



Winners selected for the 2016 ADA/DANB Scholarship

The American Dental Assistants Association (ADAA) and the Dental Assisting National Board, Inc. (DANB) have selected the winners of the 2016 ADA/DANB Scholarship, a program intended to help dental assistants turn their professional development plans into reality.

The ADA/DANB Scholarship is open to all ADAA members in good standing. It is awarded annually to dental assistants who demonstrate a strong commitment to career growth and lifelong learning in the dental assisting profession.

The best of the best

The scholarship committee selected five recipients for the 2016 scholarship.

Gina Conrad, CDA, FADAA, will apply her scholarship toward earning her associate degree in general studies. She ultimately plans to become a dental assisting instructor. "Teaching in a dental assistant program is in my blood and is my passion," she says. "I love helping new dental assistants take their careers to the next level."

“With this scholarship, I can carry out my dream to help deliver good oral healthcare.”

— **Nhung Ho**

Nhung Ho will use her scholarship to complete the



ADAA/DANB Scholarship winners (clockwise from top left): Gina Conrad, CDA, FADAA; Nhung Ho; Alysha Houston; Nichole Magnuson; and Robynn Rixse, CDA, FADAA



dental assisting program at Calhoun Community College in Alabama. "With this scholarship, I can carry out my dream to help deliver good oral healthcare," she says.

Alysha Houston is a dental assisting student who plans to use her scholarship to earn DANB Certified Dental Assistant (CDA) certification once she completes her studies at Diablo Valley College in California. "Being DANB certified would give me pride and

comfort that I am one of the best trained dental assistants, as DANB is the only national certification recognized by the American Dental Association," she says. "This will help further advance my career."

Nichole Magnuson will use her scholarship to earn DANB CDA certification once she graduates from the dental assisting program at Rowan-Cabarrus Community College in North Carolina. "Being certified by DANB proves that a dental assistant is dedicated to excelling in the industry," she says. "Therefore, having the certification, you can take pride in knowing that you have the necessary knowledge and skills to perform at an exemplary level."

Robynn Rixse, CDA, FADAA, will use her scholarship to earn a bachelor's degree in healthcare administration. With more than 26 years in the dental field, Rixse wants to pursue her degree

so she may move on to multi-office practice management or become a dental assisting instructor. "I know it will not be easy or inexpensive, but I believe I still have many good years to give to the dental profession," she says. "And I know that furthering your education is a sound investment."

Congratulations to the winners! To learn about other scholarship opportunities for dental assistants, visit www.danb.org or www.adausa.org.

DANB reports exam performance results

To maintain DANB's high standards, meet accreditation standards established by the National Commission for Certifying Agencies (NCCA) and meet certifying board recognition criteria established by the American Dental Association (ADA), DANB regularly reviews its exams. On Sept. 19, 2016, DANB submitted its Annual Report with recent certification and exam figures to ADA's Council on Dental Education and Licensure (CDEL).

As of Sept. 13, 2016, DANB has 36,691 Certified Dental Assistant (CDA) certificants, 1,439 Certified Orthodontic Assistants (COAs), 264 Certified Preventive Functions Dental Assistants (CPFDA), 93 Certified Restorative Functions Dental Assistants (CRFDA), 24 National Entry Level Dental Assistants (NELDAs), 259 Certified Dental Practice Management Administrators (CDPMAs), and 154 Certified Oral and Maxillofacial Surgery Assistants (COMSAs), for a total of 38,924 DANB certifications, held by 37,936 current DANB certificants. (Note: DANB discontinued the COMSA exam in 2000 and the CDPMA exam in 2008.)

Comparing FY 15-16 exam candidate volume to that in FY 14-15, DANB experienced a 1.6% increase in candidate volume overall, a 3% increase in national exam candidates, and an 8% decrease in state-specific exam candidates.

Pathway pass rates review

Each year, DANB applies inferential statistics to passing rates of candidates who take the General Chairside Assisting (GC) component of the Certified Dental Assistant (CDA) exam through exam eligibility Pathway I (graduates of CODA-accredited dental assisting programs) and Pathway II (candidates who are on-the-job trained, with at least 3,500 hours

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Cindy Durley wins AADA Diamond Award

The American Association of Dental Administrators (AADA) honored DANB and DALE Foundation Executive Director Cindy Durley, M.Ed., MBA, with its Diamond Award on Oct. 17, 2016, at its 32nd Annual Conference in Denver, Colorado.

The AADA is the national association for administrative leaders of state dental boards and national and regional testing agencies. DANB has been an AADA member for over 30 years. According to the AADA, its Diamond Award is presented to "an AADA member whose leadership shines with passion and whose contributions to the AADA and/or the oral healthcare community are innovative and



Cindy Durley, M.Ed., MBA

move the AADA forward." Durley has held several leadership positions in the AADA, including Secretary (2012-2013), President-Elect (2013-2014) and President (2014-2015). She recently concluded her last term on the AADA Executive Council as Immediate Past President (2015-2016). She has also been Chair of the AADA's Bylaws Committee and Nominating Committee.

"I'm honored to receive this award," Durley says. "Like DANB, the state dental boards promote public health and safety. It's been a privilege working with the AADA dental board administrators to help further their mission of public protection."

The DALE Foundation celebrates in Denver

In October, the DALE Foundation hosted a reception at the 2016 American Dental Association Annual Meeting. Dental professionals — including dentists, hygienists, dental assistants and corporate professionals — gathered to network and participate in a roundtable discussion about the important role dental assistants play in the dental practice.

Additionally, the DALE Foundation discussed its ongoing research project, "The Value of Dental Assistants to the Dental Practice." The reception was generously sponsored by A-dec and Procter & Gamble, and the research is sponsored by Henry Schein and Benco Dental.

"I enjoyed participating in the roundtable discussion," one attendee said. "

To learn more about the DALE Foundation's research or to donate to "The Value of Dental As-



Reception attendees share their thoughts on qualities dental assistants need.

sistants to the Dental Practice" study, visit www.dalefoundation.org.

Read more DALE Foundation news on p. 7.

Word from the Chair

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



Happy New Year from DANB and the DALE Foundation! I hope your holidays were filled with health, happiness and celebration.

This issue of *Certified Press* celebrates the outstanding dental assistants who are excelling in their profession. Meet Mary Neall, CDA, who is still passionate about dental assisting after 40 years, including 35 years maintaining DANB certification. Read all about why dental assisting proved to be a perfect match for her on page 3.

DANB is a big proponent of continuing education — and so are the dental assistants at Weaver, Reckner & Reinhart Dental Associates. They regularly participate in conferences, classes and trainings designed to enhance their knowledge and improve their skills with the full support of their dentists. Now they've added online courses from the DALE Foundation to their pool of continuing education resources. Turn to page 3 to learn more.

DANB is proud to partner with other organizations to bring opportunities that help dental auxiliaries advance their careers. On page 1, the winners of the 2016 ADA/DANB Scholarships share how they will use their awards to pursue their professional development goals. We also shine the spotlight on some of the remarkable members of the American Association of Dental Office Management (AADOM) on page 7. AADOM selected Jamie Perryman as its 2016 Practice Administrator of the Year and inducted its Class of 2016 Fellows.

We know many of you have your own success stories. Share them with us as we prepare the upcoming Dental Assistants Recognition Week issue of *Certified Press*. We want to hear about your celebrations, achievements and milestones. Email us at communications@danb.org.

I hope your new year is off to a good start!

Sincerely,

Share your DARW stories

Dental Assistants Recognition Week begins March 5, 2017. How are you celebrating? Send your stories and photos to communications@danb.org for the chance to be featured in *Certified Press* or on social media.

DANB enforces disciplinary policy

As part of its mission to protect the public, DANB is very serious about enforcing its professional conduct and disciplinary policies. DANB individuals — including DANB exam applicants, DANB exam candidates, DANB certificants and those who hold DANB certificates of knowledge-based competency — are responsible for abiding by DANB's Disciplinary Policy & Procedures and DANB's Code of Professional Conduct. DANB may investigate individuals and impose sanctions for violations such as dishonest or irregular behavior, fraudulent credentials, submitting falsified information to DANB, misuse of DANB trademarks, compromising the security of DANB exams, or assisting others in violating DANB's policies.

DANB's policies can be downloaded from DANB's website at www.danb.org > The Dental Community > Professional Standards.

To report a DANB individual in violation of DANB policies, please see the "Complaint Process" section of the page linked above, or contact Karen Capuano at kcapuano@danb.org or 1-800-367-3262, ext. 463.

The following reflect cases that received DANB disciplinary actions and sanctions from July 1, 2015, through June 30, 2016.

Case #1: Minnesota

Circumstances: An individual submitted to DANB an altered Pearson VUE Appointment Confirmation Detail report, including an altered date and time of appointment, as evidence of a scheduling error made by Pearson VUE. The original date of the appointment was confirmed with Pearson VUE.

Sanctions: Prior to submission of a new exam application, the individual must successfully complete a course in ethics (two-hour minimum course approved prior to completion) and submit the \$150 nonrefundable disciplinary fine.

Case #2: Oregon

Circumstances: An individual misrepresented herself to a potential employer as a dental assistant certified in specific functions by submitting a fraudulent Oregon Board of Dentistry (OBD) dental assistant certificate with an altered certification number and issued date.

Sanctions: The individual's eligibility to take exams administered by DANB and for which DANB determines eligibility was permanently revoked. DANB notified the Oregon Board of Dentistry of the disciplinary action. The employer was also notified of the disciplinary action.

Case #3: Montana

Circumstances: An individual misrepresented herself to her employer as having earned a DANB Radiation Health and Safety (RHS) certificate of knowledge-based competency.

Sanctions: The individual's eligibility to take exams administered by DANB and for which DANB determines eligibility was permanently revoked. DANB notified both the employer and the Montana Board of Dentistry of the disciplinary action.

Case #4: Montana

Circumstances: An individual misrepresented herself as holding DANB's Certified Dental Assistant

Congratulations to Emeritus Certificants

Aug. 1, 2016 – Oct. 31, 2016

Name/State	Certification Year
Rhonda Bradberry, CDA-Emeritus, Watertown, SD	1973
Cynthia Campbell, CDA-Emeritus, Kingwood, TX	2005
Patricia Campbell, CDA-Emeritus, Pelham, NH	1971
Judith Chwirut, CDA-Emeritus, West Seneca, NY	1975
Nancy Cicero, CDA-Emeritus, Freehold, NJ	1995
Barbara Cosgrove, CDA-Emeritus, Evansville, IN	1967
Donna Darling, CDA-Emeritus, Cheektowaga, NY	2002
Linda Fambrough, CDA-Emeritus, College Station, TX	1980
Janice Ferrara, CDA-Emeritus, North Haven, CT	1991
Karen Floriani, CDA-Emeritus, Lyndhurst, NJ	1977
Mary Frohn, CDA-Emeritus, CDPMA-Emeritus, Norwood, MA	1968
Patricia Gossett, CDA-Emeritus, Clarksville, TN	1983
Diane Hagan, CDA-Emeritus, Williamsburg, VA	1982
Nancy Hesselton, COA-Emeritus, Rochdale, MA	1993
Amy Hilton, CDA-Emeritus, Cleveland, GA	1994
Sue Hoots, CDA-Emeritus, Jonesville, NC	1990
Patricia Kersbergen, CDA-Emeritus, Anchorage, AK	1993
Regina Kershner, CDA-Emeritus, Pennsauken, NJ	1991
Sandra Laderas, CDA-Emeritus, Santa Monica, CA	1967
Lori Larson, CDA-Emeritus, Dennison, MN	1993
Jacquelyn Leuchtenberg, CDA-Emeritus, Springville, NY	2002
Audrey Lomax, CDA-Emeritus, Greenville, SC	1969
Nancy Mattia, CDA-Emeritus, Neptune, NJ	1980
Frances Mattson, CDA-Emeritus, Reno, NV	1984
Peggy Mayfield, CDA-Emeritus, Williamston, SC	1986
Pamela Noel, COA-Emeritus, New Freedom, PA	1986
Sarah Ozbirn, CDA-Emeritus, Golden, MS	1988
Helen Roach, CDA-Emeritus, COA-Emeritus, Rossville, GA	1972
Cathy Roberts, CDA-Emeritus, CDPMA-Emeritus, COA-Emeritus, CPFDA-Emeritus, Bloomington, IN	1979
Deborah Roland-Jaremba, CDA-Emeritus, Harleyville, SC	2002
Cheryl Ross, CDA-Emeritus, Somerset, KY	1980
Susan Sansom, COA-Emeritus, Reading, MA	2006
JoAnn Schmidt, CDA-Emeritus, Wappingers Falls, NY	2011
Shawn, Statler, CDA-Emeritus, Waynesboro, PA	2004
Miriam Swartz, CDA-Emeritus, COMSA-Emeritus, Litchfield, NH	1974
Toni Swift, CDA-Emeritus, Swansea, MA	1983
Eleanor Ware, CDA-Emeritus, Decatur, GA	1989
Donna Wentworth, CDA-Emeritus, Manchester, NH	1987
Penny Whittier, CDA-Emeritus, Abilene, TX	1995
Barbara Wilkinson, CDA-Emeritus, Mt. Vernon, MO	1998
Bonnie Wray, CDA-Emeritus, Kaysville, UT	2007

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

(CDA), Certified Dental Practice Management Administrator (CDPMA) and Certified Oral and Maxillofacial Surgery Assistant (COMSA) certifications by submitting certain items as evidence to her employer and by using all three credentials in the signature line of her employee email.

Sanctions: DANB permanently revoked her eligibility to take exams or apply for certifications administered by DANB and for which DANB determines eligibility. DANB notified the Montana Board of Dentistry and her employer of the disciplinary action. Accordingly, the CDA exam application that she submitted was canceled.

Case #5: Alabama

Circumstances: A certificant altered five documents verifying completion of Continuing Dental Education (CDE) to change the dates of completion and submitted these fraudulent documents to DANB in response to an audit of her CDA renewal application.

Sanctions: The certificant must successfully complete a course in ethics (two-hour minimum course approved prior to completion), submit proof of 12 CDE credits, submit proof of an additional 6 clinical CDE credits, submit proof of DANB-accepted CPR, and submit the \$150 nonrefundable disciplinary fine.

Case #6: New Jersey

Circumstances: A certificant altered five documents verifying completion of CDE to change the dates of completion and submitted these fraudulent documents to DANB with her application to reinstate CDA certification.

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Mary Neall, CDA, marks 40 years in dental assisting

For Mary Neall, CDA, dental assisting has proven to be a rewarding and fulfilling career. After 40 years in the profession — including 35 years maintaining the DANB Certified Dental Assistant (CDA) certification — she still revels in the joys and challenges of dental assisting, especially caring for patients and keeping up with the ever-evolving dental field.

“I’m comfortable and confident in this profession that I’ve chosen,” she says. “I’ve certainly dedicated a lot of time to this, and I’ve enjoyed it. I have no regrets. I’m happy.”

Neall credits her uncle for sparking her love of dental assisting. When she was 16 years old, Neall spent the summer working as a dental assistant for her uncle, who was an oral and maxillofacial surgeon at the University of Nebraska dental school and also operated a private practice. Neall’s duties included exposing and developing dental radiographs, and sterilizing instruments. She also got the chance to observe surgical procedures. “My uncle got me excited about it,” she says. “I knew I would be meeting people and was fascinated with the clinical side of it. I knew I would be learning a career that I could be proud of.”

That pivotal experience set Neall on her path to dental assisting. After graduating from a dental assisting program in New York, she worked for several dentists in Maryland and her home state of New Jersey. She specifically sought to work for dentists who could help her enhance her clinical and communication proficiency — skills she says are vital to succeeding as a dental assistant. “Each job got a little bit better and better,” she says. “I was looking for the doctor to educate me and to help me learn.”

Patient education

For the last 10 years, Neall has worked in the general practice of Fedra Witting, D.D.S., in Annapolis, Maryland. While Neall enjoys the various aspects of her job, such as assisting and learning about different treatment procedures, she particularly likes educating patients about their procedures and proper oral hygiene. “I always tell them that your mouth is the gateway to the rest of your body,” she says.

“I say, ‘It’s your body. You have the right to know what procedure we’re going to do. It’s your right to

know this,’” Neall adds. “So I sit down and explain it to them, and they’re very thankful. So now they’re aware of what’s going to be happening, and they’re more confident and they’re more relaxed.”

Lifelong learning

Her dedication to dental assisting extends outside the practice as well. Neall is committed to continuing education to better serve patients and the dentist she works for. That includes regularly taking classes and earning credits every year for the last 35 years to maintain the DANB CDA certification she earned in 1981.

“It’s important that dental assistants be up-to-date with their knowledge and know that there are better techniques emerging in dentistry,” Neall says. “And they need to be up-to-date with all of those things for the betterment of the patients and so your employer has confidence in you. Therefore, you need to get the education and keep up your certification.”

It’s all about the patients

In addition to her passion for continuing education, Neall attributes her long, successful career in dental assisting to her compassion for the patients. She works to ensure patients are knowledgeable about their treatment plans and are comfortable before, during and after treatment. She also follows up with them after major procedures to ensure they are healing well and following proper oral care instructions.

“Nobody walks in the door and says, ‘Oh, I couldn’t wait to get here. I’m so excited,’” she says. “Anything that we can do to make the patient comfortable and remember this experience as a good one — that’s the most important thing.”

Neall’s compassion for patients has pushed her to go above and beyond for them, including inter-

rupting her wedding celebration 18 years ago. After her marriage ceremony and reception, she hosted a small gathering at her home. When one of her guests told her he had a toothache, she sprang into action. Neall called the dentist she worked for and told him she was bringing in a friend to the office that night because he had a severe toothache. Neall spent that evening assisting her dentist in performing a root canal.

“I looked at my husband and my guests and said, ‘Sorry. I have to help a patient. You all know the way out,’” she remembers, laughing. “Here we are 9:30 at night doing a root canal. It was nice that my dentist at the time was willing to do that. The root canal went well and I brought my friend home. That’s dedication. You have to have dedication as a dental assistant. You have to step into somebody else’s shoes for a second and say, ‘If this was me, how would I want somebody to take care of me? How would I want to be treated?’”

That dedication and compassion, as well as her commitment to lifelong learning, have served Neall well in her 40-year career. She also advises dental assistants to develop their listening

and communication skills and convey a professional appearance to earn the trust of the patient and ultimately succeed in the profession.

“You are portraying a confidence of your own. If you’re confident, articulate and relaxed, the patient is going to be confident and relaxed so that they know you are there to take care of them,” she says. “You want them to know that you want to make them well and you want to help them get to the point where they can smile again and be happy. They need to know that they are the No. 1 priority, and we are going to take good care of them. To me that is the most important role of the dental assistant.”



Mary Neall, CDA, has worked as a dental assistant for 40 years, which includes 35 years maintaining the DANB CDA certification. She is pictured here with her employer, Fedra Witting, D.D.S., who Neall has worked with for 10 years.

Dental practice values staff education

Continuing education is embedded in the culture at Weaver, Reckner & Reinhart Dental Associates, a practice with offices in Souderton and Harleysville, Pennsylvania. Between the two dental offices, there are six dentists, 23 dental assistants, 18 dental hygienists and 18 business assistants.

Assistant Team Leader Diane Irwin says the dentists believe in providing staff with continuing education opportunities to help them grow professionally and better serve patients. Because the practice is large and offers a wide variety of services — including orthodontics, periodontics and cosmetic dentistry — the dentists want staff to be knowledgeable in various aspects of dentistry.

“We use DALE Foundation courses to help educate our teams so that we can do our best to educate our patients and give them the best care. They are our No. 1 priority.” — Courtney Moyer, CDA

“Our doctors provide us with great continuing education opportunities,” Irwin says. “It benefits everyone involved, especially our patients, who are our No. 1 priority, because our patients will be taken care of by intelligent and educated people.”

For example, the dental practice regularly purchases review courses and practice tests through the DALE Foundation, the official DANB affiliate. These online resources and study aids are used to help the staff enhance their knowledge and prepare for DANB exams and certifications.

Dental assistants at the practice like that DALE Foundation review courses and practice tests are available to them for six months from the date of purchase — allowing them ample time to tackle the complex subject matter and review at their own pace.

The dental assistants also like how the DALE Foundation courses offer interactive simulations, which provide virtual hands-on learning experiences for the users. This feature has been particularly helpful for learning conventional radiography. Most of the dental assistants at Weaver, Reckner & Reinhart have experience with digital radiography only and are not familiar with the conventional film method. The DALE Foundation’s Conventional Dental Radiography Review is a resource that many dental assistants at the office use to review this topic.

“The course I used was definitely a contributing factor in helping me learn and feel confident in taking the exam,” says Kristin Waldron, CDA, EFDA. “I really liked the learning model’s interactive components that combined visuals with text. For example, developing x-rays — I was familiar with digital, but I have never done or seen the process of developing films. Having the step-by-step visuals of development to review was a big help.”

“The simulation in the courses gives you a very hands-on feeling — which is great because that’s how I learn best,” says Christie Knauf, CDA.

The DALE Foundation courses have also helped them study for the DANB Certified Dental Assistant (CDA) certification as well as helped with studies to become an Expanded Function Dental Assistant in Pennsylvania.



The dental assistants at Weaver, Reckner & Reinhart Dental Associates use courses from the DALE Foundation as one of their sources of continuing education. From left: Diane Irwin, Dental Assistant Team Leader; Kristin Waldron, CDA; Courtney Moyer, CDA; Joie Meyers, CDA; KrystaSue Becker, CDA; and Christie Knauf, CDA.

“The DALE Foundation courses were really beneficial in preparing for CDA certification,” says Joie Meyers, CDA, EFDA. “It was nice that the courses were online, so we were able to study when it made sense for us without the limits of having to go to scheduled classes. And six months is a nice time frame to be able to access your purchased courses.”

Weaver, Reckner & Reinhart purchased the DALE Foundation courses as part of its larger commitment to encourage professional development among its staff. The practice pays for certifications and continuing education, including dental conferences, classes and online courses like the ones the DALE Foundation offers. The dental practice also has a mentoring program, in which dental auxiliaries provide guidance to each other. In addition, the practice conducts monthly skills learning sessions and closes the office twice a year to hold training sessions at a local community college.

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 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 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 instated 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 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, 2¾ 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).

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

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 staff contributes to Institute for Credentialing Excellence

Several members of the DANB staff were recognized for their meaningful contributions to the Institute for Credentialing Excellence, a professional membership association that provides education, networking and other resources for organizations and individuals in the credentialing industry.

DANB's Senior Director of Credentialing and Client Services Johnna Gueorguieva, Ph.D., was honored with the 2016 Institute for Credentialing Excellence Chair Commendation. As vice chair of the institute's board of directors, Gueorguieva received the award for her leadership, exemplary service and steadfast dedication to the institute. She was elected to a second three-year term on the board.

"I was honored to be recognized by the board chair for my service and dedication to the Institute for Credentialing Excellence. It is essential for me to volunteer for an organization that has its finger on the pulse of trends in the field of credentialing," Gueorguieva says. "Because of my deep involvement with the institute, DANB is always aware of changes that may affect the services and resources that we provide, ensuring that DANB credentials instill confidence in the public and retain their value for our candidates and certificants who trust us to protect the DANB credentials they hold and maintain."

In addition to her service on the board, Gueorguieva



From left: Karen Capuano, Kate Slagoski Kahoa, Katy Hotsenpiller, Katherine Landsberg, Cindy Durley and Johnna Gueorguieva

was appointed to the Institute for Credentialing Excellence 2017 Credentialing Careers Task Force. The task force will identify credentialing career pathways and the educational resources organizations will need to ensure entry-level staff are appropriately trained so they can successfully climb the career ladder.

DANB's Assistant Director of Credentialing Kate Slagoski Kahoa, M.Ed., has served on the Education Committee since 2013. She was appointed co-chair in 2015 and chair in 2016. Due to her exemplary service, she has been selected to serve as chair again in 2017. The Education Committee de-

velops content and solicits speakers for professional development webinars for those in the credentialing community. Topics have included legal issues, marketing, exam security and psychometrics.

DANB's Manager of Professional Conduct Karen Capuano and Assistant Director of Credentialing and Client Services Katy Hotsenpiller earned their Credentialing Specialist Certificates from the Institute for Credentialing Excellence, enhancing their knowledge of credentialing and exam development. The program covered how to develop, implement and maintain a quality certification program.

Assistant Director of Government Relations Katherine Landsberg served on the Institute for Credentialing Excellence Government Affairs Committee in 2016 and will continue as a member of the committee in 2017. The committee assists in monitoring and responding to federal and state legislative and regulatory issues that have an impact on credentialing.

DANB and DALE Foundation Executive Director Cindy Durley, M.Ed., MBA, serves on the Editorial Board of the Institute for Credentialing Excellence's quarterly publication, ICE Digest. She is also on the Leadership Council and the CEO Advisory Group, which develops programs for two annual Institute for Credentialing Excellence CEO Summits that take place in February and June.

DANB reports exam performance results (cont. from p. 1)

of dental assisting work experience acquired over a 24- to 48-month period).

At the Board's February 2016 meeting, Directors reviewed passing rate comparison results for these two GC exam eligibility pathways. Performance data have been compared each year since 1998.

DANB will continue to monitor GC pass rates by eligibility pathway, and will report to CDEL again in October 2016.

Pass/Fail Results for DANB National Exams

NELDA*	FY 14-15	FY 15-16
Total candidates	n/a	165
Pass	n/a	83
Fail	n/a	82
Pass Rate	n/a	50%

CDA**	FY 14-15	FY 15-16
Total candidates	2009	1958
Pass	1439	1442
Fail	570	516
Pass Rate	72%	74%

GC only	FY 14-15	FY 15-16
Total candidates	2294	2407
Pass	1899	1951
Fail	395	456
Pass Rate	83%	81%

ICE only	FY 14-15	FY 15-16
Total candidates	3060	3040
Pass	2619	2542
Fail	441	498
Pass Rate	86%	84%

RHS only	FY 14-15	FY 15-16
Total candidates	9370	9801
Pass	6254	6651
Fail	3116	3150
Pass Rate	67%	68%

COA**	FY 14-15	FY 15-16
Total candidates	84	68
Pass	49	40
Fail	35	28
Pass Rate	58%	59%

OA only	FY 14-15	FY 15-16
Total candidates	64	74
Pass	51	54
Fail	13	20
Pass Rate	80%	73%

RHS/ICE	FY 14-15	FY 15-16
Total candidates	1540	1399
Pass	978	891
Fail	562	508
Pass Rate	64%	64%

CPFDA**	FY 14-15	FY 15-16
Total candidates	16	22
Pass	5	6
Fail	11	16
Pass Rate	31%	27%

CP	FY 14-15	FY 15-16
Total candidates	477	500
Pass	330	344
Fail	147	156
Pass Rate	69%	69%

SE	FY 14-15	FY 15-16
Total candidates	28	30
Pass	20	18
Fail	8	12
Pass Rate	71%	60%

TF	FY 14-15	FY 15-16
Total candidates	22	15
Pass	14	9
Fail	8	6
Pass Rate	64%	60%

TA	FY 14-15	FY 15-16
Total candidates	8	4
Pass	6	2
Fail	2	2
Pass Rate	75%	50

CRFDA**	FY 14-15	FY 15-16
Total candidates	See below	See below

AMP	FY 14-15	FY 15-16
Total candidates	17	47
Pass	15	43
Fail	2	4
Pass Rate	88%	91%

RF	FY 14-15	FY 15-16
Total candidates	5	7
Pass	2	5
Fail	3	2
Pass Rate	40%	71%

IM	FY 14-15	FY 15-16
Total candidates	0	0
Pass	0	0
Fail	0	0
Pass Rate	n/a	n/a

TMP	FY 14-15	FY 15-16
Total candidates	2	2
Pass	1	1
Fail	1	1
Pass Rate	50%	50%

IS	FY 14-15	FY 15-16
Total candidates	2	9
Pass	2	8
Fail	0	1
Pass Rate	100%	89%

IM/TMP	FY 14-15	FY 15-16
Total candidates	12	23
Pass	9	17
Fail	3	6
Pass Rate	75%	74%

IS/SE/RF	FY 14-15	FY 15-16
Total candidates	11	13
Pass	10	8
Fail	1	5
Pass Rate	91%	62%

Total national exams: 19,584 (represents ~89% of all DANB exams administered in FY 15-16), testing a total of 21,883 candidates (the balance taking DANB state-specific exams).

*DANB launched the NELDA certification program in April 2015. The NELDA pass rate reflects those who passed all three NELDA component exams (AMP, ICE and RHS) in the same exam administration.

**The CDA pass rate reflects those who passed all three CDA component exams (GC, RHS, ICE) in the same exam administration. The COA pass rate reflects those who passed both COA component exams (OA, ICE) in the same exam administration. The RHS/ICE pass rate reflects those who passed both the RHS and ICE exams in the same exam administration. The CPFDA pass rate reflects those who passed the four CPFDA component exams (CP, SE, TF, TA) in one administration. DANB launched the CRFDA certification program in May 2013. Unlike the other DANB certification programs, the CRFDA component exams are not offered in one test administration called "CRFDA" due to seat time requirements.

Disciplinary actions (cont. from p. 3)

Sanctions: The certificant must successfully complete a course in ethics (two-hour minimum course approved prior to completion), submit proof of 12 CDE credits, submit proof of an additional 6 clinical CDE credits, submit proof of DANB-accepted CPR, and submit the \$150 nonrefundable disciplinary fine.

Case #7: Massachusetts

Circumstances: A certificant altered three documents verifying completion of CDE to change the dates of completion and submitted these fraudulent documents to DANB in response to an audit of her CDA renewal application.

Sanctions: The certificant must successfully complete a course in ethics (two-hour minimum course approved prior to completion), submit proof of 12 CDE credits, submit proof of an additional 6 clinical CDE credits, submit proof of DANB-accepted CPR, and submit the \$150 nonrefundable disciplinary fine.

AADOM inducts the Class of 2016 Fellows

The American Association of Dental Office Management (AADOM) inducted the 2016 class of Fellows during the 12th Annual Dental Management Conference, which was held Sept. 16, 2016, in Boca Raton, Florida. The 2016 Fellowship class includes 53 AADOM members, and this achievement demonstrates their commitment to excellence in the profession.



AADOM inducted 53 members as Fellows on Sept. 16, 2016, at the 12th Annual Dental Management Conference in Boca Raton, Florida.

"The Fellowship represents that you have gone above and beyond in office management; you're always educating yourself, and you have taken it to the next level," says Julie Varney, CDA, FAADOM, a 2016 Fellow who works as a practice manager, dental assistant and dental assisting instructor in Syracuse, New York. "Having those initials after your name shows people you know what you're talking about, and you're taken more seriously."

"Last year I learned a lot about it when I went to my first AADOM conference. You kind of look for that next step: What else can I do to further my career?" says Sherri Krohn, FAADOM, a 2016 Fellow who works as a dental office manager at Lilac Family Dental and Flower City Dental in East Rochester, New York. "And the fellowship seemed like the perfect opportunity."

To earn Fellowship, AADOM members must fulfill a number of requirements, including completing three online dental office management courses from the DALE Foundation. The courses cover financial reporting, human resources and accounts receivable for the dental office.

"I love the DALE Foundation courses," Varney says. "The three courses are great and very easy to follow along. It's nice that you can take your time and do it on your own time, and you can go back and look at it for six months."

After candidates fulfill the Fellowship requirements, they participate in the FAADOM Induction Ceremony, wearing caps and gowns to accept their fellowships — a highlight of the conference.

"It really hits home," Varney says. "The ceremony is really warm and heartfelt — to be standing up there feels like the greatest accomplishment."

AADOM is currently accepting applications for the 2017 Fellowship class through June 30, 2017. For more information, please visit www.dentalmanagers.com.

Jamie Perryman named AADOM Practice Administrator of the Year

Jamie Perryman doesn't have the clinical experience that some dental office managers have. But that hasn't stopped him from working to ensure that every patient at Grove Dental Associates has an exceptional experience. As Director of Operations for the Grove, Oklahoma-based dental practice, Perryman is committed to delivering outstanding customer service and to building long-term relationships with patients and the community. That's why the American Association of Dental Office Management (AADOM) chose Perryman as the 2016 Practice Administrator of the Year.

Perryman joined Grove Dental Associates in 2008. Prior to joining the practice, Perryman was the vice president of a local community bank and an administrator at the local vocational school in Grove, where he met Rick Miller, D.D.S., and Stan Crawford, D.D.S., the dentists at Grove Dental Associates. They invited him to sit in on the practice's annual planning meeting.

At the meeting, Perryman was moved by the case studies presented that showed how patients' lives were transformed after their dental treatments, including an orthodontic patient who lost 40 pounds and another patient who got engaged. They gained a renewed sense of confidence because of their beautiful, healthy smiles.

"You see transformations in this industry, and I just wanted to be part of that," Perryman says.

Now fully immersed in the dental business, Perryman puts his financial and administrative experience to work with responsibilities that include improving cash flow, reducing costs, purchasing equipment, monitoring inventory and maintaining the facility.

"I allow the doctors to focus on dentistry," he says. "I don't want them distracted with the day-

to-day issues. By taking care of the office, I allow them to put their efforts entirely on patient care."

But Perryman's favorite part of the job is cultivating relationships with patients. For example, he encourages staff to add a personal touch, like sending flowers to patients on birthdays and anniversaries. In addition to having coffee, tea, cappuccino and bottled water on hand, the office offers protein shakes to patients who have undergone long procedures.



When needed, staff will go above and beyond to accommodate patients who are in a bind, including babysitting a child while the parent is undergoing treatment or driving a pediatric patient to school after his or her appointment because the parent has to go to work. "We're in

a small community, so people really trust us, and we really value that trust," he says.

Perryman also seeks to create relationships with the community at large. He coordinates a community clinic, where vendors and Grove Dental Associates donate dental equipment and dental staff from the practice provide dental care to low-income residents. He also organizes an annual health event on behalf of the practice that features speakers and sessions on nutrition, exercise, medical care and dental care. The event draws about 300-400 people annually. In addition, Grove Dental Associates sponsors various health activities in the community throughout the year, such as 5K races.

Perryman understands the impact dental office managers have on the dental practice, with staff looking to them to help create a culture that inspires and motivates them. "I think we set the tone and the temperature," he says. "My main leadership style is more of a servant leader. I'm not going to ask you to do something that I wouldn't do myself."

The DALE Foundation seeks nominees for Board of Trustees

The DALE Foundation is seeking nominations for two open positions on its Board of Trustees. Interested individuals should have expertise in these areas:

- Education (dental, dental hygiene, dental assisting, with experience in e-learning a plus)
- Dental practice management (dental office manager or consultant, particularly with experience managing or consulting to a multi-site and/or dental service organization-managed dental practice)

The Board will also consider individuals with background or experience in chairside dental assisting, dentistry (dentist/employer), financial reporting or accounting, fundraising, public health, and research.

The DALE Foundation, the official DANB affiliate, benefits the public by providing quality continuing education to dental professionals and conducting sound research to promote oral health.

Please consider nominating yourself or another qualified individual for the DALE Foundation's Board of Trustees. **Complete nominations must be postmarked or received by email or fax by Feb. 13, 2017.**

Nominations must include the following: Letter of interest from the individual being nominated (or self-nominated), highlighting experience and/or expertise in one or more of the areas outlined above

- Current resume/curriculum vitae
- A letter of recommendation from an employer, supervisor or co-worker, or from someone who has served with the nominee on a committee or board of a state or national oral healthcare organization
- Written response to interview questions (interview questions will be provided to all nominees who meet the Feb. 13, 2017, deadline)

Submit nominations and self-nominations to:
Marissa Filippa
Assistant Director, Executive and Strategic Projects
The DALE Foundation
444 N. Michigan Ave., Suite 970
Chicago, IL 60611
Fax: 312-642-1475
Email: nominations@dalefoundation.org

The DALE Foundation's Nominating Committee may also choose to follow up with nominees by phone. DANB's Board of Directors will review the recommendations of the Nominating Committee and will hold elections after the materials deadline. All nominees will be contacted with the results of the election by **June 10, 2017**.

About the DALE Foundation Board of Trustees
Trustees on the DALE Foundation's Board are elected to serve for a maximum of two three-year terms. The final term may be extended if the Trustee is elected as President-Elect. The DALE Foundation Board of Trustees serves primarily as a governing board, but its members may also be given interim assignments based on their specific expertise. The Board of Trustees conducts one- to two-day meetings in person at least twice per year, meeting just before DANB's winter (January or February) and annual (August) Board of Directors meetings. The DALE Foundation Board of Trustees also meets by conference call or webinar on an as-needed basis. Trustees must meet additional Board responsibilities with regards to attendance, participation and other areas. More details will be provided to selected Trustees or upon request.

Trustees are provided with professional development opportunities and an IT allowance; they are also reimbursed for all travel and hotel expenses associated with attending a Board meeting and receive a \$75 per diem (as described in the DALE Foundation's Travel Policy).

Upcoming meetings for the Board of Trustees:

- New Trustee Orientation: Date TBD (one day, likely in July 2017); Chicago, IL
- Annual Board Meeting: Aug. 10, 2017; Chicago, IL
- Winter Board Meeting: February 1, 2018; location TBD

For more information, contact Marissa Filippa at nominations@dalefoundation.org.

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Dental Assisting National Board, Inc.

444 N. Michigan Ave., Suite 900
Chicago, IL 60611-3985



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 within 30 days. Be sure to include your name, address and certification number.

133490	197490
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217221	196980

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RSVP to reception in Boston

Join your fellow dental assistants, dental office managers and educators at the DALE Foundation reception during the Yankee Dental Congress in Boston.

Attendees can try out e-learning courses and study aids, enjoy light refreshments, network with fellow dental professionals and enter to win exciting raffle prizes.

The reception is taking place on Friday, Jan. 27 at the Westin Boston Waterfront Hotel, Commonwealth Ballroom A, from 5:30-7:00 p.m. RSVP at <https://dalefoundation.eventbrite.com> by Monday, Jan. 23.

Calendar of Events

Yankee Dental Congress
Jan. 26-28, 2017, Boston, MA
www.yankeedental.com

Chicago Midwinter Dental Meeting
Feb. 23-25, 2017, Chicago, IL
www.cds.org/meetings-events/midwinter-meeting

Star of the South Meeting
March 2-4, 2017, Houston, TX
starofthesouth.org

Thomas P. Hinman Dental Meeting
March 23-25, 2017, Atlanta, GA
hinman.org

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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.