

College of Dental Technologists of Alberta (“College”)

Agreement & Undertaking Summary

In accordance with the *Health Professions Act* (HPA)

Published June 16, 2026

Employer Responsibilities – Verify Registration & Authorization

The College’s Registrar identified during an inspection that two individuals remained employed to deliver dental technology services despite their registration and practice permits with the College having been cancelled.

In accordance with Section 47 of the HPA, the Registrar issued a notice to the employer, who is a regulated member of the CDTA and the owner/operator of the dental laboratory employing the two individuals. The notice advised that they are not authorized to employ individuals who meet the criteria under the HPA unless those individuals are registered as members.

Additionally, Part 3.1 (Inspections) under the HPA requires the Registrar to make a referral to the Complaints Director if, on the basis of the inspection report, the Registrar is of the opinion that a regulated member’s conduct constitutes unprofessional conduct.

In this case, the Registrar referred the matter to the College’s Complaints Director and an investigation was conducted.

The Complaints Director found evidence that the employer knew the individuals were not registered but believed they did not need to maintain registration due to their reduced hours and the nature of the activities they performed. The employer had not contacted the CDTA to verify these assumptions.

The investigation also found that the employer personally provided services to the public, including meeting with patients to colour-match prostheses or

appliances, without the required restricted activities authorization or appropriate approved training.

The employer told the Complaints Director that they did not understand that these activities were restricted under the HPA and believed registration was not required for the individuals with reduced hours. Once the College clarified that the activities were regulated and required registration and authorization, the employer accepted responsibility and took corrective steps.

The employer cooperated fully throughout the investigation. There was no evidence of harm to patients, no formal complaints from the public, and no history of complaints about the employer/member.

Under the HPA, the Complaints Director has the authority to resolve complaints through an agreement where appropriate and consistent with the College's mandate of protecting the public. In this case, the employer was willing to resolve the matter informally and acknowledged their responsibilities.

As part of the resolution, the employer agreed to:

- Not employ or otherwise engage individuals to provide professional services that require registration unless those individuals are duly registered and authorized.
- Complete additional education in professionalism and ethics and provide proof of completion to the College.
- Submit a reflective paper demonstrating their understanding of restricted activities.
- Not provide restricted activities in the laboratory unless an authorized individual is present, or the employer is authorized to provide those activities.
- Publication of the agreement summary for educational purposes.

In summary, it is your obligation as an employer to verify whether an individual is registered or is required to be registered before employing them to provide dental technology services in Alberta. Further, it is your obligation to ensure that all individuals employed to perform restricted activities are properly registered and authorized. Failure to do so may constitute unprofessional conduct and may also constitute an offence under s.48 of the HPA, which may result in sanctions including fines and/or imprisonment.