

CDHNS Renewal Frequently Asked Questions

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1. Why can't I see my Renewal Button?

The four most common issues are:

1. **You did not complete the renewal questionnaire at the top of your Member Profile.** You must complete the questionnaire and indicate your intent for this year. The system then knows the actions you must complete and the correct form to show you once all the necessary steps are completed.
2. **Practising Members only: Your CPR has not been uploaded and approved.** (See Questions 2 and 3 for more details.)
3. **You have not entered your practice hours for November 1, 2018 to October 31, 2019.** (This applies to individuals who currently hold a practising licence for this year, even if you wish to transfer to the non-practising class. See Question 4 for more details.)
4. **Non-Practising Members Only: You have entered that you want to transfer from the Non-Practising Class to the Practising Class on the renewal questionnaire, but you didn't complete the Transfer Approval Form.** (This will show on the right-hand side, immediately below where you completed the questionnaire. See the screen capture on the next page. The Notice of Expiry/Notice of Renewal in the Library of your Member Profile will provide you with the full list of requirements.

RENEWAL PROCESS CONTINUED

Based on your selection, please fill out the following form. Once approved you will be contacted with further instructions.

[Non Practising to Practising Approval](#) 

 UPLOAD YOUR DOCUMENTS

2. What are the CPR Requirements?

Deadline: To renew on-time without additional fees due to late filing, CPR certification must be completed **between November 1, 2018 and prior to October 7, 2019**.

Prior to enrolling in a CPR course, check with the provider to confirm how you will receive your certification and how long it will take to receive it. **A temporary card/certificate is NOT acceptable.**

Evidence of CPR certification must be:

- received and approved by October 7, 2019, 11:59 pm (to renew without an additional \$100 payment).
- received and approved between October 8 to October 31, 2019 (includes the additional \$100 payment).
- at the correct certification level.
- unaltered.
- legible and clearly include the date the course was completed.
 - If your CPR card or certificate doesn't list the date you took the course, you will also need to upload your receipt.

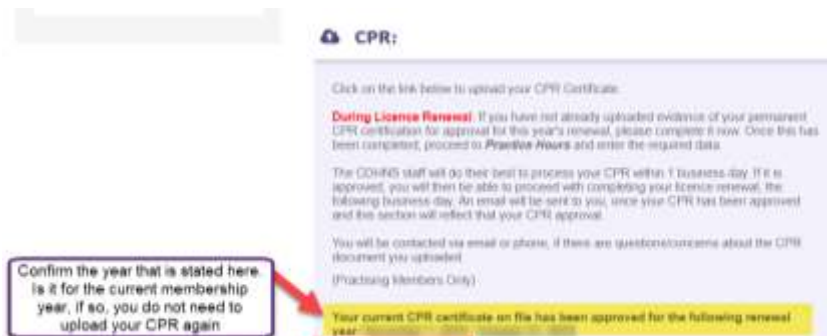
Council Approved Requirements: The level of CPR certification must include, at a minimum, classroom instruction and practical experience related to:

- one and two-person rescuer chest compressions for adults, children and infants;
- one and two-person rescuer adult, child and infant bag-valve mask technique and rescue breathing;
- relief of choking in adults, children and infants; and
- use of an automated external defibrillator (AED).

Typically, a course that meets these requirements is called the Healthcare Provider Level (e.g., St. John's and Lifesaving Society) or Basic Life Support (Heart and Stroke, Red Cross).

3. Where do I upload my CPR?

1. Log into your Member Profile using your user name and password.
2. Go to the right side of the main screen and scroll down to the CPR section.
3. Confirm if your CPR has already been approved: (See the yellow highlighted section of the screen capture example on the next page.)
 - a. **Approved previously:** If you uploaded your CPR throughout the year and it was already approved, the yellow highlighted section will read: *Your current CPR certificate on file has been approved for the following renewal year: November 1, 2019 – October 31, 2020.*
 - b. **Approval required:** If your CPR has not been approved previously, the yellow highlighted section will have another year of approval, or no text at all, e.g., *Your current CPR certificate on file has been approved for the following renewal year: November 1, 2018 – October 31, 2019.*



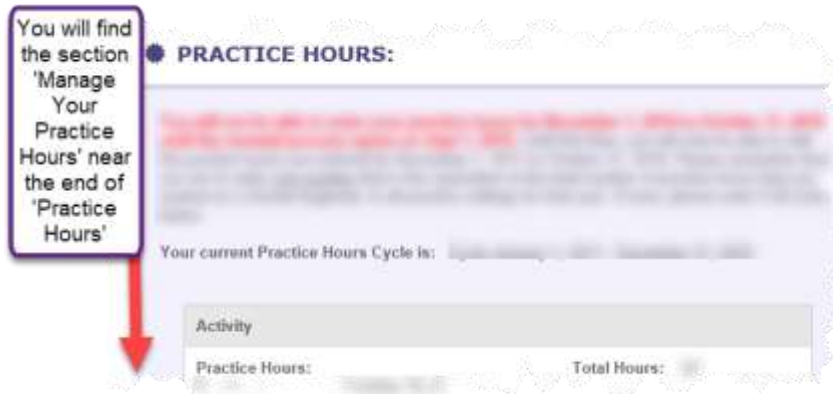
4. Upload CPR, if needed, using the button at the bottom of the section. Ensure that it is the permanent CPR card/certificate you are uploading. **Temporary cards will not be accepted.**
 - a. **Please note:** Even if you have already uploaded your document, the 'Upload your CPR' button will not grey out.



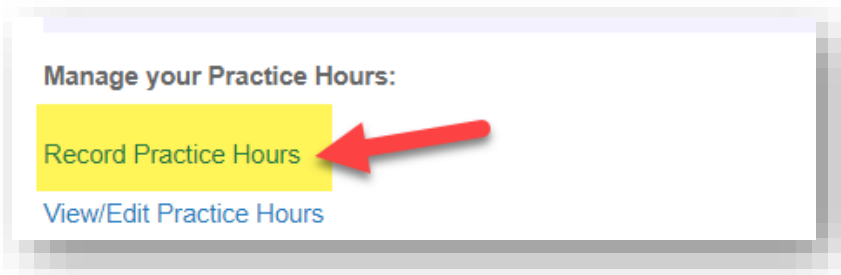
4. How do I enter my Practice Hours?

All members who held a CDHNS practising licence at any time from November 1, 2018 to October 31, 2019, must enter their practice hours. Enter "0" if you have not practiced during the last licensing year.

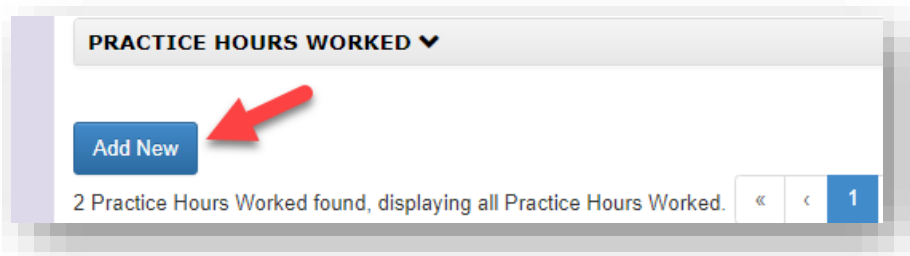
1. Log into your Member Profile and log in using your user name and password.
2. Go to the right side of the main screen and scroll down to the Practice Hours section. You will see a section entitled "Manage your Practice Hours".



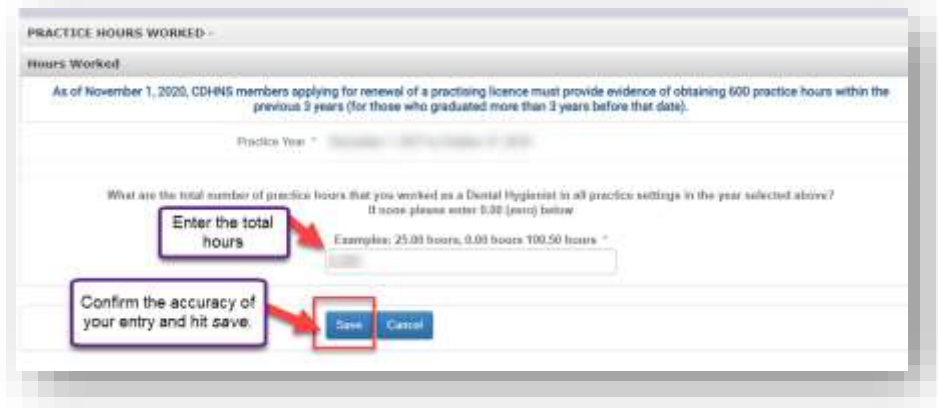
3. Select 'Record Practice Hours'.



4. Select 'Add New' and enter the total number of practice hours



5. Enter one number that is equivalent to the total number of practice hours you worked as a dental hygienist, in *all* practice settings.
 - a. If you have not practiced dental hygiene in any capacity, enter zero (0.00).
 - b. Confirm the accuracy of your entry and then select 'save'.



Below are two examples of different RDHs and their practices and how they totalled their practice hours for entry.

Sam Spade works 3 days per week (24 hours) in a storefront dental clinic. He also works 2 days per week (16 hours) as an educator teaching dental assisting students. He worked a total of 50 weeks. **40 X 50 = 2000 practice hours. The total to be entered is 2000.00**

Doris Day works 1 day per week (6 hours) for a dental supply company. She also works 1 day per week (7 hours) doing health promotion for the health authority. She worked a total of 48 weeks He worked a total of 50 weeks. **13 X 48 = 624 practice hours. The total to be entered is 624.00**

We understand that you will have to estimate the number of hours that you will be practising dental hygiene between the date you are applying for renewal and October 31, 2019. Please estimate as closely as possible. If there is a large discrepancy between your estimated hours and your actual hours worked, please contact CDHNS after renewal is completed to revise your practice hours entry.

5. What are the Fees?

Class	Annual CDHNS Renewal	CDHA	Total if payment is received on or before Oct 7, 2019	Total if payment is received between Oct 8-31, 2019
CDHNS Practising Licence for 2019/20	\$490	\$216 (Basic)*	\$706.00	806.00
	\$490	\$233 (Enhanced)*	\$723.00	823.00
Non-Practising Licence for 2019/20	\$105	0 (No CDHA support)	\$105.00	125.00
	\$105	\$99.00 (CDHA support)	\$204.00	224.00

***Please note:** While the CDHA renewal year coincides with CDHNS's renewal year, the liability insurance is effective from January 1 to December 31 of each year. Individuals transferring from Non-Practising to Practising may require interim insurance coverage, in addition to the fees noted above. Please see the full notice of expiry for further details.

6. What are the differences between the CDHA Membership fees?

CDHA's Active Membership (basic) includes professional liability insurance in the amount of \$5 million aggregate (\$1 million per claim)

CDHA's Active Membership (enhanced) includes professional liability insurance in the amount of \$5 million aggregate (\$2 million per claim).

Either insurance option (basic or enhanced) meets the CDHNS liability insurance coverage requirements for individuals who wish to obtain a practising licence.

A Support Membership is available for Non-Practising members (optional).

For a more comprehensive explanation of the CDHA fees, and what is covered in each CDHA membership category, please see the CDHA website.

7. What if I don't meet the Council-Set Deadline of October 7, 2019 but still renew between October 8 to October 31, 2019?

Individuals who do not meet the Council-set deadline of October 7, 2019, but submit a complete renewal application between October 8 and October 31, 2019 will be required to pay additional fees. During this time period:

- Members wishing to renew their practising licence must pay an additional \$100 payment.
- Members wishing to renew in the non-practising licence class must pay an additional \$20 payment.
- Members who do not renew by October 31, 2019 will no longer hold a licence. If they want their licence renewed, they will be required to pay reinstatement fees, in addition to the \$100 payment, and will be required to provide proof they have met all other licensing requirements.
- If repeated and flagrant violations of these deadlines and the renewal process occur, a complaint may be referred to the Investigation Committee.

8. What are my payment options?

Payment options include electronic money transfer, certified cheque, money orders, personal cheques, or credit card payment. (**Please note:** This is the last year that CDHNS will accept personal cheques for renewal payment.)

Payments must be received by October 7, 2019 (11:59 pm), or in the case of cheques or money orders, by 4:30 pm on October 7, 2019 (office closing).

Ensure that your payment is properly allocated by including the required information for your selected method of payment.

Cheques or Money Orders

- Make cheques out to College of Dental Hygienists of Nova Scotia.
- Indicate the first and last name of the member, as it appears on the database, on the cheque or money order (and/or the invoice number that was generated for your renewal payment).
- Cheques may be post-dated to October 7, 2019.
- Mail or drop payment off to the CDHNS office at: 11-2625 Joseph Howe Drive, Halifax, NS B3L 4G4 by October 7, 2019 at 4:30 pm (office closing).

NSF Charges

If your cheque is returned to the CDHNS office for any reason, a \$40.00 charge will be added to the fees already owed to CDHNS for membership and licensing.

Electronic Money Transfer (e-transfer)

To complete an e-transfer and ensure that your e-transfer is allocated to your renewal application, without delay, complete the following actions:

- Include your name (as it appears in our database) in the message section of the e-transfer. (**Note:** Without the inclusion of your name as it appears in our database in the message section, when the e-transfers are sent by a third party or in a different name from the one in our database, we are not able to determine who the payment is to be allocated to. *Delays in processing often result.*)
- Send payment to info@cdhns.ca
- Use the secret answer: **CDHNS123**

Credit Card Payment

Using Plastiq, a third-party service provider, you can pay your renewal fees with MasterCard, Visa or American Express:

- 1) Go to <https://cdhns.plastiq.com> and register with Plastiq to create an account.
- 2) Tell Plastiq the amount you want to pay and when you want to send it.
 - a) To ensure you are appropriately credited and there are no delays in processing your renewal application, include the following information:
 - i) **The first name and last name of the CDHNS member who is renewing.** To ensure appropriate payment allocation, this **must match** your name as it is entered in the CDHNS database.
 - ii) **The invoice number** that will be generated following submission of your renewal application.

Please note: Plastiq Payments may take 3-5 business days to process. A Plastiq service fee will be applied (2.5% for credit cards, 1% for debit credit cards). Payment must be deposited in CDHNS's account to be considered complete. See [Frequently Asked Questions about Plastiq](#) for more info.

In order for your application to be considered complete by October 7, 2019 at 11:59 pm, all requirements must be met within this timeframe, including payment of fees. Ensure that you allow sufficient time for payment to be received by CDHNS. Confirm the amount of time required for your payment to be processed, based on the method you select.