

**FEDERATION OF DENTAL HYGIENE  
REGULATORS OF CANADA**



**ACCOMMODATION POLICY & PROCEDURES**

**NATIONAL DENTAL HYGIENE CERTIFICATION  
EXAMINATION (NDHCE)  
&  
CANADIAN PERFORMANCE EXAM IN DENTAL  
HYGIENE (CPEDH)**

*Revised in June 2023*

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### **Purpose:**

If a rule, requirement, or expectation of the National Dental Hygiene Certification Examination (NDHCE) or Canadian Performance Exam in Dental Hygiene (CPEDH) creates difficulty for a candidate because of factors related to one or more of the grounds listed in the applicable human rights legislation of the province in which the candidate will be completing the NDHCE/CPEDH, a duty to accommodate may arise.

The Federation of Dental Hygiene Regulators of Canada (FDHRC) respects and welcomes diversity and strives to ensure that all candidates of the NDHCE and CPEDH are able to equitably participate in the examination process.

The purpose of this Policy is to outline the standards and procedures for the provision of testing accommodations and to ensure that all candidates of the NDHCE and CPEDH are aware of their rights and responsibilities when requesting and receiving accommodation in the examination process.

### **Definitions:**

**Protected Grounds** under provincial human rights legislation include, but are not limited to, race, ancestry, place of origin, indigenous identity, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability (cognitive and/or physical, etc.).

**Accommodation** refers to the modification and/or adaption of the standard testing conditions of the NDHCE and/or CPEDH to enable a candidate to equitably participate in the examination process.

### **Accommodation Procedures:**

This Policy is subject to the requirements of the applicable human rights legislation of the province in which the candidate will be completing the NDHCE/CPEDH and operates within the overall mandate of the FDHRC to ensure that entrants to the profession are competent to provide dental hygiene services, as applicable.

Accommodation involves the modification and/or adaption of the standard testing conditions of the NDHCE and/or CPEDH to enable a candidate to equitably participate in the examination process. However, accommodation does not remove essential requirements regarding knowledge and competency. It does not fundamentally alter the content and grading of the examinations. The goal of accommodation in testing is to ensure that a candidate's functional limitations do not cause a disadvantage in taking the tests. Accommodations do not guarantee a successful result.

Examples of reasonable accommodations for the NDHCE /CPEDH include, but are not limited to, the following:

- Extra time for breaks;
- Private or semi-private rooms;
- Use of text-to-speech technology;
- A scribe;
- Additional time to read and/or write;

walking or standing aids, height-adjustable tables and chairs, footrests, adapted writing devices, etc.;

- Assistance from the candidate's service animals.

- Use of specialized equipment such as

All candidates have a responsibility to obtain and submit information that is reasonably necessary for the FDHRC to address their accommodation request, to cooperate in communications about solutions and alternatives, and to cooperate in the implementation of any accommodation plan(s). The FDHRC will accommodate needs based on Protected Grounds and candidates have a duty to accept reasonable accommodations. Where the FDHRC requires the assistance of a third party in assessing or addressing the candidate's functional needs and limitations, the candidate has a duty to cooperate with the third party.

The FDHRC strongly encourages candidates to identify their need for accommodation by the exam registration deadline or otherwise as soon as possible. The attempt to implement late accommodation requests impacts the FDHRC's ability to properly resource and/or effectively administer certain accommodation plans. As a result, if a candidate fails to meet the applicable deadlines, the FDHRC may be unable to address the request in time for the candidate to participate in the NDHCE and/or CPEDH.

### **Submitting Accommodation Documentation:**

1. All candidates seeking to request an accommodation of the NDHCE process must submit a completed **Form A1 (Testing Accommodation – Candidate Application Form)** to the FDHRC upon registration for the NDHCE or as soon as possible before the NDHCE registration deadline. All candidates seeking to request an accommodation of the CPEDH process must submit a completed **Form A2 (Testing Accommodation – Candidate Application Form)** to the FDHRC upon registration for the CPEDH or as soon as possible before the CPEDH registration deadline.
2. Candidates must identify on **Form A1/Form A2** the Protected Ground(s) upon which the accommodation is requested. In some circumstances, the FDHRC may require additional information from a candidate. If additional information is required, the FDHRC will contact you at the email address and/or phone number provided on Form A1/Form A2. A candidate's delay in responding to the request may result in a delay in the provision of accommodation.

3. All candidates must submit supporting documentation that demonstrates (i) their need based on a Protected Ground and (ii) how their ability to perform the NDHCE/CPEDH under standard testing conditions is impacted by their need(s).
4. Where accommodation is requested on the basis of a disability (including a physical or cognitive illness, an injury, or a medical condition, etc.) and/or a pregnancy/maternity-related need, candidates of the NDHCE are required to submit a completed **Form B1 (Testing Accommodation – Functional Abilities Form)** to the FDHRC before the NDHCE registration deadline. Candidates of the CPEDH must submit a completed **Form B2 (Testing Accommodation – Functional Abilities Form)** to the FDHRC before the CPEDH registration deadline.
5. Supporting documentation from a candidate's educational institution may be sufficient to confirm the candidate's disability-related needs, however the FDHRC may request a candidate to complete a Form B1/Form B2 where the information provided by the candidate's educational institution is insufficient such that the FDHRC is unable to assess the candidate's accommodation request and/or implement an accommodation plan.
6. Form B1/Form B2 must be completed by a qualified health care professional. The completed form must be sent directly from the health care professional (or their office) to the FDHRC. Form B1/Form B2 must provide sufficient information to confirm the existence of a need for accommodation as well as any further supporting information regarding the candidate's need(s) and/or accommodation request that may be reasonably required by the FDHRC. Specific medical information, such as a diagnosis, is **not** required where that information is not reasonably necessary to address the accommodation request. In some circumstances, the FDHRC may require additional information from a candidate or the health care professional. If additional information is required, the FDHRC may contact the qualified health care professional that completed Form B1/Form B2.
7. If, after the candidate has made a request for accommodation but before an accommodation plan has been approved, there are any changes to the candidate's circumstances that could affect their need for accommodation or the form of accommodation required, the candidate must inform the FDHRC as soon as possible.
8. The FDHRC reviews all accommodation requests received. Accommodation determinations are made by the Chief Executive Officer (or their delegate) on an individual basis. If the FDHRC determines that the form of accommodation request on Form A1/Form A2 is not appropriate (considering the candidate's supporting documentation, format of the NDHCE/CPEDH, the FDHRC's duties, etc.) the FDHRC will consider alternative forms of accommodations.

9. Candidates are entitled to reasonable accommodation related to a Protected Ground; they are not entitled to their preferred form of accommodation, nor to a perfect accommodation.
10. If accommodation is approved, the FDHRC shall inform the candidate, in writing, of the approved accommodation plan. It may be necessary for the FDHRC to release information related to the candidate's accommodation needs and/or approved accommodation plan to a third party in order to address the accommodation request/implement the accommodation plan (e.g. proctoring service providers, etc.). The candidate has a duty to cooperate with the third party, where necessary. A candidate's failure to cooperate could result in the FDHRC's inability to implement the candidate's approved accommodation plan.
11. A decision by the FDHRC not to grant a candidate's accommodation request will be communicated to the candidate in writing, along with reasons. Any decision of the FDHRC is final.
12. A new accommodation request (Form A1/Form A2) is required with every NDHCE/CPEDH application, with updated supporting documentation (Form B1/Form B2, etc.). An approved accommodation plan from a previous NDHCE and/or CPEDH attempt does not guarantee automatic approval for subsequent attempts.

Any questions related to the FDHRC's Accommodation Policy & Procedures can be directed to [exam@fdhrc.ca](mailto:exam@fdhrc.ca)