



## DANB certificants continue to earn higher salaries and more

The results of DANB's 2016 Salary Survey are in and once again, those who hold Certified Dental Assistant (CDA) certification report earning more than those who don't. According to survey findings, DANB CDA certificants earn over \$2 more per hour than those who are not DANB certified\* — which could be one reason why 99% of those surveyed plan to renew their DANB certification!

Part of why DANB certificants earn higher salaries is that they are more likely to ask for and receive raises. Of those surveyed, 70% reported receiving a raise in their current position. Of that group, 39% received a raise without asking, while 31% received a raise after asking for one.

Beyond monetary rewards, those surveyed reported that certification benefited them in other ways — including greater pride, increased knowledge, greater confidence, and standing out from others when applying for a job.

*"I have maintained DANB certification for 26 years and it has always been a benefit to me."*

It makes sense why DANB certificants are doing so well. They are an educated group, with 91% holding at least an associate degree or having completed some college. Additionally, DANB certificants are career-minded. On average, those surveyed have been in their current position for more than eight years and in the profession for over 18 years — demonstrating employer loyalty and a commitment to the profession.

As one DANB certificant noted in the survey: "I am going on 31 years as a dental assistant, and I still love it!"

"Dental assisting is my passion," another certificant echoed, "and I love every minute of it!"

### More than just a job

Dental assistants who hold DANB certification reported numerous personal and professional benefits. Because of this and many other factors, DANB certificants report high levels of career satisfaction and a passion for the profession. In fact, 95% said they view dental assisting as a career, instead of "just a job." And 89% said they felt high job satisfaction.

Dental assistants who hold DANB certification found that their credentials opened many doors for them. "I moved from the education side of assisting to sales with a dental supplies company," one certificant explained. "I never knew how helpful my assisting background would be in this line of work, but it is absolutely invaluable!"

The 2016 Salary Survey confirms once again that DANB certification brings value to those who hold it and is worth maintaining. As one certificant says: "I've worked too hard to lose my certification, so I plan to renew it for the years I continue working. You just never know when you might need it."

Additional details from DANB's 2016 Salary Survey will be published this summer on DANB's website, on DANB's Facebook page and in future issues of *Certified Press*.

\*According to figures from the 2016 Occupational Outlook Handbook, published by the U.S. Bureau of Labor Statistics.

The findings cited in DANB's 2016 Salary Survey report are based on a survey conducted by the DALE Foundation on behalf of DANB in October 2016.

### DANB CERTIFICANTS EARN MORE\*

\$20.46

DANB Certified

\$17.76

Non-DANB Certified

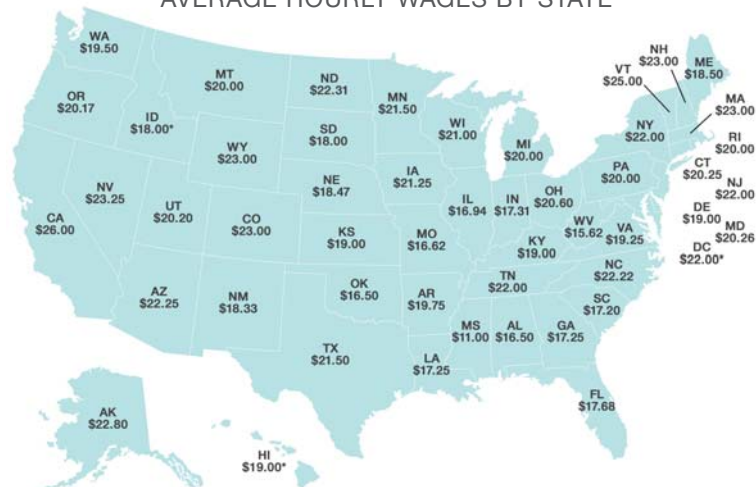
\*Compared to figures from the 2016 Occupational Outlook Handbook, published by the U.S. Bureau of Labor Statistics. Figures are based on dental assistants working full time (35+ hours per week).

### CERTIFICATION SATISFACTION



- 99% plan to renew
- 96% would encourage others to earn certification
- 95% view dental assisting as a career
- 89% reported high job satisfaction

### AVERAGE HOURLY WAGES BY STATE



\*Data from 2014 survey due to insufficient data collected from the 2016 survey in these three locations.

### DANB CERTIFICATION BENEFITS



#### Top 5 personal benefits

- Increased knowledge 77%
- Pride 75%
- Standing out when applying for jobs 66%
- Greater confidence 61%
- Elevation of the dental assisting profession 60%



#### Top 5 work benefits

- Paid vacation 85%
- Paid holidays 84%
- Retirement plan 67%
- Paid sick leave 55%
- Free dental care 54%

## DARW 2017

Dental Assistants Recognition Week, held March 5-11, 2017, gave dental assistants across the country a chance to honor their profession. Here are a few of the celebrations; see more photos on p. 2.



In preparation for DARW, the students at Herzing University-Akron Campus dental assisting program held a fundraiser to support the local Battered Women's Shelter and developed a small table clinic with posters and displays of dental-related topics.



At Kaplan University's Omaha, Nebraska, campus, the dental assisting program provided lunch and goodie bags to students and faculty. The celebration included a recitation of The Dental Assistant's Creed and a discussion of how dental assistants can educate others on the importance of the dental assistant's role in dental care.

# Word from the Chair

**Joanne Dawley, D.D.S.**  
 Chair, DANB Board of Directors



We often hear about how DANB certificants stand out in dental assisting with their commitment to the profession and passion for lifelong learning. Now we have some hard numbers to back up those anecdotes. The results of DANB's 2016 Salary Survey are in — and it looks good for DANB certificants. As reported in previous years, DANB certificants continue to earn more than \$2 per hour than dental assistants who are not DANB certified. Read about this finding and others on page 1.

This issue also features two DANB certificants making their marks in dental assisting. Margaret Fickess, CDA, M.Ed., recently received the Lucy Hobbs Project Innovator award from Benco Dental for her vast contributions to dental assisting and dental assisting education during her prolific 50-year career. Meanwhile, Angelica Morales-Maez, CDA, has carved out a fulfilling career for herself as a dental assistant in the Army. She is dedicated not only to caring for the dental health of our soldiers but also to volunteering her dental assisting skills to help low-income communities access free dental care. Turn to page 6 to read about these inspirational dental assistants.

Dental assistants are well aware of how challenging it can be to stay up to date on state dental assisting requirements because they vary from state to state. To keep dental assistants and other dental professionals informed about state dental assisting requirements and regulations, DANB has released updated editions of its state publications. DANB's *2017 State Career Ladder Templates for Dental Assistants* and *2017 State Fact Booklet* feature comprehensive, up-to-date and accurate information dental assistants need to stay on top of their profession. You can read more about these valuable resources on page 6.

We hope you enjoy this issue of *Certified Press*. Have a great summer!

Sincerely,

## Congratulations to Emeritus Certificants

Feb. 1, 2017 – Apr. 30, 2017

<u>Name/State</u>	<u>Certification Year</u>
Linda Auran, CDA-Emeritus, Alexandria, MN	1990
Linda Avery, CDA-Emeritus, Oak Ridge, NC	1997
Rebecca Blasing, CDA-Emeritus, Waterville, MN	2003
Linda Bonness, CDA-Emeritus, Terre Haute, IN	1974
Jo Ann Buchheister, CDA-Emeritus, Troy, MI	1971
Janet Carriar, CDA-Emeritus, St Cloud, MN	1977
Patricia Crimmin, CDA-Emeritus, Bradford, MA	2006
Rita Farsing, CDA-Emeritus, Alhambra, CA	1974
Margaret Glynn, CDA-Emeritus, Cary, NC	1987
Kathleen Goodson, CDA-Emeritus, Greenville, NC	1994
Charlette Grandell, CDA-Emeritus, Andover, MN	1981
Karen Habel, CDA-Emeritus, Palos Park, IL	1984
Barbara Hartneck, CDA-Emeritus, Albertville, MN	1992
Kathleen Horton, CDA-Emeritus, N. Venice, FL	2001
Mary Huttenlocher, CDA-Emeritus, Fridley, MN	1976
Catherine Johnson, CDA-Emeritus, COA-Emeritus, Mattapoisett, MA	1997
Deborah Jonker, CDA-Emeritus, El Dorado Hills, CA	1981
Jean Kamm, CDA-Emeritus, CDPMA-Emeritus, Charles City, IA	1981
Joanne Koivisto, CDA-Emeritus, Tucson, AZ	1977
Joanne Levin, CDA-Emeritus, Waldwick, NJ	1978
Annette Linn, CDA-Emeritus, Apple Valley, MN	1983
Beverly Mallek, CDA-Emeritus, Merrill, MI	1978
Debra Ott, CDA-Emeritus, Coopersberg, PA	1974
Sherry Pickering, CDA-Emeritus, Grand Ledge, MI	1981
Kathleen Plummer, CDA-Emeritus, Delaware, OH	1981
Anne Marjut Sandberg, CDA-Emeritus, Ann Arbor, MI	2007
Pamela Schagunn, CDA-Emeritus, Tigard, OR	1971
Holly Rogers Schiller, CDA-Emeritus, Green Bay, WI	1987
Judy Sigmon, CDA-Emeritus, Winston Salem, NC	1978
Bonita Strickland, CDA-Emeritus, Richmond, VA	2010
Judith Sylce, CDA-Emeritus, East Burke, VT	1988
Deborah Ward, CDA-Emeritus, Southport, NC	1981
Joyce Waynick, CDA-Emeritus, Parrish, FL	2000

For more information on Emeritus status, see DANB's *Recertification Requirements* on page 4.

## Dental Assistants Recognition Week

Schools, clinics, dental offices and dental assisting organizations marked Dental Assistants Recognition Week, held March 5-11, 2017, with gifts, treats, celebrations and educational events.

*Right, at Great Lakes Institute of Technology in Erie, Pennsylvania, dental assisting students held dental table clinics to teach students from other programs about topics such as oral piercings, pediatric dentistry, tooth anatomy, orthodontics and the effects of different beverages on teeth.*



*Assistants at the Veterans Affairs Dental Clinic in Oklahoma City, Oklahoma, received treats from the dentists all week, including a luncheon with homemade foods, gift bags and a tooth-shaped cake.*



*The North Dakota Dental Assistants Association held a luncheon for dental assisting students from the North Dakota State College of Science (pictured above) and Minnesota State Community and Technical College.*



*The Oklahoma County Dental Assistants Society recognized assistants during its March meeting with a DARW cake, flowers, dental assistant survival kits and dental-themed games.*



*"We love Dental Assistants Week!" say students at Augusta Technical College in Georgia, who spent the week educating each other about the importance of preventive dentistry and good nutrition. Later, instructors treated the students to a carnival-themed celebration, including snow cones, popcorn, pizza, corn dogs and other goodies.*

## Margaret Fickess, CDA, remains committed to molding the next generation of dental assistants

Margaret Fickess, CDA, M.Ed., is a humble, private person who doesn't seek the limelight. But this long-time dental assisting instructor's achievements certainly deserve recognition. And Benco Dental did just that when it presented Fickess with the Lucy Hobbs Project Innovator award in April. The company hailed her commitment to dental assisting and her efforts to instill the next generation of dental assistants with the same passion for the profession that has driven her own prolific career for the last 50 years.

The Lucy Hobbs Project Innovator award salutes Fickess' remarkable career in dental assisting, which dates back to 1968. Fickess was at a crossroads in her life: She had graduated from accounting school and worked as an accountant for about a year — but she did not enjoy it. She ended up working as a waitress in her parents' health-food store and vegetarian restaurant until she could find a career that would make her happy. When her parents' business partner saw how Fickess enjoyed interacting with and helping customers, she suggested that Fickess pursue dental assisting. Fickess enrolled in the dental assisting program at San Diego Mesa College, which is accredited by the Commission on Dental Accreditation.

### On the road to teaching

After she graduated from San Diego Mesa College in 1968, Fickess worked as a dental assistant for Dr. Edward Rigot. With her attention to detail, adept clinical and organizational skills, and compassion for patients, Fickess flourished as a chairside assistant. Dr. Rigot noticed that those same skills also came in handy when she taught the interns at the office about dental assisting, and he encouraged her to pursue a part-time position as a dental assisting instructor.

"He saw how I trained the student interns: I stuck to detail and made sure they understood what I was teaching them so they could be confident in assisting my boss," Fickess says. "Dr. Rigot saw those traits in me and thought I would make a good educator."



Margaret Fickess (left, pictured with Benco Dental representative Sher Cox) received the Lucy Hobbs Project Innovator award in April for her vast contributions to dental assisting. Photo credit: Benco Dental/Eric Larsen.

Fickess joined San Diego Mesa College as a part-time faculty member in 1979. She eventually transitioned to a full-time instructor there when Dr. Rigot died in 1989. She assumed her current position as program director in 2001.

### The making of successful dental assistants

As a dental assisting instructor, Fickess seeks to empower her students with confidence and independence. She enjoys teaching them about the various aspects of dental assisting and seeing them master those topics. She finds it particularly gratifying because they know nothing about these clinical dental subjects before entering the program. "I love seeing those light bulbs come on when the students are learning," Fickess says. "It just gives me that warm, fuzzy feeling inside."

Fickess also believes the students need to recognize their strengths and weaknesses. She works with them to cultivate their strengths so they know where they can thrive in their future careers as dental assistants. For example, some students may be adept at dental office management while others are proficient at four-handed dentistry.

"Sometimes I work with the students one on one during my office hours to help them to find out what they're strong in," Fickess explains. "I tell them that they need to find their strengths. And we'll find it. I encourage the students to excel in the entire curriculum, but they need to find their strengths. That's what they can give to the dental office when they go out for employment."

In addition to training hundreds of successful dental assistants during her teaching career, Fickess is particularly proud of designing San Diego Mesa College's 11-chair dental clinic in 2009. The clinic features an innovative design and state-of-the-art equipment for students and faculty. The centerpiece of the facility is the instructor's chair stationed in the center of 10 student chairs positioned in a circle. A camera at the instructor's station allows students to easily see the techniques and procedures that the instructor is demonstrating without leaving their stations.

### Committed to learning

Fickess' contributions to dental assisting extend outside the classroom, too. She has been an active member of the San Diego Dental Assistants Society (SDDAS), California Dental Assistants Association (CDAA), California Association of Dental Assisting Teachers and American Dental Assistants Association (ADAA). She has held every leadership position in the SDDAS, including serving as president twice. Fickess was also a member of the House of Delegates for both CDAA and ADAA.

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## The Army helps Angelica Morales-Maez, CDA, discover her passion for dental assisting

Angelica Morales-Maez, CDA, has never once regretted joining the U.S. Army. She credits the Army for steering her toward dental assisting, a career that has given her passion and purpose over the last six years.

"It's been a great experience being a dental assistant in the Army," Morales-Maez says. "Hands down the best decision I've made in life."

Morales-Maez decided to give the Army a try at the suggestion of her husband after working several unfulfilling jobs as an administrative clerk and customer service representative. The recruiter administered a personality and skills assessment that indicated she would be well-suited to work as a dental assistant.

After undergoing basic training at Fort Leonard Wood in Missouri and dental assisting training at Fort Sam Houston in Texas, Morales-Maez was transferred to Fort Wainwright, a U.S. Army base near Fairbanks, Alaska, to begin her dental assisting career in general dentistry. "I started to enjoy what I was doing," she says. "And I found as time went on, this doesn't feel like work to me. I actually love what I do."

### In service to her country

Today Morales-Maez works as a dental assistant for a prosthodontist at Fort Wainwright, where she has been stationed for the last four years. She assists the prosthodontist in treating soldiers to ensure they are at their optimal oral health before they are deployed for service. She is proud to be serving her country with her dental assisting skills.



Angelica Morales-Maez works as a dental assistant in the Army in Alaska, where she assists the prosthodontist on the base. Every year she volunteers for Mission of Mercy events in Alaska or Colorado, where she and the rest of the dental staff provide free dental care to low-income residents.

"Even though we're not out on the front lines, we have our own set of battles," Morales-Maez says. "We have to make sure that everybody is performance ready when they are deployed and far away from dental services. We want them at their peak of health. We don't want a toothache to cause a unit to lose a guy or two guys because they're not feeling well. Basically our bottom-line mission: to make sure every soldier is mission ready."

In her work, Morales-Maez particularly enjoys learning about clinical prosthodontic procedures like implants, crowns and bridges. She likes assisting with

those procedures to help patients with severe dental problems improve their smiles.

"I love seeing the change in somebody from the first time that we evaluate them to their final visit. A lot of times we'll have somebody who requires a full mouth treatment. When they're talking to you, they barely move their lips. They're just very self-conscious. And then afterward, they feel like they can smile. That's super rewarding because you see the progress, and you see the change in them."

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## DANB's Recertification Requirements

### Renewing DANB Certification

DANB certification is valid for one year, and must be renewed annually. In order to renew, DANB certificants must complete at least 12 Continuing Dental Education (CDE) credits (**including 2 CDE credits in infection control**); maintain DANB-accepted, hands-on CPR, BLS or ACLS certification; answer Background Information Questions; and submit a renewal fee to DANB. If you hold DANB's NELDA certification, please visit [www.danb.org](http://www.danb.org) to download the *NELDA Recertification Requirements* packet. Certificants must attest that CDE and CPR requirements have been met, and must renew online at [www.danb.org](http://www.danb.org) or return the statement with the non-refundable renewal fee to DANB.

Certifications	CDE Credits	Fee
1	12 (plus CPR)	\$65
2	18 (plus CPR)	\$90
3	24 (plus CPR)	\$110
4	30 (plus CPR)	\$130
5	36 (plus CPR)	\$150
6	42 (plus CPR)	\$170

\*There is a \$20 late fee for certifications that are renewed during the three-month grace period after the certification expiration date.

### Requirements/Audit Procedures

DANB's 12 CDE credit annual minimum is consistent with states that have mandatory CDE requirements for dental assistants. This requirement emphasizes the importance of lifelong professional learning and promotes the continued competence of DANB certificants. CDE credits can be used for renewal for up to two years from the date earned.

DANB certificants are randomly selected for audit of their CDE credits and CPR. If selected for an audit, the certificant will receive notice requesting proof of CDE credits earned and proof of maintaining DANB-accepted, hands-on CPR/BLS/ACLS. Proof must be submitted to DANB within 30 days of audit notification.

Upon successful completion of the audit, certification will be reinstated for the full year. CDE credits are valid for and should be retained for two years, in case of subsequent audit.

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

### Certification Renewal Timeline

Nine weeks prior to certification expiration  
A renewal notification is emailed.

Seven weeks prior to certification expiration  
A renewal notice is mailed.

Certification expiration date  
Statement and fee are due by this date.

Three-month grace period begins  
DANB allows a three-month grace period from the certification expiration date to complete the renewal process including earning CDE credits. A late fee is assessed during this period. Certification is valid during this period.

Two weeks after certification expiration date  
A past due renewal notice is mailed.

Six weeks after certification expiration  
A final renewal notice is mailed.

Eight weeks after certification expiration  
A reminder notification is emailed.

Three months after certification expiration  
The grace period ends. If the statement and renewal fee are not received, the individual is no longer DANB certified. Call 1-800-367-3262 or email [recertification@danb.org](mailto:recertification@danb.org) for reinstatement options.

### Recertification Policy

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. Call DANB prior to participation in education if you have questions.

### 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 is calculated in 15-minute increments (e.g., 1 ½ hours = 1.5 CDE credits, 2 ¾ hours = 2.75 CDE credits).

### CDE Obtained Prior to Earning Certification

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.

### 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 randomly selected for audit.

### Use of DANB Certification Marks

DANB's marks are registered with the U.S. Patent and Trademark Office, and only those individuals who have earned and maintained certification are legally authorized to use them. To protect against misuse of DANB credentials, DANB sends reports of lapsed DANB certifications to state regulatory agencies on a regular basis.

Current DANB certificants may use a DANB certification mark after their names on a resume, business card, website, in a book or publication, and in other print and electronic media. A current certificant may also display the mark on a nametag

or uniform worn during the rendering or promoting of dental assisting services, and on a wall plaque present at the place where he/she renders or promotes the services. Individuals may not incorporate a DANB mark into their email addresses. If a certificant earned DANB certification in the past but has not maintained certification, he/she may not use the DANB mark. Misuse of any DANB certification mark is grounds for discipline under *DANB's Disciplinary Policy & Procedures* ([www.danb.org](http://www.danb.org)).

### CPR, BLS or ACLS Requirement

Certificants must maintain DANB-accepted, hands-on CPR, BLS or ACLS for annual renewal of DANB certification. DANB accepts CPR, BLS and ACLS from the providers below. Course must provide training for CPR, and a hands-on exam must be taken. CPR, BLS or ACLS from other providers or courses will not be accepted. CPR, BLS or ACLS does not count toward the required number of CDE credits.

### DANB-Accepted, Hands-on CPR, BLS and ACLS Providers

American Environmental Health and Safety  
American Heart Association  
American Red Cross (card or certificate accepted)  
American Safety and Health Institute  
Canadian Red Cross  
Emergency Care and Safety Institute  
Emergency First Response  
Emergency Medical Training Associates  
Emergency University\*  
EMS Safety Services  
Medic First Aid  
Military Training Network  
National Safety Council (Green Cross)  
ProCPR\*  
Saudi Heart Association

\*Not all courses include the hands-on exam, so check with the provider before taking the course to be sure it will be accepted by DANB.

### Emeritus Status

DANB certificants (holding CDA, COA, CPFDA, CRFDA, COMSA or CDPMA certification) may apply for "Emeritus" status if they have maintained continuous current certification for four of the five years immediately preceding application for at least one certification and have:

- Become totally and permanently disabled or
- Retired from the field of dentistry/dental assisting at the age of 60 years or older or
- Retired from the field of dentistry/dental assisting with 35 years of continuous (without any breaks) DANB certification.

### Retirement

The certificant must submit:

- A completed Emeritus application
- A dated letter from the certificant's employer on letterhead and signed by the employer (or the certificant can provide proof of receiving Social Security benefits).

### Disability

The certificant must submit:

- A completed Emeritus application
- A dated letter from the certificant's physician on his/her office letterhead stating that the certificant is physically and permanently unable to perform any duties required (or the certificant can provide proof of receiving disability benefits from the Social Security Administration).

If a certificant holds more than one certification, the certificant will earn Emeritus status for all currently held certifications as long as the certificant maintained continuous current certification for at least one of the certifications for four of the five years immediately preceding application.

# Continuing Dental Education (CDE)

## Maximum Annual CDE Credits by Category and Certification

CDE Category	CDA	COA	CPFDA	CRFDA	COMSA	CDPMA
Clinical Practice	12	12	12	12	12	5
Dental Office Management	3	3	3	3	3	6
DANB and Other Dental-Related Exams	12	12	12	12	12	6
Volunteer Service or Scholarly Activity	3	3	3	3	3	3

## Categories for CDE Credits

### Infection Control Requirement Clarification

Currently, all renewing DANB certificants must annually earn at least two CDE credits in infection prevention, control or safety. Courses may include any topics listed in the DANB Infection Control (ICE) exam blueprint. Beginning Jan. 1, 2018, DANB certificants must also earn at least one CDE credit in OSHA's Bloodborne Pathogens standard. The federally mandated OSHA Bloodborne Pathogens standard training may be used to meet this DANB renewal requirement.

### CATEGORY 1: CLINICAL PRACTICE

All certificants, whether they hold one or more DANB certifications, must earn a minimum of two CDE credits in infection control annually (e.g., instrument sterilization/reprocessing). The annual federally mandated OSHA Bloodborne Pathogens Standard training does not count toward the annual minimum of two CDE credits required in infection control.

Credits must directly relate to the clinical practice of dentistry or dental assisting.

1. Lectures, online or home study courses, and table clinics on topics including dental materials, four-handed dentistry, infection control, radiology, expanded functions, behavior management (e.g., children, patients with learning disabilities), chairside patient communication, non-human dentistry (i.e., canine and feline dentistry).

**Proof:** Certificate of completion, letter of attendance/completion on sponsor letterhead including sponsoring organization name and contact information, CDE meeting printout or similar documentation. Documentation must include your name, course title, course completion date and credits/hours received.

**Credits:** One CDE credit for each clock hour of attendance/participation in a session.

2. Authoring or editing articles or text books on clinical topics.

**Proof:** Copy of the completed publisher's evaluation form for any materials evaluated for adoption, including title, author's name, publisher and publication date.

**Credits:** Two CDE credits for each article/book published.

3. Scientific-oriented college courses.

**Proof:** Transcript, grade report, or letter from instructor on school/organization letterhead, verifying course completion. Documentation must include your name, course title, course completion date and college credits/units received.

**Credits:** Four CDE credits for one college credit/unit.

### CATEGORY 2: DENTAL OFFICE MANAGEMENT

Credits must directly relate to dental office management and practice communication.

1. Dental office management lectures, online and home study courses, and table clinics on topics including dental practice acts, practice management, time management, risk management, stress management, HIPAA, patient motivation (e.g., keeping appointments), staff motivation (e.g., leadership, goal setting), computer courses (e.g., software training), insurance, claims/billing, foreign language studies, American Sign Language, human resources, marketing (e.g., yourself, your office) and front desk/office communication.

**Proof:** Certificate of completion, letter of attendance/completion on sponsor letterhead including sponsoring organization name and contact information, CDE printout or similar documentation. Documentation must be official and must include your name, course title, course completion date and credit hours received.

**Credits:** One CDE credit for each clock hour of attendance and/or participation in a session.

2. Dental office management-related college courses.

**Proof:** Transcript, grade report, or letter from instructor on school/organization letterhead, verifying course completion, including your name, title of course, date course was completed and number of college credits/units.

**Credits:** Four CDE credits for each college credit/unit.

### Steps to renew DANB certification



1. Earn CDE credits\*



2. Maintain current DANB-accepted, hands-on CPR, BLS or ACLS certification



3. Submit the statement and fee



\*Starting Jan. 1, 2016, all certificants must earn at least 2 CDE credits in infection control each year.

### CATEGORY 3: DANB EXAMS AND OTHER DENTAL-RELATED EXAMS

Credits must directly relate to passing DANB or other dental exams.

1. Passing of DANB-administered exams, excluding exams used to earn initial certification. Exams also include DANB Professional Development Examination Program (PDEP) modules.

**Proof:** Name of the DANB exam or PDEP module, and the date taken.

**Credits:** 100 item exams or DANB PDEP module = 12 CDE credits. Less than 100 item exams = six CDE credits.

2. Passing other dental-related, professionally proctored exams of at least 100 items.

**Proof:** Official certificate or exam result, including date taken and exam description from the exam organizers.

**Credits:** One CDE credit for each clock hour designated for the exam completion, excluding official exam breaks. If no time is specified, one CDE credit will be allowed for every 100 items

### CATEGORY 4: VOLUNTEER SERVICE OR SCHOLARLY ACTIVITY

Credits must directly relate to participating in dental-related community volunteer service or by participating in scholarly activities.

1. Volunteer service includes mission work, voluntary clinic work, dental health presentations, or serving on a DANB exam committee. Community service does not include 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.

**Proof:** Certificate of completion, letter of attendance/participation or similar documentation, on letterhead of the sponsoring service organization including sponsoring organization contact information.

**Credits:** One clock hour of participation is worth one CDE credit up to a maximum of three CDE credits.

2. Scholarly activity includes teaching a professional course or CDE program directly related to dentistry or dental assisting outside your normal employment teaching responsibilities.

**Proof:** Certificate of completion, letter of attendance/participation or similar documentation, on letterhead of the sponsoring service organization including sponsoring service organization contact information.

**Credits:** Three CDE credits will be earned for scholarly activities.

## DANB updates its state publications

Navigating dental assisting requirements can be difficult because they vary from state to state. But DANB seeks to ease that burden with the release of its updated state publications. DANB's *2017 State Career Ladder Templates for Dental Assistants* and *2017 State Fact Booklet* can help dental assistants easily stay up to date and informed about state requirements and regulations, as well as other important information about their profession.

DANB's *2017 State Career Ladder Templates for Dental Assistants* features easy-to-use charts with information on each state's requirements and career opportunities for dental assistants. Each state chart highlights job designations; education, exam and training requirements; allowable functions; non-delegable functions; and levels of supervision required in each state.

DANB's *2017 State Fact Booklet* contains current state requirements and excerpts from state dental practice acts that relate to dental assisting. The publication also includes dental board contact information, the number of DANB certificants in each



state, comparative salary statistics, and a list of dental assisting programs accredited by the Commission on Dental Accreditation. In addition, it has information about expanded functions, radiography requirements, and anesthesia and sedation regulations that affect dental assistants.

"It's imperative that dental assistants and other dental professionals stay updated on the requirements

that govern their profession," says DANB Executive Director Cindy Durley, M.Ed., MBA. "DANB's state publications make it easy for them to access the most up-to-date, accurate information."

Much of the information in both of these publications is also available at DANB's website. DANB's Search-by-State Map features comprehensive information on each state's requirements for dental assisting duties, job titles, and allowable and prohibited duties, as well as links to the state dental board websites. DANB's website also has a state dental practice acts database, which has links to each state's statutes, regulations and administrative rules governing the practice of every member of the dental team.

While you can access the information in the state publications on DANB's website for free, those who want print copies of the state publications can order them for a fee. To order the print publications, please visit [www.danb.org](http://www.danb.org), click on the "Meet State Requirements" tab and then click on the "DANB's State Publications" link. Or you may also call 1-800-367-3262 to place an order.

## OSAP, DANB and the DALE Foundation collaborate on infection control initiative

The Organization for Safety, Asepsis and Prevention (OSAP); the Dental Assisting National Board, Inc. (DANB); and the DALE Foundation, the official DANB affiliate, are collaborating on a multi-year infection control education and credentialing initiative. The initiative will establish a standardized infection control educational program, with future plans to develop a professional certification program. These collaborative initiatives advance the organizations' missions, which relate to enhancing patient and practitioner safety.

Infection prevention, control and safety in dental settings is an ongoing concern. Serious infection control breaches in a small number of dental settings have made national headlines over the past few years. These types of breaches can have life-threatening impact.

"OSAP believes the protection of the public and the dental team is of the utmost importance," states OSAP Executive Director Therese Long, MBA, CAE. "OSAP, DANB and the DALE Founda-

tion are natural partners for this collaboration because of our aligned missions and focus on public safety."

"DANB and the DALE Foundation are pleased to collaborate with OSAP," says Cynthia Durley, M.Ed., MBA, Executive Director of DANB and the DALE Foundation. "Combining DANB's certification and credentialing expertise, the DALE Foundation's delivery of interactive e-learning, and OSAP's recognized infection control expertise creates synergy that goes beyond dental assistants to advance infection control education throughout dentistry."

OSAP, DANB and the DALE Foundation will begin to reach out to communities of interest to participate in various advisory committees and forums. More information will be forthcoming later this year.

To learn more about OSAP, DANB and the DALE Foundation, visit [www.osap.org](http://www.osap.org), [www.danb.org](http://www.danb.org) and [www.dalefoundation.org](http://www.dalefoundation.org).

## Margaret Fickess (cont. from p. 3)

She encourages all dental assistants to join their professional associations. Like her, they will benefit from staying up to date on dental assisting regulations and networking. But the continuing education programs that associations offer also help her maintain DANB Certified Dental Assistant (CDA) certification, which she encourages her students to pursue.

"I want that education. I want to know what is new and improved in dentistry," Fickess says. "Dentistry is changing so rapidly that if we're not up on it, how are we going to teach our students to become qualified dental assistants?"

### Giving back

Volunteering is important to Fickess as well. She has regularly volunteered her dental assisting skills to California Dental Association Cares, helping to provide dental care to low-income residents in Southern California. She also served on the board of the Children's Dental Health Clinic. And she has provided dental education to schools, child-care centers and the Braille Institute for the Blind.

Given her vast contributions to dental assisting, it is no surprise that Fickess received the Lucy Hobbs Project Innovator award. "I started crying when I heard I had won the award," Fickess says. "I don't seek out rewards for my work in dental assisting and giving back to the community. I just see that something needs to be done and I know I'll enjoy doing it. And so, I just do it."

## Dental assistants take over Atlanta

In March, DANB and the DALE Foundation exhibited at the Thomas P. Hinman Dental Meeting in Atlanta, Georgia. More than 300 dental assistants stopped by the DANB and DALE Foundation booth to learn about DANB certifications and the DALE Foundation's e-learning products. In addition, about 60 dental assistants attended DANB's two educational sessions, where they learned about the history of the organization and the benefits of DANB certification.



Left, DANB certificants visited the DANB and DALE Foundation booth to pick up their exclusive gifts during the Thomas P. Hinman Dental Meeting in Atlanta. Above, some of the more than 60 dental assistants who attended DANB's two educational sessions.

## DANB updates ICE exam blueprint for 2018

For those who will take the Infection Control (ICE) exam after Jan. 1, 2018, please use DANB's 2018 ICE exam blueprint to study for the exam. DANB updated the blueprint to help exam candidates better prepare for the exam. The updated blueprint now features four sub-content areas. The previous version had six sub-content areas. While there is no new content on the blueprint, the content areas are reorganized to be in a more logical order in relationship to when the tasks are performed in practice.

To download the 2018 ICE exam blueprint, please visit [www.danb.org](http://www.danb.org), click on the "Become Certified" tab, click on the "Prepare for DANB Exams" dropdown menu and click on "Exam Blueprints."

## DALE Foundation resources help Montachusett students prepare for exams

The dental assisting students at Montachusett Regional Vocational Technical School in Fitchburg, Massachusetts, are celebrating. They all recently passed the DANB Radiation Health and Safety (RHS) exam and the DANB Infection Control (ICE) exam, thanks to preparation help from their instructors and online study aids from the DALE Foundation, the official DANB affiliate.

At Montachusett, sophomores are required to take and pass the ICE exam, while seniors must take and pass the RHS exam to graduate from the dental assisting program. For the last several years, all students have passed both tests. The faculty attributes the high pass rate to the curriculum, which devotes six months to helping prepare students for the exams. But they also credit the practice tests from the DALE Foundation.

Montachusett purchases the DALE Foundation's DANB ICE Practice Test to help sophomores study for the ICE exam. Although the DALE Foundation's practice test questions do not come from DANB exams, the practice tests can help familiarize students with the format, topics and style of the exam. In addition, the practice test gives them immediate feedback on their progress. They can also review all the questions at once or by content area. And because they're online and mobile compatible, the students can use the practice tests at their convenience at home or school.

"They're so young. They've never taken a national board exam before, and it's a big deal. So they go in scared," says Tracie Wright, CDA, a dental assisting instructor at Montachusett. "With the DALE Foundation practice test, it gives them the confidence they need to go in there and feel ready for the exam."

Montachusett does not purchase the DANB RHS Practice Test for its seniors, although some students

buy the practice test for themselves to prepare for the RHS exam.

Because students have passed the ICE and RHS exams —two component exams of the DANB Certified Dental Assistant (CDA) certification — the faculty encourages them to pursue CDA certification. Once students have accumulated 3,500 work hours after they graduate, they are eligible to take the General Chairside Assisting (GC) exam, which is the third component exam of CDA certification.



Seniors (top photo) and sophomores (bottom) from Montachusett Regional Vocational Technical School are celebrating passing DANB exams.

In addition, instructors promote the benefits of holding CDA certification. When dental assistants earn CDA certification, they demonstrate pride in their profession and their commitment to lifelong learning. A DANB certification also gives them an edge as they apply for dental assisting positions. And DANB certifications and exams are recognized or required in 39 states, the District of Columbia, the U.S. Air Force and the Department of Veteran Affairs. Earning DANB certification can help dental assistants qualify to perform expanded functions and additional duties.

"We tell them that they're already two-thirds of the way there. So all they have to do is get their hours to take the GC exam and earn the CDA certification," Wright says. "We also tell them they can take DANB's CDA certification with them anywhere. They're high school kids. They're dreamers. So we tell them if they want to go to California, Hawaii or whatever, they can take the CDA certification with them because it's a national certification. And it's going to make you more valuable than someone who doesn't have those letters after their name."

For information about the courses and study aids the DALE Foundation offers, please visit [www.dalefoundation.org](http://www.dalefoundation.org).

## 2017 Liz Koch Memorial Scholarship winners to be announced soon

The DALE Foundation Scholarship Committee is in the midst of reviewing applications for the 2017 Liz Koch Memorial Scholarship. The winners will be announced later this summer on the DALE Foundation website and in the fall 2016 issue of *Certified Press*.



The Liz Koch Memorial Scholarship furthers the careers of oral healthcare professionals by helping them pursue their professional development goals and mentorship activities. Winners will be chosen based on their commitment to the oral healthcare profession and mentorship experiences. They will each receive between \$250 and \$1,000 to fund their professional development activities, such as continuing education courses, dental conferences and DANB certification.

The DALE Foundation established this scholarship in 2014 in memory of Liz Koch, who served as Chief Operating Officer of DANB and the DALE Foundation before her untimely passing in 2011. The scholarship commemorates Liz's many years of service and contributions to dental assistants and embodies her belief in the power of lifelong learning.

"Liz was a strong believer in the potential of others to excel through continuing education and lifelong learning," says Cindy Durley, M.Ed., MBA, Executive Director of DANB and the DALE Foundation. "We are proud to give back to the dental community in a way that promotes her commitment to lifelong learning and mentorship."

Since the Liz Koch Memorial Scholarship was launched in 2014, the DALE Foundation has awarded scholarships to 13 oral healthcare professionals. In addition, the DALE Foundation has honored 39 finalists for their efforts by providing them with continuing education opportunities.

To learn more about the Liz Koch Memorial Scholarship, please visit the DALE Foundation website at [www.dalefoundation.org](http://www.dalefoundation.org).

## Angelica Morales-Maez (cont. from p. 3)

### Another side of dental assisting

Morales-Maez also finds her volunteer work rewarding. Every year she donates her dental assisting skills to a Mission of Mercy event that provides free dental care to low-income people in Alaska or Colorado. Each two-day event draws about 1,000 people a day. Many of them line up the night before the event to ensure they can receive dental care. Morales-Maez and the other dental staff treat patients who have serious dental issues like exposed root tips and severe tooth decay that requires extractions. These treatments get the patients out of pain, restore function to their mouths and help them achieve healthy smiles.

"It's really emotional for me. You feel your chest and throat tighten up when you see people stand in line and spend the night in the cold just so they

can see a dentist," Morales-Maez says. "When I was in Anchorage, I saw moms with their kids curled up with their warmest clothes on, trying to stay warm because they wanted to make sure their kids got dental treatment. ... I'm just happy and humbled to be a part of this."

### Furthering her career

In addition to her volunteer work, Morales-Maez is proud of earning her DANB Certified Dental Assistant (CDA) certification. She wanted to earn CDA certification because she is proud of her profession. But she also knows it will help her stand out in the job market when she leaves the Army in July.

The military regularly relocates active duty service members to other states or countries every few years, but Morales-Maez does not want to uproot her family from Alaska. They enjoy living in Fairbanks, so she will be applying for dental assisting positions in the area.

"DANB's CDA certification shows that you are serious about what you do. Just like it's important to be a part of your dental assistants association, it's important to have certification," Morales-Maez says. "In Alaska, you're not required to have CDA certification, but I feel it gives a doctor or a clinic a sense of comfort that you know what you're doing and you've been certified through a national board."

Even though she is leaving the Army, Morales-Maez will always be grateful for her time there because it helped her find a career she is passionate about, invested in her training, and taught her discipline and life skills that will serve her well as a civilian.

"When you become a dental assistant in the Army, you're learning all the core values that you need to become a great dental assistant," she says. "So the armed forces is one of the best ways to get into dental assisting. You progress both as a person and a dental assistant as you're moving along."

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**Dental Assisting National Board, Inc.**  
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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 [communications@danb.org](mailto:communications@danb.org) within 30 days. Be sure to include your name, address and certification number.

130812	228609
202026	121699
142645	163050

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## Share your stories

DANB certification benefits dental assistants in many ways. How has DANB certification moved your career forward? Send your stories to [communications@danb.org](mailto:communications@danb.org) for the chance to be featured in *Certified Press*.

## Reinstatement Option

If your certification has lapsed within the past 12 months and you're still thinking about renewing, there's still time! DANB provides several options for reinstatement that do not include retaking the exams. If you or someone you know wants to learn more, contact DANB at [danbmail@danb.org](mailto:danbmail@danb.org) or 1-800-367-3262.

## Calendar of Events

Dental Managers Conference  
Sept. 7-9, 2017, Scottsdale, AZ  
[www.dentalmanagers.com/aadom-conference/](http://www.dentalmanagers.com/aadom-conference/)

Ohio Dental Association Annual Session  
Sept. 14-17, 2017, Columbus, OH  
[oda.org/news-and-events/annual-session/](http://oda.org/news-and-events/annual-session/)

American Association of Dental Boards Annual Meeting  
Oct. 17-18, 2017, Atlanta, GA  
[dentalboards.org/meetings/](http://dentalboards.org/meetings/)

American Dental Association Annual Meeting  
Oct. 19-23, 2017, Atlanta, GA  
[www.ada.org/meeting](http://www.ada.org/meeting)

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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.