



Celebrate Dental Assisting Excellence



**CDA COA CPFDA
CDPMA COMSA**

**Dental Assistants Recognition Week
March 4-10, 2012**

Key to Productivity: The Professional Dental Assistant.

Word from the Chair

Frank A. Maggio, D.D.S.,
Chair, DANB Board of Directors



I would like to wish everyone a happy Dental Assistants Recognition Week! This week is a chance to take time to recognize your achievements and those of your fellow assistants.

The dental assistant plays such a crucial role in the dental team, and this year's theme — Key to Productivity: The Professional Dental Assistant — truly highlights that. How are you celebrating this year?

DANB firmly believes that certification is the foundation for professional growth. To this end, DANB will be introducing two new certifications in the next few years. Turn to page 3 to read about these exciting new opportunities and DANB's vision of the dental assistant's career ladder.

It's no secret that DANB certificants have accomplished many great things in their careers. This issue of *Certified Press* features some exceptional DANB certificants. Check out page 6 to find out more about a few DANB certificants who have taken their careers in exciting directions.

Career advancement is often propelled by continuing education. The DALE Foundation, the official DANB affiliate, offers ways to earn CE and refresh your skills. In addition to the recently released DANB GC Review Part I course and DANB ICE Practice Test, the DALE Foundation plans to launch several new courses this year, including a free online course called Your Career as a Dental Auxiliary. See page 7 for more about these upcoming offerings.

As always, I commend you on your commitment to dental assisting excellence and look forward to sharing more of your achievements and celebrations in future issues of *Certified Press*.

Sincerely,

Frank A. Maggio, D.D.S.

Congratulations to Emeritus Certificants Nov. 1, 2011 - Jan. 31, 2012

<u>Name/State</u>	<u>Certification Year</u>
Blainnie Alderman, CDA, COMSA-Emeritus, FL	1978
Aleida Careaga, CDA-Emeritus, FL	1983
Glennita Clendenen, CDA-Emeritus, IL	1979
Mary Colletto, CDA-Emeritus, NJ	1964
Beverly Dalber, CDA-Emeritus, GA	1973
Debra Dent, CDA-Emeritus, WV	1995
Cathleen Edwards, CDA-Emeritus, NJ	1981
Patricia Eicher, CDA, COA-Emeritus, NJ	1984
Wanda Elrod, CDA-Emeritus, TN	1983
Nancy Enghouser, COMSA-Emeritus, OH	1999
Sherri Feix, CDA-Emeritus, SC	1995
Nancy Field, CDA-Emeritus, FL	1993
Carol Hebert, CDA-Emeritus, MA	1987
Lauren Karcher, CDA-Emeritus, OH	2008
Sandra King, CDA-Emeritus, KY	1976
Martha Long, CDA-Emeritus, MI	1991
Janet Maisel, CDA-Emeritus, FL	1982
Patricia Mayer, CDA-Emeritus, FL	2006
Louise Naswood, CDA-Emeritus, OR	1976
Diane Owen, CDA-Emeritus, CA	1966
Faye Pate, CDA-Emeritus, NC	1992
Linda Wadsworth, CDA-Emeritus, RI	1990

DANB wants to hear from you!

How did you celebrate Dental Assistants Recognition Week? Tell us about your festivities and we'll feature your stories in the next issue of *Certified Press*. Email your news to marketing@danb.org or call 1-800-367-3262, ext. 417.

DANB Enforces Disciplinary Policy

DANB individuals — including DANB exam applicants, DANB exam candidates, DANB certificants and those who hold DANB certificates of competency — are responsible for abiding by *DANB's Code of Professional Conduct*. Violating *DANB's Code of Professional Conduct*, including but not limited to commission of any act specifically prohibited in DANB's disciplinary policy, may result in disciplinary action and the imposition of sanctions.

DANB certificants, DANB certificate of competency holders, exam applicants and exam candidates may be subject to disciplinary review for matters stemming from irregular behavior, fraudulent credentials, and legal, regulatory and credentialing actions as described below. These may also include cases reviewed pursuant to disclosure of background information on a DANB exam application or renewal form if the review panel considering the case directed that the action taken be reported in *Certified Press*. Other individuals who misuse DANB trademarks, compromise the security of DANB exams or assist others in any behavior that warrants review under this policy may also be subject to investigation and action by DANB.

DANB's disciplinary policy and *DANB's Code of Professional Conduct* can be downloaded from DANB's website at www.danb.org. To report a DANB individual in violation of DANB policies, please visit the "Complaints Regarding Disciplinary Issues" section of DANB's website or contact Katherine Landsberg at klandsberg@danb.org or 1-800-367-3262, ext. 431.

The following are cases of DANB's disciplinary actions and sanctions from Jan. 1, 2011, through Dec. 31, 2011.

Case #1

State: Arizona

Circumstances: An individual was accused of misrepresenting herself as a holder of the DANB Radiation Health and Safety (RHS) certificate of competency and submitting a fraudulent certificate to her employer in furtherance of that misrepresentation.

Grounds for Action: Violating DANB's disciplinary policy; engaging in dishonest or irregular behavior;

manufacturing or using a fraudulent or otherwise unauthorized DANB certificate; infringing on DANB's intellectual property rights; failure to cooperate reasonably with a DANB disciplinary investigation; and violating *DANB's Code of Professional Conduct*.

Sanctions: The respondent was permanently barred from taking any DANB exam and is ineligible for DANB certification. DANB notified the Arizona State Board of Dental Examiners of the adverse disciplinary decision. DANB will publish the disciplinary action, without disclosing the respondent's name, in *Certified Press* and on DANB's website.

Case #2

State: Pennsylvania

Circumstances: An individual was accused of submitting a falsified hospital record with a *Request to Reschedule an Exam Due to an Emergency* form after missing a DANB RHS exam appointment.

Grounds for Action: Violating DANB's disciplinary policy; engaging in dishonest or irregular behavior; attempting to circumvent any DANB requirement, procedure or fee, by deceptive means; and violating *DANB's Code of Professional Conduct*.

Sanction: The respondent was permanently barred from taking any DANB exams and is ineligible for DANB certification. DANB notified the Pennsylvania State Board of Dentistry of the adverse disciplinary decision. DANB will publish the disciplinary action, without disclosing the respondent's name, in *Certified Press* and on DANB's website.

Case #3

State: Pennsylvania

Circumstances: An individual was accused of submitting a falsified radiology report with a *Request to Reschedule an Exam Due to an Emergency* form after missing a DANB RHS exam appointment.

Grounds for Action: Violating DANB's disciplinary policy; engaging in dishonest or irregular behavior; attempts to circumvent any DANB requirement, procedure or fee, by deceptive means; and violation of

DANB's Code of Professional Conduct.

Sanction: The respondent was permanently barred from taking any DANB exams and is ineligible for DANB certification. DANB notified the Pennsylvania State Board of Dentistry of the adverse disciplinary decision. DANB will publish the disciplinary action, without disclosing the respondent's name, in *Certified Press* and on DANB's website.

Case #4

State: New Jersey

Circumstances: An individual was accused of submitting a fraudulent DANB Certified Dental Assistant (CDA) wallet card and fraudulent passing exam score reports to her employer as evidence of holding CDA certification.

Grounds for Action: Violating DANB's disciplinary policy; manufacturing, modifying, reproducing, distributing or using a fraudulent or otherwise unauthorized DANB certificate or DANB designation; failure to cooperate reasonably with a DANB disciplinary investigation.

Sanction: The respondent was permanently barred from taking any DANB exams and is ineligible for DANB certification. DANB notified the New Jersey State Board of Dentistry and the New Jersey State Bureau of X-Ray Compliance of the adverse disciplinary decision. DANB will publish the disciplinary action, without disclosing the respondent's name, in *Certified Press* and on DANB's website.

Case #5

State: Arizona

Circumstances: An individual was accused of misrepresenting herself as a holder of the Arizona Coronal Polishing Certificate and the Arizona Radiologic Proficiency Certificate and submitting fraudulent certificates to her employer or prospective employer in furtherance of that misrepresentation.

Grounds for Action: Violating DANB's disciplinary policy; manufacturing, modifying, reproducing, dis-

Continued on p. 4

Updates from DANB's February 2012 Board Meeting

DANB's Board of Directors held its winter meeting Feb. 10-11, 2012. The Board discussed several important topics, including new certification programs, and elected two new Board Directors. For a complete list of major board actions, visit www.danb.org.

New DANB Certification Programs Promote the Career Ladder

DANB plans to introduce an entry-level dental assisting credential, the Entry Level Dental Assistant (ELDA™), and a restorative functions certification exam, the Certified Restorative Functions Dental Assistant (CRFDA™), in the next few years. These programs are being developed to support dental assistants and the profession, and to fulfill DANB's mission of public protection.

DANB believes that certification can help elevate the dental assisting profession. The new certification programs that DANB plans to introduce, together with the current exams and certification programs, form DANB's vision of the dental assisting career ladder.

Level 1: Earn DANB's certificates of competency in Radiation Health and Safety (RHS) and/or Infection Control (ICE)

Level 2: Earn DANB's ELDA certification

Level 3: Earn DANB's Certified Dental Assistant (CDA) or Certified Orthodontic Assistant (COA) certifications

Level 4: Earn DANB's Certified Preventive Functions Dental Assistant (CPFDA) and/or Certified Restorative Functions Dental Assistant (CRFDA) certifications

DANB's Board Elects New Directors, Re-Elects Certificant-at-Large

DANB's Board has elected two new directors: Jennifer Stone, CDA, EFDA, and D. Bradley Dean, D.D.S., M.S.

Ms. Stone, who was on a recommended slate of candidates for this position provided by the American Dental Assistants Association (ADAA), works as a dental assisting instructor and EFDA program coordinator at YTI Career Institute in Pennsylvania. She also has nearly 10 years of dental assisting experience.

An active member of the ADAA, Ms. Stone is the outgoing secretary for the Pennsylvania Dental Assistants Association and the Lancaster Dental Assistants Society.

Ms. Stone believes that DANB certification is important for the everyday practice of dental assisting. She also believes DANB certification demonstrates professional commitment. "Earning and maintaining DANB certification shows dedication and commitment to the dental assisting profession," she explains. "This allows DANB certificants to set themselves apart from those that do not take the initiative to earn certification."

During her service on DANB's Board, Ms. Stone hopes to promote national certification and the importance of continuing education for dental assistants.

"I am passionate about dental assisting as a profession and enjoy making a difference in student's lives every

day," she states.

Dr. Dean runs a private-practice periodontal office in Texas. He has also taught at Baylor College of Dentistry and Collin County Community College. He was one of the two dentist nominees provided to DANB's Board by the American Association of Dental Boards (AADB). In addition to his AADB involvement, Dr. Dean is a member of the American Dental Association, the Southwest Society of Periodontists, the American Academy of Periodontology and the Academy of Osseointegration.

"I encourage my assistants to earn DANB certification," Dr. Dean says. "All members of the dental team should be qualified in their respective areas of expertise in order to deliver high-quality dental care. Clearly, a certification process is critical to attain a pool of qualified dental assistants nationwide."

DANB's Board has also re-elected Certificant-at-Large Carol Oeder, CDA, COA, to serve a second three-year term.

Ms. Stone and Dr. Dean will begin the first of a possible two three-year terms on Sept. 1, 2012. Ms. Oeder begins her second of a possible two three-year terms on Sept. 1, 2012.

Corrections to DANB's 2012 Calendar

In the last issue of *Certified Press*, you should have received DANB's 2012 calendar. Unfortunately, a few errors slipped through. March 23 and Nov. 29 are missing. The dates in March and November should be renumbered accordingly.

You also may have noticed some changes to the 2012 calendar. This year, to leave more room to write in appointments, only the meetings that DANB and the DALE Foundation attend are listed. Also, only the exhibit dates are listed, not the full meeting dates. All of the national and regional dental meetings are listed on the back of the calendar, along with the full meeting dates and the website of the dental society that sponsors the meetings. Holidays that begin at sundown are marked on the following day (the first full day of observance).

The DALE Foundation Update

Call for Nominations

The DALE Foundation is accepting nominations and self-nominations for an open position on its Board of Trustees for the 2012-2013 fiscal year — Sept. 1, 2012, through Aug. 31, 2013.

The ideal candidate will have expertise in one or more of the following areas: research, education (dental, dental hygiene, dental assisting), e-learning, employment (dentist, dental office manager), public health and/or corporate interests.

The Trustee will be elected for a maximum of two three-year terms. The final term may be extended if the Trustee is elected as President-Elect.

Requirements for Nominations

Nominations for the DALE Foundation's Board of Trustees must include the following:

1. Letter of interest from the nominee
2. Current resume or curriculum vitae
3. A letter of recommendation from an employer, supervisor, co-worker or someone who has served with the nominee on a committee or board of a state or national oral healthcare organization
4. Written response to interview questions (which will be sent after items 1-3 are received)

To nominate yourself or someone else, please submit all information as noted above to:

Cynthia C. Durley, M.Ed., MBA; Executive Director
The DALE Foundation
444 N. Michigan Avenue, Suite 900
Chicago, IL 60611
Fax: 312-642-1475
Email: cdurley@dalefoundation.org

To be considered, complete nominations must be postmarked or received no later than April 30, 2012.

If you previously submitted nomination materials for the Board of Trustees and would like to be considered for this position, please email Cynthia Durley at cdurley@dalefoundation.org.

The DALE Foundation's Nominating Committee will review all nominations and make recommendations to the DALE Foundation's Board of Trustees. The DALE Foundation's Board of Trustees will provide its recommended candidate or slate of candidates to DANB's Board of Directors for election according to the requirements of the DALE Foundation's Bylaws.

Elections will take place by May 31, 2012. The elected Trustee will be announced on the DALE Foundation website and in its e-newsletter, as well as in the upcoming issue of DANB's *Certified Press* newsletter.

If you have questions, please contact Cynthia Durley at 877-510-3253, ext. 228, or cdurley@dalefoundation.org.

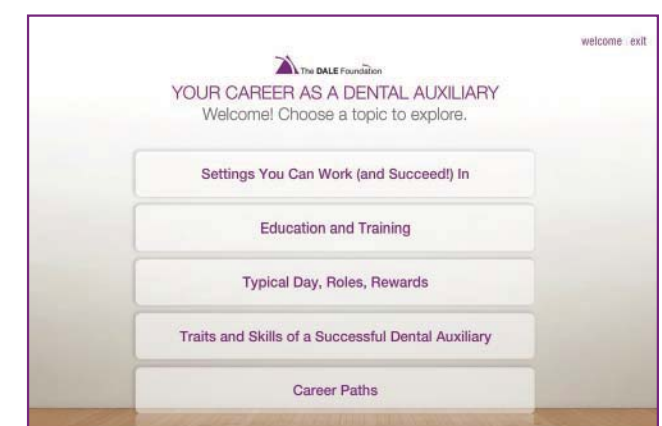
The DALE Foundation to Host Live Courses at 2012 AGD Meeting

For those attending the Academy of General Dentistry 2012 Annual Meeting, which will be held June 21-24 in Philadelphia, the DALE Foundation will also host two live courses. The DALE Foundation will present in-person versions of the DANB ICE Review and the DANB RHS Review courses.

The face-to-face courses will be held Saturday, June 23, 2012. The programs will feature information from the DALE Foundation's online DANB RHS Review and DANB ICE Review courses, as well as references and sample questions. Attendees will also learn about how to apply for DANB's RHS and ICE exams.

Virginia Jorgensen, CDA, EFDA, EFODA, A.A.S., will present the DANB ICE Review course, and Jackie Krueger, CDA, RDA, will present the DANB RHS Review course. For more information on attending these half-day sessions, visit www.dalefoundation.org or www.agd.org.

New Courses, Coming Soon!



Turn to page 7 to read about the new courses and study aids coming soon from the DALE Foundation.

Certification Matters

Disciplinary Actions (cont.)

tributing or using a fraudulent or otherwise unauthorized DANB certificate, DANB designation, or any other document or designation conferred by DANB by virtue of a contract with a state or other third-party agency or organization; failure to cooperate reasonably with a DANB disciplinary investigation.

Sanctions: The respondent was permanently barred from taking any DANB exams and is ineligible for DANB certification. DANB notified the Arizona State Board of Dentistry of the adverse disciplinary decision. DANB will publish the disciplinary action, without disclosing the respondent's name, in *Certified Press* and on DANB's website.

Case #6

State: Arizona

Circumstances: An individual pled guilty to felony attempted child abuse and failed to disclose this conviction to DANB on an application that she submitted for the DANB RHS exam.

Grounds for Action: Violating DANB's disciplinary policy; attempting to obtain a certificate of competency by deceptive means in submitting a document to DANB that contains a material misstatement of fact; conviction of a felony; failure to report to DANB in a timely manner an adverse legal action; failure to cooperate reasonably with a DANB disciplinary investigation; and violating *DANB's Code of Professional Conduct*.

Sanctions: The respondent was permanently barred from taking any DANB exams and is ineligible for DANB certification. DANB notified the Arizona State Board of Dentistry of the adverse disciplinary decision. DANB will publish the disciplinary action, without disclosing the respondent's name, in *Certified Press* and on DANB's website.

Case #7

State: New Jersey

Circumstances: An individual pled guilty to two felony counts of conspiracy to distribute a controlled danger-

ous substance and failed to disclose these convictions to DANB on applications that she submitted for the DANB RHS and Infection Control (ICE) exams.

Grounds for Action: Violating DANB's disciplinary policy; attempting to obtain a certificate of competency by deceptive means in submitting a document to DANB that contains a material misstatement of fact; conviction of one or more felonies; failure to report to DANB in a timely manner an adverse legal action; failure to cooperate reasonably with a DANB disciplinary investigation and violation of *DANB's Code of Professional Conduct*.

Sanctions: The respondent was permanently barred from taking any DANB exams and is ineligible for DANB certification. DANB notified the New Jersey State Board of Dentistry and the New Jersey State Bureau of X-Ray Compliance of the adverse disciplinary decision. DANB will publish the disciplinary action, without disclosing the respondent's name, in *Certified Press* and on DANB's website.

DANB's 2012 Recertification Requirements

Renew online at
www.danb.org/renewonline

Renewing DANB Certification

DANB certification is valid for one year, and must be renewed annually. In order to renew, DANB certificants must complete 12 Continuing Dental Education (CDE) credits, hold a current DANB-accepted CPR certification and submit a renewal fee to DANB. A renewal notice will be mailed approximately six weeks prior to the certification expiration date, which is printed on each DANB certificate. Certificants must sign a statement attesting that CDE and CPR requirements have been met, and must return the statement with the appropriate renewal fee to DANB.

Certifications	CDE Credits	Renewal Fee
1	12 credits	\$60
2	18 credits	\$85
3	24 credits	\$105
4	30 credits	\$130
5	36 credits	\$150

*There is a \$15 late fee for certifications that are renewed during the three-month grace period after the certification expiration date. Renewal fees are nonrefundable.

If DANB does not receive a response to renewal statement(s) within three months of the expiration date, the certificant is no longer certified and cannot use the CDA, COA, CPFDA, COMSA or CDPMA certification mark. To protect against misuse of DANB credentials, DANB sends reports of lapsed DANB certifications to state regulatory agencies on a regular basis.

DANB Recertification Policy

Relevance to Practice of Dentistry or Dental Assisting

All CDE must directly relate to the practice of dentistry or dental assisting to maintain or improve dental assisting knowledge or skill. CDE does not need to be pre-approved by DANB to be accepted as meeting *DANB's Recertification Requirements*. Call DANB prior to participation in education if you have questions about content.

Length of Program

Programs must be at least 45 minutes in length in order to qualify for one CDE credit. Credit for a CDE course will be calculated in 15-minute increments (i.e., 1 ½ hours = 1.5 CDE credits, 2 ¾ hours = 2.75 CDE credits).

Pre-Certification CDE

Education dated prior to a certificant's initial certification date cannot be used to meet DANB CDE requirements. Certificants must earn the required CDE credits during the first year of certification to maintain DANB certification.

Release of Information

I understand DANB verifies to anyone by phone, by mail or on DANB's website regarding whether I hold any DANB certifications, including Certified Dental Assistant (CDA), Certified Orthodontic Assistant (COA), Certified Preventive Functions Dental Assistant (CPFDA), Certified Dental Practice Management Administrator (CDPMA), or Certified Oral and Maxillofacial Surgery Assistant (COMSA) certifications; any DANB certifications of competency, including the Radiation Health and Safety (RHS), Infection Control (ICE), Coronal Polish (CP), Sealants (SE), Topical Anesthetic (TA) and Topical Fluoride (TF) certificates of competency; and any state-specific certificates administered by DANB on behalf of a state regulatory body, including the Arizona Radiologic Proficiency Certificate, Arizona Coronal Polishing Certificate, Oregon Radiologic Proficiency Certificate, Oregon Expanded Functions Dental Assistant Certificate and Oregon Expanded Functions Orthodontic Dental Assistant Certificate. Phone and mail verification will be provided to anyone upon request and will consist of oral or written confirmation of whether I hold any of the DANB-administered credentials listed above and the effective dates for each credential. Online verification through DANB's website may consist of online display of my name, the DANB-administered credentials I hold and dates earned, current DANB certification status, and my city and state of residence. My full address will not be posted online by DANB. I understand that if I do not want DANB to display my city and state of residence as part of the online credential verification process, then I must submit a written request for omission of this information to the following address: DANB Communications Department, 444 N. Michigan Ave., Suite 900, Chicago, IL 60611. (I understand that my name, credentials held [issued by DANB as described above] and current DANB certification status will be displayed for everyone; opting out of display of information is only possible for an individual's city and state.) DANB asks that the *Request for Credential Verification* form be completed before providing an official verification letter to DANB certificants or employers. I further understand and agree that DANB may, from time to time, provide my name and address along with the names and addresses of certificants and those holding DANB certificates of competency to dentists interested in hiring a DANB individual from their area, and to providers of continuing education opportunities. I further understand that this consent will remain in effect unless and until I submit a written request to have this information omitted from release. I understand that by providing my email address to DANB, I am consenting to receive email messages from DANB and its affiliates related to their products and services or news affecting the dental assisting profession. I understand that DANB agrees not to provide my email address to any third party without my consent, and that I can request removal from DANB's email distribution list by following the directions contained in the Privacy Policy section of DANB's Terms and Conditions of Use of DANB.org, located at <http://www.danb.org/termsandconditions.asp>.

Reminder of DANB Renewal Fee Increases

At the August 2009 annual meeting, DANB's Board of Directors approved a small renewal fee increase to take effect Jan. 1, 2012. DANB has not raised renewal fees since 2007. These increases were approved to keep up with the cost of doing business. Renewal fees are now \$60, effective with certificants whose certification expiration date is Jan. 1, 2012, or thereafter. Late fees increased from \$10 to \$15 as of Jan. 1, 2012.

DANB Renewal Sample Timeline

This sample timeline illustrates the DANB certification renewal process. In this example, the individual's CDA certification expires Jan. 15, 2012.

December 1, 2011

A renewal notice is sent to certificant.

January 15, 2012

Signed statement and fee are due by this date or DANB certification expires.

January 16, 2012

Grace period begins. A \$15 late fee is assessed. If the fee is not received, a second notice is sent.

February 28, 2012

Grace period continues. If the fee is not received, the final notice is sent.

March 31, 2012

If the fee is not received, a reminder email is sent to the certificant.

April 16, 2012

The grace period ends. If the fees and signed statement are not received, the individual is no longer DANB certified. Call 1-800-367-3262 for reinstatement options.

Requirements/Audit Procedures

DANB's 12 CDE credit annual minimum is consistent with states that have mandatory CDE requirements for dental assistants. The yearly CDE requirement emphasizes the importance of lifelong professional learning and promotes the continued competence of DANB certificants.

DANB certificants are randomly selected for verification (audit) of their CDE credits and CPR. Those selected for audit will be considered certified during the time that they are providing proof of their continuing education.

Specific instructions will be sent to those audited. Upon successful completion of the audit, certification will be reinstated for the full year. Proof of continuing education should be retained for two years, in case of subsequent audit.

DO NOT SEND DOCUMENTATION UNLESS REQUESTED. DANB WILL NOT RETURN OR RETAIN MATERIALS.

CDE Lifespan

CDE credits have a two-year lifespan. Certificants who carry over credits into the next renewal year must retain proof of 24 credits of CDE over a two-year period, in case they are chosen by DANB for audit.

Multiple Certifications

It is possible to be certified in each of five areas: CDA, COA, CPFDA, COMSA and CDPMA. Renewal requirements are set at approximately 50 percent increase over basic requirements for each additional certification maintained.

Renewal Timing and Certification Expiration

A three-month grace period is granted if the required CDE credits are not accumulated and the appropriate fee is not received by the expiration date. An individual is considered certified during this three-month CDE grace period; however, a late fee of \$15 will be assessed. If DANB does not receive a response to renewal statement(s) within

three months of the certification expiration date, the individual is no longer certified and cannot use the CDA, COA, CPFDA, COMSA or CDPMA certification marks. DANB's certification marks are registered with the U.S. Patent and Trademark Office, and only those individuals who have earned and maintained the marks are legally authorized to use them.

Misrepresentation of DANB Certification Marks

Misuse of any DANB certification mark is grounds for discipline under *DANB's Discipline Policies and Procedures* (contact DANB for a copy). For reinstatement of a certification mark, contact DANB at 1-800-367-3262, ext. 445, or email vsp@danb.org.

Review and Appeal Policy and Procedures

A copy of *DANB's Review and Appeal Policy and Procedures* is available at www.danb.org.

Continuing Dental Education (CDE)

To renew DANB certification, DANB certificants must earn the required CDE credits, hold current DANB-accepted CPR and pay the renewal fee. Download DANB's 2012 Recertification Requirements from www.danb.org for complete requirements and the list of DANB-accepted CPR providers.

Category Maximums for CDE Credits

CDE Category	CDA	COA	CPFDA	CDPMA	COMSA
Clinical Practice	12	12	12	5	12
Dental Office Management	3	3	0	6	3
DANB Exams	12	12	12	6	12
Volunteer Service and Providing CDE	3	3	3	3	3

Categories for CDE Credits

CATEGORY 1: CLINICAL PRACTICE

Clinical practice CDE can be earned by attending those lectures, courses, seminars, home study courses (text, video and Internet based) and/or table clinics that are directly related to the clinical practice of dentistry or dental assisting. In addition, clinical practice CDE can be earned by viewing video from dental meeting seminars and/or reading articles and textbooks related to clinical practice and then writing summaries. This category includes but is not limited to:

- Attendance at, or participation in, clinical professional development lectures, courses (including home study courses) and/or table clinics that are directly related to clinical knowledge and duties that would be chairside: dental materials, four-handed dentistry, infection control, radiology, expanded functions, non-human dentistry (i.e., canine and feline dentistry) and others.
- Viewing video from dental meeting seminars on clinical topics and writing a 250-word summary per seminar.
- Reading articles or textbooks on clinical topics and writing a 250-word summary per article or textbook.
- Completing scientific-oriented college courses.

How to Calculate CDE Credits

For each clock hour that you attend and/or participate in one of these sessions, you will receive one CDE credit. For each 250-word video summary submitted, you will receive two credits. For each 250-word article/book summary submitted, you will receive two credits. For each scientific-oriented college credit/unit successfully completed at the following levels:

- 3 college credits/units = 12 CDE credits
- 2 college credits/units = 6 CDE credits
- 1 college credit/unit = 3 CDE credits

Providing Proof of Earning CDE Credits

- Certificate of completion, letter of attendance/completion on sponsor letterhead or including sponsoring organization name and contact information, meeting badge/program page (table clinics or free on-site lecture), CDE printout from meeting or similar documentation
- Copy of the 250-word essay highlighting the meeting, course name and presenter
- Written log of articles and copy of each 250-word article summary or 250-word textbook summary; educators may submit a copy of the completed publisher's evaluation form for any materials evaluated for adoption
- Official transcript or grade report, or letter from instructor on school or organization letterhead, verifying attendance

CATEGORY 2: DENTAL OFFICE MANAGEMENT

Dental office management CDE can be earned by attending those lectures, courses, seminars, home study courses (text, video and Internet based) and/or table clinics that are directly related to dental practice management. This category also includes courses and seminars covering dental practice acts and trends in dental assisting. These courses must be directly related to allowable duties for dental assistants. In addition, dental office management CDE can be earned by viewing video from dental meeting seminars and/or reading articles and textbooks related to dental office management and then writing summaries. This category includes but is not limited to:

- Attendance at, or participation in, dental office management lectures, courses (including home study courses) and/or table clinics that are directly related to dental office management and practice communication services: practice management, HIPAA, stress management, patient and staff motivation, computer courses (college courses, software training, etc.), insurance, claims/billing, foreign language studies, American Sign Language.
- Viewing video from dental meeting seminars on dental office management topics and writing a 250-word summary per seminar.
- Reading articles or textbooks on dental office management and writing a 250-word summary per article or textbook.
- Completing dental office management-related college courses.

How to Calculate CDE Credits

For each clock hour that you attend and/or participate in one of these sessions, you will receive one CDE credit. For each 250-word video summary submitted, you will receive two credits. For each 250-word article/book summary submitted, you will receive two credits. For each dental office management-related college credit/unit successfully completed, two college credits/units = six CDE credits; one college credit/unit = three CDE credits.

Providing Proof of Earning CDE Credits

- Certificate of completion, letter of attendance/completion on sponsor letterhead or including sponsoring organization name and contact information, meeting badge/program page (table clinics or free on-site lecture), CDE printout from meeting or similar documentation
- Copy of the 250-word essay highlighting the meeting, course name and presenter
- Written log of articles and copy of each 250-word article summary or 250-word textbook summary; educators may submit a copy of the completed publisher's evaluation form for any materials evaluated for adoption
- Official transcript or grade report, or letter from instructor on school or organization letterhead, verifying attendance

CATEGORY 3: DANB EXAMS

Certificants can earn CDE credits for successful completion of any DANB-administered examination, excluding the first time a certification is passed. These examinations include any DANB national examination or any DANB state or agency-contracted examination. CDE credits may also be earned by successful completion of non-DANB-developed, dental-related, professionally proctored exams consisting of at least 100 questions. Certificants can earn 12 hours of credit for successful completion of any DANB Professional Development Examination Program (PDEP) module.

How to Calculate CDE Credits

For successful completion of a DANB-developed and DANB-administered exam of at least 100 questions, you will earn 12 CDE credits. For successful completion of a DANB-developed and DANB-administered exam consisting of fewer than 100 questions, you will earn six CDE credits. For successful completion of non-DANB-developed, dental-related, professionally proctored exams (consisting of at least 100 questions), you will earn hour-for-hour credit for the amount of time designated for the completion of the exam. If no time is specified, one hour will be allowed for every 100 questions.

Providing Proof of Earning CDE Credits

- Providing the name and date of the DANB exam you successfully completed
- Providing the certificate or score report of the exam you completed, along with a description of the exam from the organization that delivers the exam

CATEGORY 4: VOLUNTEER SERVICE AND PROVIDING CDE

Certificants may earn a maximum three CDE credits by participating in dental-related community volunteer service or by providing CDE. Examples of volunteer service include: international/national mission work, voluntary clinic work or dental health presentations to students or groups. Volunteer service also includes serving on a DANB Exam Committee. Community service does not include activities such as serving on a dental assisting program advisory committee or as an officer and/or committee chair for a national, state or local dental assisting organization.

Examples of scholarly activity include: teaching a professional course directly related to dentistry or dental assisting that is outside the certificant's normal employment teaching responsibilities, presenting a CDE program that is outside the certificant's normal employment teaching responsibilities, or authoring a published article in a recognized dental or dental assisting journal.

How to Calculate CDE Credits

- A maximum of three CDE credits in this category may be used toward renewing your DANB certification each year.
- For each clock hour of participation in volunteer dental-related community service, you may earn one CDE credit, for a maximum of three CDE credits in this category.
- Three CDE credits will be earned for teaching, presenting or publishing as described above.

Providing Proof of Earning CDE Credits

Proof of volunteer dental-related community service includes certificate of completion, letter of attendance/participation or similar documentation, on letterhead of the sponsoring service organization, or including sponsoring service organization contact information. DANB will verify participation of DANB Exam Committee members.

Spotlight on Excellence

Meet Dixie Vallie, IDA's 2011 Dental Assistant of the Year



From general dentistry to pediatrics, orthodontics to clinical coordinator, Dixie Vallie, CDA, COA, EFDA, is a dental assistant who has done just about everything — which is why she's been named *Inside Dental Assisting* magazine's 2011 Dental Assistant of the Year.

As the Dental Assistant of the Year, Dixie Vallie was featured on the cover of *Inside Dental Assisting's* November 2011 issue.

Vallie says she was surprised by the award and can only guess who nominated her.

"I was so surprised and overwhelmed when I received the award," she notes. "At first, I didn't even believe it. And after I won, I was very humbled. There are so many amazing dental assistants in the field; I didn't want my award to take away from anyone else's achievements."

Although Vallie is modest, she has accomplished great things in her 35-year career. She has worked in a variety of dental settings — large and small, general and specialty. Vallie is also active in the Vermont Dental Assistants Association (VDAA), and is a VDAA past president. For her efforts, she was named the 2004 Vermont Dental Assistant of the Year. Additionally, last year Vallie became the first dental assistant appointed by the governor of Vermont to the Vermont Board of Dental Examiners.

Voice on the Board

For several years, Vallie and other members of the VDAA championed the idea of giving dental assistants a voice on the board.

Working with VDAA past presidents Beth Ladd, CDA, EFDA, and Kathy DeLucco, CDA, EFDA, Vallie wrote letters and participated in numerous hearings. "We're lucky to live in a smaller state where we have access to our state representatives," Vallie explains. "They were really instrumental in making it happen."

Looking back, Vallie says perseverance is the key to reaching your goals. "You can't do anything without patience," she says. "If it's important to you, you have to keep working at it until it happens. For us, having a dental assistant on the board was so significant. We all have such a passion for this work — it's not just a job; it's a career."

VDAA's 2010-2011 President Stephanie Garrow, CDA, RDA, EFDA, EFODA, says, "Thanks to several dedicated members working tirelessly toward a common goal, we now have [representation on the board]. This was no small feat!"

Vallie is excited to sit on the dental board and enjoys the challenge that comes with it. "On the dental board, there's a great deal of information we need to read and process," she explains. "But it's very rewarding. I've been a dental assistant for so long, this is a wonderful new dimension to my career. The board's job is to protect the public, and I take that very seriously."

Lifelong Learning in Action

Perseverance is something Vallie also applies to her career. After completing a dental assisting program in New York, Vallie got her start in a small general practice. She later moved to Vermont and worked at a rural health center, caring for underserved populations.

Although Vallie enjoyed working at the rural health center, it wasn't until she transitioned to a large dental group that her career really took off. In her 17 years there, the practice tripled its staff. Vallie served as the dental assisting coordinator and managed a team of 15 assistants.

The position gave Vallie a great opportunity for growth, but she says that after several years, she wanted something in a smaller office. Vallie accepted a position with an orthodontist and has worked there for the last 11 years.

Vallie says she values the relationships she's developed over the years with the doctor, the dental team and patients. "When you see the same patients over and over, they become your friends," she says. "I've also had the privilege of working with many wonderful doctors who have taught me so much. I've found that if you are a good listener, you will learn a lot."

Holding both DANB CDA and COA certification means a lot to Vallie. "I'm cross-trained in the office and have experience in many areas of dentistry," she says. "Earning and maintaining two DANB certifications means that I earn 18 continuing education credits each year. It's so important to keep learning."

Although she balances work with her dental board responsibilities, Vallie has also made time to continue on the path of lifelong learning. Several years ago, she went back to school to become an expanded functions dental assistant (EFDA) in Vermont. Vallie says during her EFDA externship, she was mentored by an incredible dentist who gave her a thorough understanding of restorative functions.

Vallie's approach to dental assisting is to constantly strive to achieve new goals, learn something new every day, be a team player and work to leave the world a better place. "I'm always looking for ways to improve and give back to the profession and the community," she says. "I like finding new challenges, and that's really what keeps me going."

To read more about Dixie Vallie, visit *Inside Dental Assisting* at www.dentalaegis.com/ida.

Nancy Gagne Goes Beyond Chairside

Nancy Gagne, RDH, CDA, has held positions such as clinical education and sales specialist, dental applications engineer and clinical consultant. She is currently clinical coordinator and professional affairs specialty at DPI Sybron Dental Specialties in Wilmington, Mass.

Although she is currently in a corporate role, Gagne got her start as a dental assistant, working chairside for more than 20 years. Gagne attended a dental assisting program and worked in an orthodontic office during her externship.

"I assisted chairside and performed lab duties, and although it was very rewarding, I wasn't sure if it was really for me," Gagne explains. But when she took a position filling in at a general practice office, "I fell in love with dental assisting all over again," she says.

After working chairside, she moved into the front office and spent several years managing a father-and-son practice. "I saw what the hygienists made, so I decided to go back to school for hygiene," Gagne says.

She attended the Forsythe Institute in Cambridge, Mass., and was fascinated with the research and development side. "While I was there, I participated in a study on proteins and saliva," Gagne recounts. "I thought it was funny that I spent years suctioning saliva and now I was donating it."

"But I was really excited to see what went on behind the scenes of product development," she continues. "It gave me a great perspective."

Gagne worked as a hygienist for 13 years and earned certificates in anesthesia and laser proficiency. "I think it's very important to cross-train," she stresses. "Some states might not allow auxiliaries to perform those functions, but I want to be ready. One of the best things I've learned is to always be one step ahead, and I've really taken that to heart. Dentistry is always changing and I never want to be left behind."

In 2007, Gagne took a position with Brontes Technology, a 3M company. She worked as a clinical educa-

tion and sales specialist, focusing on sales, business development and training.

Gagne went on to work as a dental applications engineer for SensAble Technologies and then as a clinical consultant for Comprehensive Dental, where she was involved in several areas, including product development, sales and marketing.

When asked what she finds most rewarding about her career, Gagne says it's the relationships she has built. "I have met people that I never would have met if I stayed in private practice," she explains. "Networking has been very important to me, but so has educating patients and other clinicians about the benefits of new products that are out here. It's my goal to help them find the best solution based on their needs and values."

Gagne says finding a mentor with similar values is a great way to start expanding your career. "Start asking questions and don't take 'no' for an answer," she states. "Don't ever think you can't reach your goals — there are always ways to get there."

For Gagne, DANB certification has played an important role in her success. "It's a great foundation and has proven very helpful in both the clinical and corporate world," she explains. "Dental assistants are the backbone of a dental practice. Having dental assisting and hygiene experience has made me very marketable."

This year, Gagne plans to reinstate DANB's Certified Orthodontic Assistant (COA) certification by retaking the COA exam. "We're launching new products to orthodontists later this year, and I want to demonstrate my credibility and my up-to-date specialized knowledge," she says.

"The wonderful thing about DANB certification is that it opens doors for dental assistants," she continues. "It allows for career growth and opportunity. Certification is a baseline foundation, and that's where DANB comes in — to give that credibility to prospective employers, peers and, most importantly, our patients."

Robyn Reaches New Goals



"Dental assisting suits me best because of the variety of tasks an assistant performs each day," says Robyn Wilson, CDA. Wilson knew she wanted to be a dental assistant in high school when she took a health careers class. "I enjoy taking care of the patient and helping to bring them to health and wellness," she says.

Wilson has worked as an assistant for Dr. E. Kent Shirley of Fargo, N.D., for the last five years. She is active in the American Dental Assistants Association (ADAA) at the national and state levels; she earned ADAA Fellowship last year and is currently serving as the editor of the North Dakota Dental Assistants Association. "I joined the ADAA when I was in dental assisting school," Wilson says. "One of my friends encouraged me to go to the first meeting, and I went and have been involved ever since."

Wilson has been DANB certified for more than 10 years and says it has helped her career. "I strongly feel it's an important credential that every dental assistant should obtain," she says. "My employer prefers to hire Certified Dental Assistants."

Continuing education is also a priority to Wilson. "I want to keep up with what's new and changing in the profession so I can bring it back to the office and improve the patient's care and their knowledge," she notes.

For assistants who are looking to advance in their careers, Wilson recommends joining a professional organization, such as the ADAA. She says the leaders and members of the ADAA chapters are available to dental assistants and can provide information and resources. "We are here for people to contact us with questions about the profession," she says. "We're constantly reaching out to student groups and telling them about the importance of being certified. You never know where you'll end up working and when you'll need those credentials."

The DALE Foundation Celebrates

In January, the DALE Foundation hosted welcome receptions during the Rocky Mountain Dental Convention (RMDC) and the Yankee Dental Congress. More than 110 dental auxiliaries attended the events and celebrated the profession.



Jan DeBell (left) with Marketing Coordinator Lindsay Stevens.

Jan DeBell, CDA, B.S., won an iPad through the DALE Foundation's raffle at the RMDC reception in Denver. DeBell is a trustee for the American Dental Assistants Association and a dental assisting educator at Front Range Community College in Westminster, Colo. She has been teaching for more than 15 years and has been DANB certified since 1973.

DeBell says she attended the reception because as an educator, she wants to stay up-to-date on the latest e-learning offerings. "It's important for me to know what's going on in the education field," she notes.

When she found out she won the iPad, she was thrilled.

"When I brought it home, my children were just as excited!"

DeBell says she enjoys working as an educator because it gives her a chance to share her passion for dental assisting. "I have wonderful students, and I am humbled by how much I learn from them," she says.

She promotes DANB certification in the classroom and tells her students, "Take the DANB exams and hold on to your certification because it demonstrates how much you know and how smart you really are."

She also encourages everyone to check out the DALE Foundation. "I believe the DALE Foundation is a wonderful way to support and encourage dental assistants to become certified. It is one more very important way to prove your knowledge."



Tina Lizotte (center) with Communications Manager Hanna Aronovich (left) and Board Trustee Teresa Duncan.

At the Yankee Dental Congress in Boston, Tina Lizotte, CDA, was the big winner. "It was awesome to win the iPad," she notes. "I was so shocked, but it was a wonderful feeling."

Lizotte, who has been DANB certified since 2003, says she attended the reception to learn more about continuing education opportunities through the DALE Foundation. "I'm so proud of my DANB certification," she notes. "I am proud that I've pushed myself farther and educated myself even more. DANB certification is very special."

As a dental assistant, Lizotte says she enjoys helping her patients and seeing them leave the office with a healthy smile. "They come in, and they leave feeling renewed and good about themselves," she explains. "I feel good that we can do that for them."

Upcoming Courses and Study Aids

The DALE Foundation is hard at work creating new courses and study aids for the dental team. In the coming year, the DALE Foundation will introduce several new offerings including:

- DANB GC Review Part II
- DANB GC Practice Test
- Financial Reporting for the Dental Office

The DALE Foundation will also release a free video course called *Your Career as a Dental Auxiliary*, which features interviews with several dental assistants, educators and other dental professionals who have taken their careers in exciting directions.

Later this year, the DALE Foundation will introduce online, interactive Continuing Dental Education Articles (CDEA). The articles will cover various dental assisting topics and will take the place of DANB's Professional Development Exam Program (PDEP), which is being phased out.



At the DALE Foundation's February Board of Trustees meeting, the Board discussed future courses and study aids. The DALE Foundation will develop a course on behavior guidance and management of the pediatric patient in 2012, and is considering developing courses and study aids on preventive and restorative functions in the future.

"Future courses and study aids not only will help prepare dental assistants to take DANB exams but will meet the needs of a variety of dental auxiliaries," explains Executive Director Cindy Durley. "The DALE Foundation is collaborating with other organizations to provide resources for auxiliaries working in pediatric dentistry and those performing expanded functions."

Stay tuned to *Certified Press* and the DALE Foundation's website for more on these exciting programs.

Current Course Offerings

Currently, the DALE Foundation offers several e-learning programs.

Review Courses

- DANB GC Review Part I
- DANB RHS Review
- DANB ICE Review
- Conventional Dental Radiography Review

Study Aids

- DANB RHS Practice Test
- DANB ICE Practice Test
- Glossary of Dental Terms

Dental Office Management Courses

- HR Fundamentals for the Dental Office
- Accounts Receivable for the Dental Office

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Carolyn Newman: Driven to Succeed

When Carolyn Newman, CDA, B.S., M.Ed., took her first job in the health field, she had no idea it would lead her to dental assisting, education — and around the world.

While working as a medical secretary, Newman realized she was passionate about healthcare and wanted to do more to serve people in need. She learned about Healthcare Ministries, an organization in Missouri that leads worldwide medical missions, and signed up to volunteer. "I was assigned to a program in Kingston, Jamaica," Newman says. "I didn't know anybody who had done a mission like this, but I felt compelled to go."

One of the mission's leaders approached Newman and asked her if she would be able to work in the dental section. "I had never set foot in a dental office other than as a patient," Newman recounts. "But they trained us and put us to work. Very quickly, I was able to learn the different instruments — it came naturally. It was then that I knew that I wanted to go back to school for dental assisting."

Newman enrolled in a program at the University of North Carolina (UNC) at Chapel Hill. After graduating in 1992, she earned DANB certification and joined the North Carolina chapter of the American Dental Assistants Association (ADAA). "In school, they taught us how important DANB certification was," she says. "I've maintained it ever since."

Following her graduation, Newman went on another mission trip — this time to Brazil. To date, Newman has



Carolyn Newman demonstrates brushing technique to a child in South Africa.

completed 11 mission trips to locations such as Mexico, Central and South America, and South Africa. During the trips, Newman creates teaching presentations and materials for children and adults, delivers community health programs, and performs chairside assisting and infection control duties in the dental clinic.

Newman says her desire to help others has fueled her passion for volunteer work. "I always think back to one of my favorite quotes: 'To the

world you may be only one person; but to one person, you may be the world,'" she says. "That really sums up what I have done — especially with the mission trips. They've changed me." As a result of her efforts, Newman won the 2007 ADAA/Colgate Community Volunteer Award.

New Directions

Newman spent several years working at UNC as a dental assistant and program coordinator. At the suggestion of a coworker and fellow DANB CDA, Newman enrolled in the Health Occupations Teacher Education bachelor's program at North Carolina State University (NCSU).

"At the time, this program awarded 30 hours of college credit for having a credential from an allied healthcare profession," Newman explains. "So my CDA certification gave me a full year's worth of college credits. That

really helped me further my education."

She earned her bachelor's degree in 2004 and took a position as the curriculum manager for UNC's Applied Sciences and Engineering department.

Most recently, Newman graduated with a Master of Education in Training and Development from NCSU. She has worked with leading firms such as Aetna, American Family Insurance and Delta Career Education Corp., designing educational materials and advising on learning and training projects.

Newman is active in numerous organizations. She is a longtime member of the ADAA, has served as president of her local and state chapters and is a past ADAA Fourth District Trustee. Additionally, Newman belongs to the American Dental Education Association and the American Society for Training and Development. She is an advisory board member for World Dental Relief and has published numerous articles on dental assisting, volunteerism and education.

Looking Forward

As for the next chapter in her career, Newman says she is open to many possibilities. "I could go into education or the corporate sector," she says. "Whichever path I take, I know my dental assisting background serves as a strong foundation."

Newman encourages all dental assistants to explore the possibilities in their field. "There are so many opportunities — you are not limited," she stresses. "Dental assisting is a very important position, and it doesn't have to stop at chairside. My healthcare background opened a lot of doors for me. I wouldn't be where I am today had I not become a Certified Dental Assistant."

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You Could Be Next!

If your certification number matches one of the randomly selected numbers below, you can win a \$50 prize. Notify the DANB Marketing Department at marketing@danb.org within 30 days to claim your \$50 prize. Be sure to include your name, address and certification number.

201551	150378
122460	179600
105554	198593

DANB wants to hear from you!

How did you celebrate Dental Assistants Recognition Week? Tell us about your festivities and we'll feature your stories in the next issue of *Certified Press*.

Email your news to marketing@danb.org or call 1-800-367-3262, ext. 417.

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The DANB Mission

DANB's mission is to promote the public good by providing credentialing services to the dental community. We accomplish and measure the success of this mission through the creation of valid dental assisting exams, recertification requirement integrity, and valuable, visible, and accessible DANB exams, certificates, and certifications. We also provide testing services to the oral healthcare community, and information services and resources related to dental assisting credentialing to support DANB's mission. In order to accomplish these critical outcomes, DANB is committed to a properly governed, financially secure, and administratively sound organization.