. All investigations are conducted in a fair and equitable manner, consistent with the principles of procedural fairness and natural justice and having regard to the nature and seriousness of the conduct at issue.
 5. When RIDDE determines that misconduct has occurred, the outcome of that process will consider all the circumstances of the misconduct and the circumstances of the student engaging in the misconduct. RIDDE recognizes that, where appropriate, an outcome that is educational, developmental or restorative, may be preferable to, or imposed in conjunction with, a punitive outcome.
 6. A Student has the right to dispute action taken by RIDDE under this Policy in accordance with the Student Dispute and Resolution Policy.
 7. Disciplinary sanctions and other measures applicable under this Policy include:
 - a. The student may be required to provide a verbal or written apology.
 - b. The student may be required to make restitution in the form of payment of costs, or compensation for loss, damage, or injury, or in the form of appropriate service or material replacement.
 - c. The student may receive a verbal or written warning or letter of reprimand.
 - d. The student may be placed on non-academic probation for a specified period.
 - e. The student may be prohibited for a specified period from having access to all or any part of the clinical setting, with or without conditions.
 - f. The student may be denied admission or re-admission to RIDDE for a specified or indefinite period.
 - g. The student may be terminated by the Operations Manager.

Sexual Violence Policy

Policy Number:	0012
Policy Title:	Sexual Violence Policy
Approved By:	President- Carey-Ann Balkwill
Approval Date:	December 20, 2024
Effective Date:	December 20, 2024
Review Date:	April 23, 2026
Next Review Date:	January 1, 2027

Policy Statement

Sexual violence in any form will not be tolerated. RIDDE is committed to providing a safe atmosphere free from any form of sexual violence. RIDDE students can expect a respectful environment that is free from sexual violence and any form of abuse. RIDDE faculty, staff and students lead with respect. RIDDE is committed to a fair process for complaint resolution, protecting the rights of their students and holding individuals accountable in the act of sexual violence.

Purpose

Students, staff and faculty are responsible for adhering to the Sexual Violence Policy. Along with abiding by the provincial laws and Canadian laws, students are accountable for:

1. Self-discipline, accountability and judgement in daily interpersonal relationships and academic activities
2. Their own academic and professional learning development
3. The impact that their behaviour may have on the RIDDE community and how it may reflect on that community
4. Conduct that is not consistent with the RIDDE policies and procedures

Scope

The policy applies to all students, staff and faculty at RIDDE or engaged in related RIDDE activities. It also applies to the conduct of students, staff and faculty when off campus or the e-learning environment when:

- They are participating in a class assignment or activity (such as the 'Community Health Project')
- Their conduct negatively impacts RIDDE or its community, or adversely affects the health and safety of a RIDDE community member

The application of this Sexual Violence Policy is independent of any criminal or civil proceedings which may arise from the same conduct. RIDDE may refer an act of student misconduct to an appropriate law enforcement agency before, during or after disciplinary action is taken by the Institute.

Definitions

“Consent” means the voluntary and explicit agreement to engage in the sexual act in question. It is the act of willingly agreeing to engage in specific sexual behaviour, and requires that a person is able to freely choose between two options: yes and no. This means that there must be an understandable exchange of words or actions that indicate a willingness to participate in mutually agreed upon sexual activity.

Silence or non-communication will not be interpreted as consent under this policy. Consent cannot be given on behalf of another person. Consent given in the past to sexual activity does not mean that consent exists for future sexual activity. A person who has been threatened or coerced into engaging in the sexual activity is not consenting to it. A person who is “incapacitated” due to the ingestion of drugs or alcohol or due to some other reason cannot give consent. Consent cannot be obtained by a person in a position of trust, power or authority (e.g., a faculty member who teaches a student or a manager who supervises an employee). A person can withdraw consent at any time during a sexual encounter.

“To Report” means to share information about an incident of sexual violence with the Institute for the purpose of receiving support, counselling, or other services or to obtain information about how to make a complaint.

“Complaint” means to share information about an incident of sexual violence with the Institute to initiate a formal process by which one or more respondents can be held accountable.

“Complainant” means an individual who is or has been affected by sexual violence who has filed a complaint.

“Incapacity” means a person is incapable of consenting if they cannot understand the sexual nature of the activity or cannot understand that they may choose to decline to participate in the activity. This also defines a person who is significantly impaired by alcohol or drugs and is deemed to be incapable of consenting, as is a person who is asleep, unconscious or otherwise unable to communicate.

“Respondent” means an individual who is the subject of a complaint made under this policy.

“Sexual Assault” means any form of sexual contact without consent and includes unwanted kissing, fondling, touching, oral or anal sex, vaginal intercourse or other forms of penetration, or any unwanted act of sexual nature.

“Sexual Harassment” means engagement in a course of upsetting comment or conduct against a person because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome. Making a sexual solicitation or advance where the person making the solicitation or advance can confer, grant or deny a benefit or advancement and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

“Sexual Violence” means any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted

against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, nosiness and sexual exploitation.

RIDDE's commitment is to:

1. Prevent sexual violence and foster a community in which members are able to work, learn and express themselves free of sexual violence, including by engaging in education about sexual violence and this policy and protocol
2. Support RIDDE community members who have been affected by sexual violence by providing supports, services and options and by recognizing that such individuals are the final decision-makers about their own best interests
3. Appropriately accommodate the needs of RIDDE community members who have been affected by sexual violence
4. Respond to, and investigate, reports and complaints of sexual violence appropriately and in accordance with the law
5. Address complaints of sexual violence fairly, quickly and in a manner that minimizes re-traumatization of individuals who have experienced sexual violence
6. Collect data about sexual violence reports and complaints as required by law

Although all complaints will be processed fairly, RIDDE acknowledges that student respondents have a right to be heard which requires a procedure with unique elements. Therefore, this policy establishes a different procedure for complaints involving student respondents.

Protection from Reprisals and Threats

No member of the RIDDE community shall retaliate or threaten to retaliate against a person for reporting an incident of sexual violence, for filing a complaint under this policy, for cooperating with or participating in a sexual violence investigation or adjudication or for otherwise pursuing their rights under this policy. RIDDE will take reasonable steps to protect complainants, witnesses, and others from retaliation, including by directing individuals in writing to refrain from retaliation and threatening retaliation and sanctioning individuals for breach of this duty.

Supports, Services and Accommodations

Contact for support, services and accommodations

Individuals who are affected by sexual violence may contact the RIDDE Sexual Violence Response Advisor (Operations Manager) to obtain support, services and accommodation. The RIDDE Sexual Violence Response Advisor (Operations Manager) will explain options, create a safety plan and facilitate contact with the police, if requested. Individuals affected by sexual violence are not required to complain to receive support, services and accommodations from RIDDE.

Incident Response and Sexual Violence Reports

Intervention by bystanders

All RIDDE employees and other representatives shall take reasonable action to prevent sexual violence from occurring, including by contacting the RIDDE Sexual Violence Response Advisor (Operations Manager). Students and others are strongly encouraged to do the same.

Witnesses to report incidents

All RIDDE employees and other representatives who witness an incident of sexual violence shall report it to the RIDDE Sexual Violence Response Advisor (Operations Manager). Students and others are strongly encouraged to do the same.

Reports by affected individuals encouraged

Individuals who have been affected by sexual violence/assault are encouraged to obtain information and support. The best person at RIDDE to speak with is the Sexual Violence Response Advisor (Operations Manager). Any report of an incident, or a complaint of sexual violence will not be subject to discipline or sanction for violations of RIDDE's policies relating to drug or alcohol use at the time the alleged sexual violence/assault occurred.

Employees should listen and refer

RIDDE employees and representatives to whom an individual reports an incident of sexual violence should listen, show support and should refer the individual to the RIDDE Sexual Violence Response Advisor (Operations Manager) for support. RIDDE employees and representatives should refrain from judging the individual and, unless trained in providing support to those who have experienced sexual violence, refrain from providing advice.

Employees must report

All employees and representatives who are not health care providers shall immediately convey any report of sexual violence to the RIDDE Sexual Violence Response Advisor (Operations Manager), who may convey any report of sexual violence to the police or other persons as they deem necessary for the purpose of eliminating or reducing a significant risk of serious bodily harm.

RIDDE will assess and respond to all reports

Those thinking about making a report should understand that RIDDE has a duty to assess and respond appropriately to every report given its duty to maintain a working and learning environment free of sexual violence. Given this duty, RIDDE employees and representatives who receive reports cannot keep them completely confidential. Reports are communicated within RIDDE under this policy and may lead to an investigation and other interventions that RIDDE initiates on its own.

RIDDE is committed to confidentiality, but in this context, RIDDE's commitment to confidentiality means disclosing information only to those who need to know and limiting the disclosure of information to what needs to be disclosed. It also means keeping information reasonably secure considering its sensitivity.

Complaints

Community members have a right to file a complaint

Any member of the RIDDE community may file a sexual violence complaint. Any member of RIDDE who discloses their experiences of sexual violence/assault through reporting and incident of, making a complaint about or accessing supports and services for sexual violence, will not be asked irrelevant questions during the process of investigating the complaint. This includes irrelevant questions relating to the individual's sexual expression or past sexual history.

A complainant may withdraw a complaint at any time, though RIDDE may continue to investigate as appropriate in light of its duty to maintain a working and learning environment free of sexual violence. Complainants may report sexual violence to the police before or after filing a complaint with RIDDE. In some situations, it may be necessary for RIDDE to suspend its complaint process while the police or investigating or after charges are laid.

There are limitations to RIDDE's power to deal with a complaint

The dispute/complaint resolution protocol in this policy applies to all incidents of sexual violence in which both the complainant and the respondent are members of the RIDDE community. It applies to incidents that occur off RIDDE's premises if the incident has the potential to adversely affect an individual's study or work performance at RIDDE or create a negative study or work environment within RIDDE.

If a respondent's relationship with RIDDE ends and that person is no longer a member of the RIDDE community, RIDDE may choose to suspend the processes under this policy. If the respondent becomes a member of the RIDDE community again, the RIDDE may reinstate the process after notifying the complainant and respondent.

RIDDE will resolve complaints fairly, through a trauma-informed process

RIDDE will review and resolve all complaints by individuals who identify themselves and allege sexual violence. RIDDE will ordinarily treat anonymous complaints as reports – i.e., it will assess the information provided and take appropriate action in light of its duty to provide a work and learning environment free of sexual violence.

All complaints that allege sexual violence will be received and addressed under this policy and its dispute/complaint resolution protocol, which is meant to minimize the re-traumatization of individuals who have experienced sexual violence and to provide fairness to respondents. RIDDE may depart from its dispute/complaint resolution protocol as it deems appropriate but will not make a misconduct finding without following a fair procedure. Respondents will always receive notice of the allegations and a meaningful opportunity to be heard. All decision-making responsibilities under this policy may be delegated in a manner that is fair and appropriate.

Complainant participation in the investigation is optional

No person affected by sexual violence is required to participate in an investigation or the other aspects of RIDDE's dispute/complaint resolution protocol. However, complainants should understand that RIDDE may be unable to reach a misconduct finding without their input.

Information is shared to resolve complaints

Although RIDDE treats the subject matter of complaints as confidential, those considering making a complaint should beware that:

- RIDDE will disclose information to the respondent or respondents for the purpose of investigating and resolving a complaint; and
- RIDDE may disclose information to others to meet its duty to provide a work and learning environment free of sexual violence (e.g., to address a safety risk).

In this context, RIDDE's commitment to confidentiality means disclosing information only to those who need to know and limiting the disclosure of information to what needs to be disclosed. It also means keeping information reasonably secure in light of its sensitivity.

RIDDE may informally resolve complaints

RIDDE may informally resolve a complaint at any time after receiving it. RIDDE recognizes that complainants have a significant interest in the manner in which their complaints are resolved, but RIDDE reserves the right to resolve a complaint without a complainant's agreement when resolution is agreeable to the respondent or respondents and appropriate in light of the purpose of this policy.

RIDDE may impose protective measures before a finding is made

The rights and privileges of a respondent may be restricted by RIDDE before it makes a finding about whether the alleged misconduct occurred. For example, a respondent may be moved from a complainant's residence, restricted from entering certain parts of campus and restricted from attending class. Such "interim measures" will be imposed only as necessary to meet the needs of complainants. RIDDE will also take steps to minimize the impact of interim measures on respondents.

Interim measures are not punishment and do not represent a finding of misconduct. RIDDE may impose interim measures immediately, without a hearing. Respondents may ask RIDDE to review a decision to impose interim measures, but only to address the impact of the imposed measure and the preference for other alternatives.

RIDDE may punish sexual violence in many different ways

A decision to affirm a complaint (in whole or in part) may result in several possible sanctions, including the imposition of education and training, corrective action such as relocation or change of duties or supervision, change of class or program, reprimand, suspension, termination or expulsion.

Troublesome complaints are prohibited

No complaint shall be filed to purposely annoy, embarrass or harm a respondent. Individuals who file such complaints may be subject to discipline.

Dispute/Complaint Resolution Protocol

RIDDE's process for resolving complaints involves five steps: (1) intake; (2) investigation; (3) post-investigation decision; (4) disciplinary proceedings (for student respondents only); and (5) appeals (for student respondents only).

Step 1—Intake

- a) Sexual violence complaints are made by completing a form that sets out all allegations (with detailed facts) and by providing key documentation that supports the allegations
- b) The Operations Manager will decide whether a complaint will be investigated, ordinarily within three days of receiving a complaint.
- c) Subject to applicable law, the Operations Manager may decide not to initiate an investigation (a) if the complaint does not name a respondent who is a current member of RIDDE community or (b) the allegations, if proven to be true, would not constitute sexual violence.

Step 2—Investigation

- a) After deciding to initiate an investigation, the Operations Manager will consult with the COO or President on the need for interim measures and decide what interim measures will be implemented.
- b) Operations Manager will then notify the complainant and respondent or respondents in writing of the investigation and any interim measures. The notice will include a summary of all the allegations made and will describe the interim measures to be implemented. The Operations Manager will attach all relevant documents provided to RIDDE by the complainant. The notice will also advise complainants and respondents (a) of potential sources of support and (b) that any concerns about the appropriateness of the interim measures may be raised with the Operations Manager.
- c) The Operations Manager will then conduct an investigation or direct an internal or external investigator to conduct an investigation. An investigation will be conducted by an individual capable of conducting an unbiased investigation who was not involved in the events in issue. Internal and external investigators will ordinarily be directed to:
 - start the investigation by obtaining a written response and all documents upon which the respondent relies
 - interview the complainant, respondent and witnesses
 - record all interviews in writing (i.e., produce witness statements)
 - gather additional relevant documents and physical evidence

- produce a confidential written investigation report

The investigator will conduct the investigation fairly and will give the complainant and respondent an opportunity to comment on all disputed facts before producing a report. Throughout the investigation, complainants and respondents may invite a support person to meetings with the investigator, though the investigator may exclude a support person from all or part of an interview if the investigator believes the presence of the support person will affect the quality of the interview. For example, an investigator may believe that a student is unlikely to be forthright about sexual matters in the presence of a parent.

The time required to commence and complete an investigation may vary, but investigations should ordinarily start and finish within 30 days.

d) An investigator's role is to conduct an investigation that supports decision-making by another RIDDE official under Step 3. When the respondent is an employee, the investigator's confidential written investigation report will summarize the evidence, draw conclusions about credibility, and make findings of fact. When the respondent is a student, the investigator's confidential written investigation report will only summarize the evidence and draw conclusions about credibility.

Step 3—Post-investigation decision

The decision-making process that follows an investigation depends on whether the respondent is an employee or a student.

a) When the respondent is an employee, the respondent's supervisor decides how the complaint should be resolved.

- Shortly after the investigation is complete, the respondent's supervisor will consider the results of the investigation (and not new allegations and evidence), following which the respondent's supervisor will decide whether to affirm or deny the complaint (in whole or in part) and, if the complaint is affirmed, decide upon the appropriate sanction.
- Before affirming a complaint, the respondent's supervisor will have a discussion with the respondent. The discussion will address the results of the investigation and the possible outcome of the investigation (and not new allegations and evidence).
- The respondent's supervisor shall consult with human resources with a view to reaching a consensus and may also consult with Operations Manager and other administrators with responsibility for the respondent and legal counsel.
- When the respondent is an employee, the respondent's supervisor decides how the complaint should be resolved with support from human resources.
- The decision of the respondent's supervisor will be conveyed in writing to the respondent.
- The respondent may ask RIDDE managers who directly supervises the respondent's supervisor to reconsider the decision. Any such requests shall be made by writing the manager within two calendar days of receiving the decision. The manager shall consider the written request and decide whether to affirm the decision or remit the matter back to the respondent's supervisor with feedback. Any decision to affirm the decision is final. This provision shall not

preclude the manager from consulting with the respondent's superior before or after a decision is made.

- Complainants will be advised of the results of the investigation and of any corrective action that has been taken or will be taken as a result of the investigation.

b) When the respondent is a student, the Operations Manager decides if the complaint will be dismissed or if there will be a hearing.

- Shortly after the investigation is complete, the Operations Manager will consider the results of the investigation and decide whether or not to initiate a hearing.
- The Operations Manager may consult with and involve a complainant's supervisor (for employee complainants), and other administrators with relevant responsibility or expertise.
- The decision whether or not to initiate a hearing is made at the sole discretion of the Operations Manager after consideration of all the circumstances, including the strength of the available evidence and whether the matter can be appropriately resolved without pursuing a penalty. A decision to initiate or not initiate a hearing will be conveyed in writing to the complainant and respondent and is final.
- The Operations Manager may seek confidential legal advice in making this decision.

Step 4—Disciplinary proceedings (for student respondents only)

a) Appointment of decision-maker:

The Operations Manager will advise the COO or President of any decision to pursue a sanction and provide the COO or President with the summary of allegations, written response and all relevant documents gathered and produced in the course of the investigation. The Operations Manager will provide a copy of this communication to the respondent.

The COO or President will conduct a proceeding and act as decision-maker or delegate this duty to an unbiased member of the RIDDE community who has received appropriate training (the "Adjudicator"). The COO or President shall receive appropriate training for this role and may seek confidential legal advice.

b) Scheduling and notice of meeting:

The Adjudicator will schedule a meeting at which the respondent will be heard. The Adjudicator will give at least 14 days written notice of the meeting to the respondent. The notice will explain the purpose of the meeting, explain that the respondent may be accompanied by a support person or legal counsel and describe the potential consequences of a failure to attend.

c) Parties to the proceeding, and the role of complainants and witnesses:

The respondent is a party to the proceeding as is the Operations Manager. The Operations Manager's role is to present the case in favour of discipline. The complainant is not a party to the proceeding but will attend the meeting to answer questions about the allegations and prior collected evidence unless

excused by the Adjudicator. The Adjudicator will invite the complainant to attend the meeting, explain that the complainant has the option of participating via video link or similar technology, explain that the complainant may be accompanied by a support person or legal counsel and describe the potential consequences of a failure to attend.

Witnesses other than the complainant and respondent will only attend the meeting if invited by the Adjudicator. If either the Operations Manager or the Respondent believes that one or more other witnesses should attend, they will ask the Adjudicator to invite the witness to attend in writing (explaining why the witness's attendance is necessary) at least seven days before the meeting.

d) Purpose and conduct of the meeting:

The purpose of the meeting is to allow the Adjudicator to understand the witness statements, other evidence gathered by the investigator and any investigation report and to decide whether to affirm or deny the complaint (in whole or in part) and, if the complaint is affirmed, decide upon the appropriate sanction.

In deciding whether to affirm or deny the complaint the Adjudicator will apply the "balance of probabilities" standard of proof – i.e., the Adjudicator will affirm allegations if they are more likely than not to be true. The Adjudicator controls how the meeting will be conducted but ordinarily follows the following procedure.

- The Operations Manager and the respondent will give short (10-minute) statements to set out their positions.
- The Operations Manager and the respondent will provide any questions to the Adjudicator that they would like the Adjudicator to ask the complainant, respondent and any other witnesses who have been invited to attend.
- The Adjudicator will question the complainant, respondent and any other witnesses who have been invited to attend. The Adjudicator will ask all submitted questions that are proper and that elicit relevant evidence that is not already recorded in a witness statement or attempt to elicit such evidence.
- The Operations Manager and the respondent will give short (20-minute) statements to comment on what was said in the meeting and set out their positions.

e) Written decision:

The Adjudicator will issue a written decision to the respondent and the Operations Manager within seven days of the meeting and will provide a summary of the decision to the complainant at the complainant's request.

Step 5—Appeal (for student respondents only)

A respondent may file a written appeal to the COO or President of RIDDE within ten days of receiving an Adjudicator's decision. The COO or President is not required to discuss the written appeal with the respondent before making a decision.

An appeal is not a re-hearing. The COO or President will affirm the Adjudicator's decision unless (a) the procedure employed the Adjudicator was unfair and a re-hearing by a new Adjudicator or (b) the Adjudicator's decision is unreasonable in light of the evidence put before the Adjudicator. The COO or President shall receive appropriate training for this role and may seek confidential legal advice. The decision is final.

Related Forms and Links:

1. Sexual violence prevention and support: <https://www.alberta.ca/sexual-violence-prevention>
2. Ontario Human Rights Commission- Policy on preventing sexual and gender-based harassment: <https://www3.ohrc.on.ca/en/policy-preventing-sexual-and-gender-based-harassment-0>

Diversity, Equity and Inclusion Policy

Policy Number:	0013
Policy Title:	Diversity, Equity and Inclusion Policy
Approved By:	President- Carey-Ann Balkwill
Approval Date:	October 30, 2021
Effective Date:	October 30, 2021
Review Date:	April 23, 2026
Next Review Date:	January 1, 2027

Policy Statement

At RIDDE, we train a broad spectrum of students to reflect the diversity of the dental industry and the people it serves. RIDDE takes steps and follow policies to help account for the unique needs of every student. RIDDE welcomes students and instructors from every background to create a space where all people can feel welcome. Rizio Institute treats every person with the respect and dignity they deserve to create a tight-knit and supportive community

Purpose

The purpose of this policy is to reaffirm RIDDE's commitment to diversity, equity and inclusion and to foster a diverse and inclusive community that encompasses our legal, moral, and ethical responsibilities.

This policy is in place to ensure that diversity, equity and inclusion is the forefront of experiences obtained and decisions made by RIDDE students, staff and faculty.

Scope

The policy applies to all enrolled students, staff and faculty at RIDDE or engaged in related RIDDE activities.

The policy also applies to the conduct of students, staff and faculty when off campus or the e-learning environment when:

1. They are participating in a class assignment or activity (such as the 'Community Health Project')
2. Their conduct negatively impacts RIDDE or its community, or adversely affects the health and safety of a RIDDE community member

Definitions

"Equity" means taking the range of human attributes and qualities into account and providing each individual with what they need to be successful.

“Equality” means providing each individual with the same or similar opportunities and ensuring fairness in processes and outcomes so that each individual has an equal opportunity to make the most of their abilities.

“Diversity” the range of human differences, including diverse talents, perspectives, backgrounds, worldviews, ways of knowing, skills, and abilities.

“Inclusion” means ongoing practice of embracing equity, diversity, and taking action to create a supportive and welcoming environment.

“Belonging” means when each individual is supported, respected, and valued for their identity and unique traits that make them different from each other. Belonging is feeling part of a collective that is co-created by diverse individuals in the university community.

Responsibilities

All members of the RIDDE community share the responsibility for creating a supportive and inclusive environment.

RIDDE is responsible for:

- Creating a culture that embraces equity, diversity, inclusion and belonging
- Providing an environment free of discrimination and harassment
- Ensuring underrepresented perspectives and voices are heard in decision-making
- Reviewing systems, policies and procedures to address underrepresented individuals
- Creating a welcoming environment that reflects cultural and social diversity

RIDDE acknowledges and addresses the biases, assumptions and stereotypes that may inhibit the opportunity in learning and work environments.

Prior Learning and Recognition (PLAR) Policy and Procedure

Policy Number:	0014
Policy Title:	Prior Learning and Recognition (PLAR) Policy and Procedure
Approved By:	President- Carey-Ann Balkwill
Approval Date:	October 30, 2021
Effective Date:	October 30, 2021
Review Date:	April 22, 2026
Next Review Date:	January 1, 2027

Policy Statement

RIDDE assesses PLAR from Vancouver Community College's Dental Assistant Distance Delivery Program within the past 2 years of applying to a RIDDE program, in the scope of the program the student is enrolling in. RIDDE also assesses PLAR against its own courses for reapplication to the program from previously enrolled RIDDE students. RIDDE is committed to fairly assessing prior learning in the scope of the chosen program to ensure that all outcomes are taught and evaluated consistently.

Purpose

This policy provides students with the procedures and responsibilities of RIDDE in recognizing prior learning, while maintaining the quality of its programs and credentials.

RIDDE's Dental Assistant Distance Delivery Program is delivered in a unique format in comparison to similar programs in Canada. While the RIDDE Dental Assistant Distance Delivery Program includes a continuous 'Work Integrated Learning' component, various other programs do not include this component. Because of this vast difference, RIDDE has chosen not to accept transfer credits from programs other than its own Dental Assistant Distance Delivery Program and Vancouver Community College (VCC)- Dental Assistant Distance Delivery Program.

Scope

The policy applies to all applicants of the Dental Assistant Distance Delivery Program.

The policy provides guidelines and policies for all requests regarding PLAR.

Definitions

"Course Outline (Syllabus)" means an approved document outlining the course and unit learning outcomes, resources and evaluation methodology for a course.

"Credit Transfer" means the recognition of a credit by RIDDE for courses or programs completed in another program or academic institution at a post-secondary level.

"Effective Dates" means when the equivalency is valid.

“The Start Date” means the date it was officially reviewed by the academic team.

“The End Date” means when the equivalency is no longer valid.

“Equivalent Learning” means learning outcomes in one course or a combination of courses are comparable if: 90% or greater of the module outcomes of the RIDDE are covered and course hours are equivalent to or greater than the RIDDE course.

“Official Transcript” means an official academic record produced by the Office of the Registrar which reports a student’s cumulative academic record, grades or achievement levels obtained.

“Program of Study” means a planned and coordinated selection of courses delivered to an identified student, at the successful completion of which an appropriate credential is awarded by RIDDE.

“Recognized Postsecondary Institution” means a public or private institution that has been given authority to grant degrees, diplomas, and other credentials by a public or private act of the provincial/territorial legislature or the international equivalent or through a government-mandated quality assurance mechanism.

Responsibilities

Registrar:

- follows established procedures for the processing of requests for transfer credit review
- records and tracks all student requests for credit transfer
- notifies students throughout the process via email
- ensures accuracy and confidentiality of student records when entering credit transfer information

Student:

- submits appropriate documentation (official transcript, course outlines, verification of Work Integrated Learning hours) upon enrollment to support request for transfer credit
- is aware of and adheres to established timelines
- ensures the submission is complete, including the request form and academic documentation

Procedure

1. Upon application for PLAR, the registrar completes the internal PLAR process to assess course equivalency and completion.
2. VCC transfer applicants: If the Registrar determines that a course(s) is eligible for PLAR, it is

documented in the internal PLAR process, as well as in the applicant's file and on the LMS. VCC applicants who receive PLAR for specified modules will be credited time and course completion.

3. RIDDE returning students who withdrew or were terminated from the program due to academic or non-academic issues: RIDDE uses a PLAR formula to calculate tuition amounts upon re-enrolment, approved by Alberta Advanced Education.
4. RIDDE returning students who were terminated with (medical) documentation: RIDDE uses a formula that accounts for the difference between the tuition already paid and any applicable tuition increases at the time of re-enrolment.
5. Grading notations for transfer of credit on the student's transcript will include the following:
 - a. A notation of 'TC' (Transfer of Credit) will be used when a transfer of credit is granted for course(s) previously completed at another post-secondary institution.
6. RIDDE's Registrar notifies the applicant of the PLAR outcome and continues the enrolment process.

Schedule “A”- Mandatory Additional Course Work or Training

ALBERTA STUDENTS: College of Alberta Dental Assistants Student Membership

Students should register for ‘Student Membership’ on the CADA website within the first 4 months of the program using the link below. Students must then complete the short courses outlined below:

<https://abrda.ca/registration-and-renewal/dental-assisting-students/apply-for-student-membership/>

1. CADA Code of Ethics- online course
2. Alberta Patient Relations Learning Module- online course
3. Standards of Practice- online course

WHMIS Training Module

Students must complete the mandatory workplace WHMIS training module in the Learning Management Software within the first 4 weeks of the program.

CPR (Health Care Level with AED) (pre-requisite for clinical modules)

<https://www.heartandstroke.ca/how-you-can-help/learn-cpr>

All students are expected to have CPR-HCP (with AED instruction) one month prior to starting the clinical portion of the program. Verification cards must indicate that the CPR course is valid for 3 years, unless the student plans to obtain a yearly certification (a copy of the yearly CPR verification card should be sent to the Registrar of the program).

‘Heartsaver’ is the essential CPR and automated external defibrillator (AED) course. Foundational and flexible, ‘Heartsaver’ provides you with the skills and confidence to respond to a cardiac arrest.

Schedule “B” - Immunizations

According to the CDSA, immunizations substantially reduce both the number of Dental Health Care Providers (“DHCP”) susceptible to infectious diseases and the potential for disease transmission to other DHCP and patients.

All DHCP should be adequately immunized against:

- Hepatitis B;
- Measles;
- Mumps;
- Rubella; (mandated under Public Health Act)
- Varicella;
- Influenza; and
- Diphtheria, tetanus.

*Updates to the immunization recommendations for Health Care Workers may be accessed on the CDSA website.

According to the CDSA, Dental Health Care Providers are at an increased risk of acquiring hepatitis B in an occupational setting. Therefore, all DHCP must be assessed regarding their immunity to hepatitis B, and be provided hepatitis B immunization by their employer, if required.

Students are required to sign and submit an *Immunization Testation* confirming that they have either obtained the *Recommended Immunizations* as set out above, or that they are aware of the CDSA recommendations and understand the risks of not obtaining the vaccinations.

Schedule “C” - Canadian Regulatory Registration and Guidelines

Students residing in provinces outside of Alberta should contact their regulatory authority in their province regarding registration/certification. Additional information is provided below for each province.

College of Alberta Dental Assistants

Please visit www.abrda.ca for information about Alberta’s regulatory guidelines. To register for a dental assisting license in Alberta, you must:

1. Complete a dental assistant education program
2. Provide proof of successful completion of the NDAEB Written Exam (<https://abrda.ca/registration-and-renewal/registration-requirements/national-board-certificate/>)
3. Demonstrate Current Practice (<https://abrda.ca/registration-and-renewal/registration-requirements/current-practice/>)
4. Demonstrate Good Character and Reputation (<https://abrda.ca/registration-and-renewal/registration-requirements/good-character/>)
5. Submit a Criminal Record Check valid within the past 90-days
6. Submit your Canadian Government ID
7. Submit the Certificate, Diploma or Official Transcript from the school you attended
8. Submit proof of [Professional Liability Insurance](#) coverage
9. Submit the completed registration application form and applicable fees

British Columbia College of Oral Health Professionals

Please visit <https://oralhealthbc.ca/> for information about British Columbia’s regulatory guidelines. To register to be a Certified Dental Assistant in BC, you must provide:

1. Notarized Statutory declaration (available for download during the application process)
2. Notarized copy of government issued photo ID
3. Notarized or certified copy of education degree/diploma*
4. Notarized or certified copy of NDAEB certificate**
5. Certificates or Letters of Standing from jurisdictions previously registered/certified with (must be sent directly from that regulatory organization)
6. Name change documents (if required) Submit the completed application form and applicable fees

College of Dental Assistants of Saskatchewan

Please visit <https://cdask.ca/> for information about Saskatchewan’s regulatory guidelines.

Graduates of dental assistant programs seeking registration in Saskatchewan must contact the CDAS office by telephone, mail or email. Their staff will provide you with information on the standards and the registration process.

Manitoba Dental Assistants Association

Please visit <https://www.mdaa.ca/> for information about Manitoba's regulatory guidelines. To register for a dental assisting license in Manitoba, you must:

1. Completed and signed application in the form approved by the Board
2. Evidence satisfactory to the Registrar of legal entitlement to work in Canada
3. Evidence satisfactory to the Registrar of identity and current legal name
4. Evidence satisfactory to the Registrar of a valid certificate from an appropriate resuscitation programme ([SCHEDULE C - APPROPRIATE RESUSCITATION PROGRAMMES](#))
5. letter or certificate of standing from each governing body the applicant is or has been registered to practise a health profession. The letter must certify:
 - a. applicant is a member in good standing
 - b. applicant has complied with the continuing competency requirements
 - c. applicant is entitled to practice
 - d. applicant is not subject of any ongoing investigation, voluntary undertaking, discipline or fitness to practice order as a result of a complaint, investigation or proceeding
 - e. particulars of any cancellations, suspensions, restrictions, limitations or conditions on certificate
6. Completed and signed consent forms authorizing the release information for each governing body relevant for the applicant
7. Demonstrates ability to speak and write in English with reasonable fluency to communicate with the MDA
8. Payment of applicable registration and initial certification fees
9. Payment of any other outstanding fine, fee, debt or levy owed by the applicant to the MDA.
10. Provide proof of successful completion of the NDAEB Written Exam
11. Provide proof of Dental Assisting Education: Institution, Graduation date, certificate/diploma received
12. Submit evidence of appropriate amount of liability insurance

Ontario Dental Assistants Association

Please visit <https://odaa.org/> for information about Ontario's membership guidelines. The ODAA is a professional association founded by and for dental assistants. This is not mandatory membership and Ontario Dental Assistants are not required to join. To register to be a member of the ODAA, you must:

1. Submit the completed registration form and application fees

Students should also visit the RCDSO website for further regulatory compliance in Ontario:

<https://www.rcdso.org/en-ca/about-rcdso>

Ordre des dentistes du Quebec

Please visit <http://www.odq.qc.ca/Accueil/tabid/127/language/fr-CA/Default.aspx> for more information on the profession of Dental Assisting in Quebec

New Brunswick Dental Assistant's Association

Please visit <https://nbdaa.ca/> for information about New Brunswick's regulatory guidelines. To register for a dental assisting license in New Brunswick, you must:

1. Provide proof of successful completion of the NDAEB Written Exam
2. Provide proof of Dental Assisting Education: Institution, Graduation date, certificate/diploma received
3. Submit the completed registration form and application fees

Prince Edward Island Dental College

Please visit <https://www.peidc.ca/> for information about PEI's regulatory guidelines. To register for a dental assisting license in PEI, you must:

1. Submit a recent passport-style photo of yourself (taken within the past twelve months)
2. Submit a government-issued identity document
3. Submit your current CPR/BLS certificate from an in-person hands-on course by a provider recognized by the Council
4. Sign the legal statements in your profile during the application process
5. Provide proof of successful completion of the NDAEB Written Exam
6. Provide proof of Dental Assisting Education: Institution, Graduation date, certificate/diploma received
7. Submit the completed registration form for Registered Dental Assistant (Level II) for the province of PEI and application fees

Nova Scotia Regulator of Dentistry and Dental Assisting (NSRDDA)

Please visit <https://nsrdda.ca/> for information about Nova Scotia's regulatory guidelines. In order to be registered and licensed to practice dentistry in Nova Scotia, you will be required to upload the following documents within your online application:

1. A passport-style photo taken with the previous 12 months
2. A certified photocopy of your graduation certificate from a dental assisting program accredited by the Commission on Dental Accreditation of Canada (CDAC), or the American Dental Association Commission on Dental Accreditation (CODA)
3. A letter from your school verifying your graduation from a dental assisting program
4. An applicant must provide a certified photocopy of their Canadian birth certificate, Canadian citizenship card, or proof of permanent Canadian residency status.
If an applicant is not a Canadian citizen or permanent resident of Canada, the applicant must provide details about their current citizenship status and a certified copy of the authorization issued by Citizenship and Immigration Canada which permits them to engage in the practice of dentistry in Canada.
5. Verification of professional liability insurance (PLI) as set out in the Standard of Practice for Dental Assisting
6. A Vulnerable Sector Search and a Criminal Record Check (Performed within the previous 12 months)
7. Two written character references from non-family members who have known you for the past four years

8. Verification of your certification in BLS obtained within the past 12 months (must be an in-person hands-on course from a recognized provider)
9. A copy of your National Dental Assistants Examining Board (NDAEB) certificate
 *If you do not yet have an NDAEB certificate, you will be issued a Conditional Licence and you will have one year from your date of licensure to successfully complete the NDAEB exam and submit a copy of your certificate to the PDBNS. If you do not submit a copy of your NDAEB certificate within one year, your name will be struck from the dental assistants' register and your employer will be notified. Dental assistants with a conditional license are permitted to perform all the duties in the scope of practice for dental assistants.
10. Translation of documents (if applicable)

Newfoundland and Labrador Dental Board

Please visit <https://nldb.ca/> for information about Newfoundland and Labrador's regulatory guidelines. Registered Dental Assistants are eligible for Licensure with the Newfoundland and Labrador Dental Board if they meet one of the following:

1. If an applicant graduates from an accredited program and applies for licensure within 3 years from date of graduation, and holds an NDAEB Certificate they are eligible for licensure
2. If an applicant graduates from an Accredited Program and holds the NDAEB Certificate and applies for licensure more than 3 years after date of graduation, or who has not practised for the same period, the applicant must show successful completion of a professional re-entry program, which includes clinical and didactic content as prescribed by the Board, or successful completion of a Clinical Practice Evaluation (CPE) to be eligible for licensure
3. If an applicant graduates from a Non- Accredited Program, and holds the NDAEB Certificate, the applicant must complete a Clinical Practice Evaluation to be eligible for licensure
4. The Newfoundland & Labrador Dental Board will consider, under the MRA for Dental Assistants, a Registered Dental Assistant who is currently licensed or certified and in good standing in another Canadian jurisdiction

If the applicant meets either of the above criteria, the following are required to complete the application:

- Provide a Copy of the Certificate from the School from where you graduated
- Complete Application form and have properly notarized by a Commissioner of Oaths, Justice of the Peace, Notary Public or a Lawyer
- Provide a copy of the NDAEB Certificate and if necessary the Clinical Practice Evaluation Certificate
- Proof of CPR – Level C – AED (valid for 2 years from date of issuance)
- If an applicant has ever held a license in any other jurisdiction you must provide a Letter of Good Standing from each of these licensing Boards
- Proof of current membership with the Newfoundland and Labrador Dental Assistant's Association
- Provide verification of malpractice insurance through a provider approved by the Board
- Pay the Registration Fee and the Licensing Fee

Yukon Territories - National Health and Welfare

Please visit <https://yukon.ca> for information about the Yukon Territories regulatory guidelines.

Schedule “D”- NDAEB Application Process for the National Dental Assisting Examining Board

Please visit www.ndaeb.ca for details about the NDAEB written examination.

According to the NDAEB website (please visit the website for the most up-to-date information);

“To be eligible for the NDAEB exam, candidates must meet specific requirements. Applicants who have completed both theoretical and clinical education in all essential National Core Skills from an education program recognized by the NDAEB may apply for the exam. These Core Skills are detailed in the Dental Assisting Domain Description section of this Candidate Handbook for the Written Examination.

Since June 1999, NDAEB policy mandates students to finish their practical training before taking the exam. The hands on experience gained during these placements can be advantageous when preparing for the test.”

NDAEB Fees:

Total first-time writer= \$730.00 (\$630 exam fee + \$100 non-refundable application fee)

Total rewrite= \$730.00 (\$630 exam fee + \$100 non-refundable application fee)

NDAEB Application for the Clinical Practice Evaluation **not required for AB graduates, as Risio Institute’s Dental Assistant Distance Delivery Program is a CDAC accredited program.*

Please visit www.ndaeb.ca for details about the NDAEB CPE.

According to the NDAEB website (please visit the website for the most up-to-date information);

The NDAEB developed a Clinical Practice Evaluation (CPE) for use by Canadian Dental Assisting Regulatory Authorities (CDARA) in the licensing/registration of dental assistants.

Some CDARA require graduates of Canadian non-accredited and out-of-country educational programs to successfully complete a two-part NDAEB certificate to include the written examination followed by the CPE.

The NDAEB administers the Clinical Practice Evaluation at up to six sites across Canada three or four times annually, depending on demand. For CPE sessions and application deadline dates, please see the calendar on the NDAEB site. The fee for the full CPE session (9 skills) is \$1785.00 (CAN only). This includes a non-refundable \$100.00 (CAN only) application fee [\$1685 + \$100]. The fee for re-taking individual skills is \$365.00 (CAN only) per skill plus a non-refundable \$100.00 (CAN only) application fee. Candidates registering for 5 or more skills are required to pay the full fee of \$1785.00 (CAN).

The Clinical Practice Evaluation includes the following nine (9) skills:

Skill 1: Exposes digital radiographic images

Skill 2: Obtains preliminary impressions for study casts

Skill 3: Applies and removes dental dam

Skill 4: Selective coronal polishing

Skill 5: Applies treatment liner

Skill 6: Applies and removes matrix band and wedge

Skill 7: Applies anti-cariogenic topical fluoride gel

Skill 8: Applies pit and fissure sealant

Skill 9: Applies topical anesthetic

Schedule “E” - Module-Based Learning Activities Rubric

Grade	Engagement in Module Learning Activities	Engagement in Review Module for Exam Preparation	Engagement with online instructor in module	Mandatory Learning Activity (if applicable-per module)
3	-Consistently engaged in module for a minimum of 3-times per week. -Accessed all areas of module. -Completed all learning activities (per module).	-Consistently engaged in ‘review module’ for exam preparation in it’s entirety.	-Consistently engaged with online instructor in module if falling behind or required additional assistance.	-Completed learning activity in its entirety to the satisfaction of sponsoring dentist/RDA.
2	-Active in module-engaged for a minimum of one time per week. -Accessed at least two areas of the module (IE: flashcards and matching questions) -Completed a minimum of one learning activity.	-Somewhat engaged in ‘review module’ for exam preparation. Not fully complete.	- Somewhat engaged with online instructor in module if falling behind or required additional assistance. Prompting by instructor required.	-Completed most of the learning activity to the satisfaction of sponsoring dentist/RDA.
1	-Did not actively engage in module (less than once per week). -Accessed less than one area of the module (IE: flashcards and matching questions). -Did not complete any learning activities.	-Did not actively engage in ‘review module’ for exam preparation. Less than 10 questions answered.	-Did not actively engage with online instructor in module if falling behind or required additional assistance. Instructor prompted student more than twice.	-Did not complete learning activity in its entirety, nor to the satisfaction of sponsoring dentist/RDA.
0	-Did not engage in module -Did not access any areas of the module (IE: flashcards and matching questions) -Did not engage in any module learning activities.	-Did not engage ‘review module’ for exam preparation at all. Student unprepared.	-Did not engage with online instructor in module if falling behind or required additional assistance.	Did not complete learning activity. If mandatory in module (module specific, fail grade awarded and activity must be re-done in full).
TOTAL GRADE /12	/3	/3	/3	/3

Module-based Learning Activities Rubric- *(not a mandatory pass grade, but worth 20% of overall module grade)*

Schedule “F”-The College of Alberta Dental Assistants (CADA) Standards of Practice

<https://abrda.ca/wp-content/uploads/2023/06/Standards-of-Practice.pdf>

The purpose of these Standards of Practice is to set reasonable expectations of Dental Assistants in their professional practice. While specific treatments and procedures may vary based on a variety of circumstances, including patient need, materials, equipment and operator preference, the standards for professional practice do not change. Dental Assistants will use their knowledge, skills and judgments to meet patient needs, employing these Standards to ensure delivery of quality professional care. These Standards align with and are mutually supportive of the Code of Ethics. Dental Assistants are any regulated members of the College of Alberta Dental Assistants with a valid practice permit, including those on the General Register, the Provisional Register and those on the Courtesy Register.

The CADA Standards of Practice was updated in 2023 and contains live links to regulated documents. Students and RDAs should access the document on the CADA website for the most current information and live links.

The CADA Standards of Practice contains:

- 1 Introduction
- 2 The Public Interest
- 3 Patient-Centred Practice
- 4 Professional Boundaries
- 5 Professional Ethics
- 6 Communication
- 7 Authorized Practice
- 8 Restricted Activities
- 9 Supervision of Restricted Activities
- 10 Registration
- 11 Competence
- 12 Accountability
- 13 Application of Knowledge
- 14 Fitness to Practice
- 15 Self-Reporting to the College
- 16 Additional Reporting Requirements
- 17 Protected Titles
- 18 Continuing Competence Program
- *Glossary of Terms

As per the College of Alberta Dental Assistants:

Dental Assistants may perform duties and Restricted Activities* for which they are authorized by the College and are competent after proper education, training, and experience. Not all dental assistants are authorized to perform all of the skills listed below.

Entry to Practice Intra-Oral Skills

- *dental radiographs* (RAD)*
- *impressions (IMP)*
- *dental dam (DD)*
- *selective coronal polishing and anti-cariogenic agents (PF)*
- *pit and fissure sealants (PIT)*
- *desensitizing agents (DES)*
- *matrices and wedges (MW)*
- *topical anaesthetic (TA)*
- *suture removal (SUT)*
- *bases and liners (BL)*

Advanced Practice Intra Oral Skills

*Orthodontic Clinical Competencies**

- *place and remove orthodontic separators*
- *select, fit and cement orthodontic bands**
- *insert orthodontic appliances**
- *place and bond orthodontic brackets and bondable attachments**
- *insert, ligate and remove orthodontic archwires, which were formed by a dentist, using individual elastomeric ligatures, chain elastomeric ligatures, wire ligature ties (separate and continuous) and self-ligation mechanisms**
- *trim and or bend distal ends of orthodontic archwires*
- *place and remove orthodontic accessories**
- *remove orthodontic bands, brackets and bondable attachments*

Note: The dentist must perform the final fitting, adjustment and or activation of any appliance and a final check of brackets, bands and attachments.

Prosthodontic Clinical Competencies

- *place intermediate restorative materials for temporary restoration of a tooth, and remove excess material from occlusion or contour with hand instruments and slow speed rotary handpiece*

- *select or fabricate and fit provisional acrylic crowns, inlays, onlays and bridges intra-orally using self-curing or light curing materials, or prefabricated or custom fabricated acrylic shells, and remove excess material from occlusion or contour extra-orally with slow speed rotary handpiece*
- *cement provisional crowns, inlays, onlays and bridges using temporary cement, and remove excess temporary cement with hand instruments*
- *remove provisional crowns, inlays, onlays or bridges and cement with hand instruments*
- *place and remove gingival retraction cord with or without hemostatic agents (no epinephrine) in sulcus*

*Preventive Clinical Competencies**

- *perform scaling using hand-held instruments and ultrasonic instruments**

Note: Scaling performed by an authorized dental assistant is limited to areas with a pocket depth of 4 mm or less, as directed by a dentist or dental hygienist provided that the prescribing dentist or dental hygienist assessed the patient, within the six months preceding the date of service, to determine the patient has healthy gingival and periodontal tissues, and no overt or radiographic signs of alveolar bone loss. If at the time of scheduled service, there has been any change to the condition in the oral cavity since the assessment such as evidence of any major dental restorations i.e. crown(s), bridge(s) and/or implant(s) or the initiation of orthodontic treatment, the patient should be reassessed by a dentist or dental hygienist prior to the dental assistant performing scaling.

*Probing**

- *full mouth periodontal probing**
- *periodontal screening and recording assessment**

Registration is mandatory when a person meets the requirements for registration and intends to provide dental assisting services directly to the public.

**These services are Restricted Activities. Restricted Activities are health services that pose significant risk and require a high level of professional competence. Dental assistants who are authorized may perform restricted activities under the direction and supervision of a dentist, dental hygienist or denturist who is authorized to order and provide the service.*

Schedule "G"- Forms



Student Withdrawal Notice Form

Student Information

Student Name: _____ Student ID: _____

Academic Information (Office Use Only)

Program: Dental Assistant Distance Delivery Program

Program Start Date: _____ Last date of attendance (LDA): _____

Withdrawal date: _____

(The date RIDDE was notified of withdrawal. This date is used to calculate refunds)

Reason for Withdrawal

☐ Medical *(documentation required)*

☐ Other: _____

Explanation:

Signed Consent for Withdrawal

All information in your file is confidential. It may be necessary to obtain and/or release information to other government departments or services for graduation and retention statistics.

By signing this form, you are acknowledging the 'request to withdrawal' from Risio Institute for Digital Dental Education.

Student's Signature: _____ Date: _____

Operations Manager Signature: _____ Date: _____

Student Termination Notice Form

Date of determination: _____
(Date the termination was initiated in accordance with institutional policy)

Student Information

Student Name: _____ Student ID: _____

Academic Information

Program: Dental Assistant Distance Delivery Program

Program Start Date: _____

Last date of attendance (LDA): _____

(Last date of academically engaged activity. This date is used to calculate refunds.)

Reasons for Termination

Institutional Confirmation

Academic Advisor Name: _____

Academic Advisor Signature: _____ Date: _____

Academic Misconduct Report Form

Date Received: _____

Student Information

Name: _____ Student ID: _____

Academic Information

Program: _____

Program Start Date: _____

Suspected Academic Misconduct- Documented by Academic Advisor/ Instructor/ Manager

Additional Information Regarding Event (Date, time & relevant additional information)

Incident Reviewed with Student: Yes No

Outcome:

Signed Academic Misconduct Report Form

All information in your file is confidential. By signing this form, you are acknowledging the 'Academic Misconduct Report Form' initiated by Risio Institute for Digital Dental Education.

Student's Signature: _____ Date: _____

Risio Operations Manager Signature: _____ Date: _____

Non-Academic Misconduct Report Form

Date Received: _____

Student Information

Name: _____ Student ID: _____

Academic Information

Program: _____

Program Start Date: _____

Suspected Non-Academic Misconduct- Documented by Academic Advisor/ Instructor/ Manager/ Student/ Other

Additional Information Regarding Event (Date, time & relevant additional information)

Incident Reviewed with Student: Yes No

Outcome:

Signed Non-Academic Misconduct Report Form

All information in your file is confidential. By signing this form, you are acknowledging the 'Non-Academic Misconduct Report Form' initiated by Risio Institute for Digital Dental Education.

Student's Signature: _____ Date: _____

Risio Operations Manager Signature: _____ Date: _____

Notice of Student Appeal Form

Date Received: _____

Student Information

Name: _____ Student ID: _____

Academic Information

Program: _____

Program Start Date: _____

Student Appeal Information/ Reason

Additional Information Regarding Appeal (Date, time & relevant additional information)

Incident Reviewed with Faculty: Yes No

Outcome:

Signed Notice of Student Appeal Form

All information in your file is confidential, unless it is found required to discuss the information with the determined faculty member directly related to the appeal. By signing this form, you are acknowledging that you are initiating the 'Notice of Student Appeal Form' at Risio Institute for Digital Dental Education.

Student's Signature: _____ Date: _____

Risio Operations Manager Signature: _____ Date: _____

Work Integrated Learning

Student Information (DO NOT USE. DocuSign Forms will be sent to the student)

Name: _____	Preferred Name: _____
Email Address: _____	Phone Number: _____
Address: _____	
City/Town: _____	Province: _____ Postal Code: _____
SIN: _____	
Do you consent to having your T2202 tax document sent to the provided email address?	
☐ Yes	☐ No

Work Term Information

Start Date: _____	☐ Full Time ☐ Part Time
Expected Number of Hours Per Week: _____ (minimum 14-hours per week required)	
Position/Title: _____	
Dental Office Name: _____	Phone Number: _____
Address: _____	
City/Town: _____	Province: _____ Postal Code: _____
Office Email Address: _____	Website: _____
Sponsoring Dentist's Name: _____	Phone Number: _____
Dentist's Email Address: _____	
Mentoring RDA's Name: _____	

Job Description (attach a separate sheet if necessary)

Tasks and Responsibilities:

*Students in the Risio Dental Assistant Distance Delivery Program must be student-partners for one another in the clinical modules. Students will complete various skills on a mannikin, student-partner and some skills will also be performed on the public in the Patient Care Clinic (as mandated by the NDAEB).

*If students are considering ortho treatment over the next 2 years, students should consider Invisalign, so aligners can be removed during Risio's clinical modules (buttons and attachments placed are okay).

*Students should not have dental radiographs (unless for emergency purposes), or dental sealants placed prior to attending clinical modules. The sponsoring dentist will be asked to prescribe these items for the student leading into the first clinical module (forms will be sent to the student prior to clinical modules).

(DO NOT USE. DocuSign Forms will be sent to the student)

I _____(student) acknowledge and agree:

- (a) to notify Risio Institute for Digital Dental Education Inc when a change occurs in my Work Integrated Learning office, including if I am not completing the required minimum of 14 hours weekly, or if I am no longer with the dental office, and I understand I have two weeks to secure an alternative dental office to complete the required hours;
- (b) to comply with the curriculum outline and Procedures and Policies Manual provided by Risio Institute for Digital Dental Education Inc.;
- (c) that, should this agreement be terminated by either the student or the sponsoring dentist, I am responsible for securing an alternative sponsoring dental office for the duration of the program;
- (d) and acknowledge that I shall not perform skills that are outside of my scope of practice as a student;
- (e) and acknowledge that I shall not perform any intra-oral clinical skills until I am notified by Risio Institute for Digital Dental Education Inc. that I am able and eligible to perform same;
- (f) that, once I am informed by Risio Institute for Digital Dental Education Inc. that I am able and eligible to perform intra-oral clinical skills, I will not perform such intra-oral clinical skills except while under the direct supervision of a dentist within the sponsoring dental office;
- (g) and acknowledge that I will follow the guidelines outlined in the *Sponsoring Dentist Policy Manual* regarding practical application of skills;
- (h) and acknowledge that I will receive education and training from Risio Institute for Digital Dental Education Inc. on the College of Dental Surgeons of Alberta's Infection Prevention and Control standards;
- (i) that I will adhere to the applicable provincial Infection Prevention and Control standards for the duration of my employment at the sponsoring dental office; and
- (j) to indemnify and hold harmless Risio Institute for Digital Dental Education Inc., its directors, officers, employees, contractors, insurers, and agents (the "Releasees"), against all third party actions, proceedings, claims, demands, losses, damages, and costs (on a solicitor-client basis) which may be brought against or suffered by the Releasees, or any one or more of them, or which the Releasees may sustain, pay, or incur arising or resulting from a breach of this agreement by me and/or from my acts or omissions in relation to my employment at the sponsoring dental office.

Signature of Student

(DO NOT USE. DocuSign Forms will be sent to the student)

I _____ (sponsoring dentist) acknowledge and agree:

- (a) to and acknowledge the terms outlined in the *Sponsoring Dentist Policy Manual*;
- (b) that I will not allow the student to perform skills that are outside of the scope of practice for a student;
- (c) to follow Risio Institute for Digital Dental Education curriculum;
- (d) to provide opportunities for the student to observe, learn and complete the required learning activities in each module;
- (e) and understand that my signature is required on the submission of practical learning activities in the sponsoring dental office;
- (f) and acknowledge that, if a sponsoring dental office determines that the student's employment cannot continue at the sponsoring dental practice due to non-academic reasons, the sponsoring dental office is not obligated to maintain the student's employment status. (Students have 2 weeks to find an alternative dental office to complete their required hours while enrolled in the program);
- (g) to partner the student with a Registered/Certified Dental Assistant within the sponsoring dental office for the purposes of mentorship and learning for the duration of the student's employment at the sponsoring dental office;
- (h) not to allow the student to perform any intra-oral clinical skills until I am notified by Risio Institute for Digital Dental Education Inc. that the student is able and eligible to perform same;
- (i) that, once the sponsoring dental office is informed by Risio Institute for Digital Dental Education Inc. that the student is able and eligible to perform intra-oral clinical skills, I will not allow the student to perform such intra-oral clinical skills except while under the direct supervision of a dentist within the sponsoring dental office; and
- (j) to indemnify and hold harmless Risio Institute for Digital Dental Education Inc., its directors, officers, employees, contractors, insurers, and agents (the "Releasees"), against all third party actions, proceedings, claims, demands, losses, damages, and costs (on a solicitor-client basis) which may be brought against or suffered by the Releasees, or any one or more of them, or which the Releasees may sustain, pay, or incur arising or resulting from a breach of this agreement by me and/or from my acts or omissions in relation to the student's employment at the sponsoring dental office.

Signature of the Sponsoring Dentist

Student Accommodation Form/ Accessibility Services

Date Received: _____

Student Information

Name: _____ Student ID: _____

Academic Information

Program: _____

Disability/Limitation

Name of Disability/Nature of Limitation:	Documentation Provided? YES NO Date of Diagnosis: _____
Academic Accommodations you have used:	Adaptive Technology you have used:

Current Concerns

Reason for Accommodation Plan?

Action Plan:

Consent for Service

- All information in your file is confidential, however, limits to confidentiality include: if you are at risk to yourself or others or are presently harming a child. Your file may be subpoenaed by a court of law.
- It may be necessary to obtain and/or release information to other departments or services. Release and/or disclosure of information will only be given with your written consent.
- If you require on-going support services from *Accessibility Services*, it is your responsibility to contact our office well in advance of the service required.
- Your registration with *Accessibility Services* is necessary to access accommodations and/or supportive services.

Student's Signature: _____ Date: _____

Risio Operations Manager Signature: _____ Date: _____

PLEASE NOTE: This information is collected under the authority of the Freedom of Information and Protection of Privacy Act. [It is required to determine and advise on appropriate accommodation.] If you have any questions about the collection or use of this information, please contact RIDDE at (587) 391-7843. This release is valid for two years from the last date signed.

Schedule “H” -Current Canadian Dental Assisting Legal Scope of Practice by Province (updated 2018)

CANADIAN DENTAL ASSISTING SCOPE OF PRACTICE													
Skills*	PROVINCE/TERRITORY												
	BRITISH COLUMBIA	ALBERTA	SASKATCHEWAN	MANITOBA	ONTARIO (Level 2)	QUEBEC	NEW BRUNSWICK	NOVA SCOTIA	PRINCE EDWARD ISLAND	NEWFOUNDLAND & LABRADOR	YUKON	NORTHWEST TERRITORIES	NUNAVUT
4-handed dentistry											?	?	?
Radiography											?	?	?
Preliminary impressions											?	?	?
Apply/Remove dental dam											?	?	?
Apply/Remove matrices & wedges											?	?	?
Apply/Remove liners & bases											?	?	?
Coronal polishing					w/o instruments						?	?	?
Oral irrigation											?	?	?
Oral hygiene instruction											?	?	?
Dietary counselling											?	?	?
Pit and fissure sealants											?	?	?
Topical Anaesthetic											?	?	?
Apply agent desensitize											?	?	?
Take vital signs											?	?	?
Fluoride application											?	?	?
Tooth bleaching/whitening											?	?	?
Making and inserting trays for tooth bleaching							?						
Suture removal											?	?	?
Apply acid etch											?	?	?
Apply bond material											?	?	?
Take plaque indices											?	?	?
Pulp vitality test											?	?	?
Assess oral health status											?	?	?
Public health screening											?	?	?
Fabricate + Insert + Adjust (outside the mouth) mouthguards											?	?	?
Fabricate occlusal rims											?	?	?
Insert occlusal rims											?	?	?
Ortho Module											?	?	?
Scaling Module											?	?	?
Prosth Module											?	?	?
Implant Module											?	?	?
Apply anti-microbial agent											?	?	?
Remove perio dressing											?	?	?
Place/remove retraction cord											?	?	?
Dental probing											?	?	?
Provisional restoration											?	?	?
Facebow transfer											?	?	?
Place & finish amalgam fillings											?	?	?
Periodontal, screening & recording module											?	?	?
Basic Life Support ICPR	Not required	Not required			Not required	?	Not required		Not required		?	?	?
Infection Prevention & Control						?					?	?	?

Provincial/territorial Scope **includes** this skill

Provincial/territorial Scope **does NOT include** this skill

Updated as of June 2022

*** SKILLS REQUIRE FORMAL TRAINING AND PROVINCIAL REGULATORY APPROVAL -
PLEASE CONTACT YOUR PROVINCIAL REGULATOR DIRECTLY WITH ANY QUESTIONS***