

# Canadian Dental Assistants' Association Job Market, Compensation and Benefits Survey 2022 REPORT

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## Executive Summary

The 2022 Job Market Survey was designed to facilitate comparisons of work conditions, compensation and benefits with others having a similar profile of work setting and environment.<sup>1</sup> The purpose of the report is to help inform decision-making by those considering entry into the field, dental assistants who are currently employed and looking to upgrade their skills, employers of dental assistants and others who have an interest in the training and practice of dental assistants.

The survey was promoted and distributed by provincial organizations / regulatory authorities to their membership. Dental assistants who are not members of a provincial association were sent an email from an independent party.

The survey was distributed to a broad demographic of individuals who have work experience as a dental assistant and/or experience in a related occupation (e.g., Office management / reception / administration, Community / Public Health, Education / Training, Dental Supply Company, Insurance Company, Regulatory body, etc.). Individuals who were not working as a dental assistant or in a related occupation at the time of the survey were asked to reference the period and primary practice setting when they most recently worked as a dental assistant and/or worked in a related occupation (e.g., within the last two years).<sup>2</sup>

A total of 3,384 individuals responded to the survey<sup>3</sup> of which 3,015 (89%) are currently working as a dental assistant and/or in a related occupation and 369 (11%) are not currently working but confirmed that they have previous experience working as a dental assistant or in a related occupation.

The main body of the report presents the findings for the individuals who are currently working as a dental assistant and/or in a related occupation. Respondents were provided an opportunity

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<sup>1</sup> The previous Job Market Survey for dental assistants in Canada was completed in 2013. The 2022 survey is much more comprehensive than the 2013 survey and it provides a new baseline for examining workplace conditions, workplace compensation, employment benefits and policies, interprofessional collaboration and job satisfaction, work-related discomfort or pain, future employment intentions and other aspects of the dental assisting profession.

<sup>2</sup> This included individuals who were on temporary leave, currently in training/school, currently unemployed, currently working in an occupation unrelated to dental assisting, about to start a new job in dental assisting or in a related occupation, and individuals that had recently retired. This group was presented with a narrower scope of questions compared to those individuals that are currently working as a dental assistant or in a related occupation. Canadian Forces personnel were also presented with a narrower scope of questions since their compensation and benefits are pre-determined.

<sup>3</sup> The overall survey response rate was approximately 15%. The response rate was especially large in Manitoba (30%), Saskatchewan (31%), Newfoundland and Labrador (33%), Nova Scotia (45%), and New Brunswick (49%). Although the response rate in both Alberta and Ontario was 12%, the absolute number of respondents in these provinces was substantial (i.e., 630 and 872 respectively).

to respond to a short list of questions related to their second job in dentistry (if applicable) and the results for these survey questions are presented in Appendix A.

Results for the group that are not currently working are presented in Appendix B.

Results for individual provinces (British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, New Brunswick, Nova Scotia) are presented in Appendices C through I. The survey samples for Quebec, Prince Edward Island, Newfoundland and Labrador, and the Territories are too small to support a meaningful analysis of the data at that level.

## **Key Findings for Individuals Currently Employed as a Dental Assistant and/or in a Related Occupation**

### **Demographic Profile**

- Ninety-one percent (91%) of the respondents have a dental assistant certificate / diploma.
- Twenty-three percent (23%) of the respondents have five years or less experience working as a dental assistant while 40% have between six and 20 years of experience and 36% have more than 20 years experience working as a dental assistant. Less than 1% of the respondents have not practiced as a dental assistant.
- Twenty-one percent (21%) of the respondents have five years or less experience working in a related occupation while 24% have between six and 20 years of experience and 14% have more than 20 years experience working in a related occupation. Thirty-nine percent have not worked in a related occupation.
- Eighty-five percent (85%) of the respondents confirmed that they have a provincial licence to practice dental assisting.

### **Employment Profile and Working Conditions**

- Eighty-one percent (81%) of the respondents are working full-time, 17% are working part-time in one or more positions and 1% are working in temporary positions.
  - The large majority (81%) of respondents that are working in part-time and temporary positions reported that this is their preferred type of employment.
- The large majority of respondents (72%) are working for independently owned and operated clinics or businesses.
- Seventy-one percent (71%) of the respondents are working in General Dentistry (private practice), 18% are working in a specialised private practice,<sup>4</sup> and the remainder are working in a broad range of employment settings.<sup>5</sup>

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<sup>4</sup> Includes Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry.

<sup>5</sup> Includes community and public health, hospitals, educational facilities, dental supply companies, insurance companies, regulatory bodies (e.g., provincial assoc.), government agencies, and the Canadian Armed Forces.

- The large majority of respondents (72%) primarily work as chairside dental assistants, 9% work as receptionists, and 19% work in other dentistry related roles.<sup>6</sup>
- In general, respondents working as chairside dental assistants tend to be younger than respondents working as receptionists and respondents working in other dentistry related roles.
  - Approximately 23% of the respondents working as chairside dental assistants are under the age of 30 compared to 10% of the respondents working as receptionists and 9% of the respondents working in other dentistry related roles.
  - Approximately 48% of the respondents working as receptionists are 50 years of age or older compared to 28% of the respondents working as chairside dental assistants and 38% of the respondents working in other dentistry related roles.
- The average number of hours worked per week at all dentistry jobs combined amounts to 35.1 hours (primary, secondary and other dentistry related jobs combined).
- Respondents working in full-time positions worked an average of 36 hours during their most recent work week, while respondents working in part-time positions worked an average of 24 hours and respondents working in temporary positions worked an average of 22.5 hours.
- The average number of minutes spent **with each patient** is 50.8 minutes.<sup>7</sup>
  - Eighty six percent (86%) of the respondents indicated that they felt the amount of time spent with patients is sufficient while 14% indicated that the amount of time is insufficient.
  - A key concern raised by respondents is that there is only just enough time allowed for completing the procedure and very limited or no time to build relationships with patients. This can impact the ability of the dental assistant to discuss oral health and treatment plans with patients and respond to patient questions and concerns. Respondents emphasized that the patient schedule at their office is often overbooked which impacts their ability to help patients effectively.
- The average number of minutes **between patients** is 9.4 minutes.<sup>8</sup>

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<sup>6</sup> Includes manager, treatment coordinator, dental educator, financial coordinator, insurance claims, health promotion with public / community health, school screenings, new patient coordinator, records coordinator, account receivable, purchasing, lab technician, sterilization and instrument processing, dental hygienist and hygiene assistant.

<sup>7</sup> The number of minutes spent with each patient can vary substantially depending on the type of procedure, the individual dentist performing the procedure as well as the work dynamic between the dentist and the dental assistant.

<sup>8</sup> The number of minutes between each patient can vary substantially depending on the procedure and the time needed for cleanup and setup as well as the number of staff available (e.g., 1 vs. 2 assistants, designated floaters to help with flipping rooms and sterilization).

- Fifty percent (50%) of the respondents indicated that they felt the amount of time between patients is sufficient while 50% indicated that the amount of time is insufficient.
- A key concern raised by respondents is that patients are often booked solidly through the day and any overrun in the allotted appointment times creates stress for assistants as they try to stay on schedule. Respondents noted that the heavy workload can result in missed or shortened breaks and/or lunch breaks and in some instances certain activities may be postponed until the end of day (e.g., record keeping).
- Fifty-three percent (53%) of the respondents confirmed that they have a written employment agreement while 39% indicated that they do not and 8% are unsure.
- Forty-six percent (46%) of the respondents confirmed that their employer undertakes an annual performance review with them while 54% reported that their employer does not.
  - Twenty-seven percent (26%) of the respondents that do not currently participate in a performance review indicated that they would like to have a regular performance review.
- Fifty-four percent (54%) of the respondents reported that their employer does not seek their input or approval before making any adjustments to their salary, hourly rate, performance benefits, etc.
- Thirty-six percent (36%) of the respondents reported that their employer does not seek their input before making any adjustments to their work schedule and 38% reported that their employer does not seek their approval before making any adjustments to their work schedule.

### **Workplace Compensation**

- Approximately 76% of the respondents reported that they are compensated through a **base hourly rate** with a small majority (54%) receiving health and/or other benefits.
- Approximately 7% of the respondents reported that they are compensated through a **base daily rate** with a majority (59%) receiving health and/or other benefits.
- Approximately 17% of the respondents reported that they are compensated through an **annual base salary** with the large majority (70%) receiving health and/or other benefits.
- The proportion of respondents being compensated through a base hourly rate in independently owned (79%) and corporately owned clinics (71%) is almost equivalent.
  - However, a much higher proportion of respondents working in independently owned clinics (50%) are not receiving health and/or other benefits compared to respondents working in corporately owned clinics (26%).

- A much higher proportion of respondents working in a general (82%) or specialty practice (69%) are being compensated through a base hourly rate compared to respondents working in other work settings (51%) (e.g., Community / Public Health, Hospital, Educational Facility, Dental Supply Company, Insurance Company, Regulatory body, Federal / Provincial / Territorial government).
  - Furthermore, a much higher proportion of respondents working in a general (47%) or specialty practice (40%) are not receiving health and/or other benefits compared to respondents working in other work settings (16%).
- A higher proportion of respondents working as dental assistants (81%) and receptionists (77%) are being compensated through a base hourly rate compared to respondents working in other roles (59%) (e.g., Manager, Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales).
  - Furthermore, a higher proportion of respondents working as chairside dental assistants (43%) and receptionists (58%) are not receiving health and/or other benefits compared to respondents working in other roles (34%).
- A small proportion of the respondents (16%) confirmed that they received a salary top-up or expanded daily or hourly rate for having additional training.
- A slightly higher proportion of respondents working in corporately owned clinics (20%) received a salary top-up compared to respondents working in independently owned clinics (15%).
- A moderately higher proportion of respondents working in a specialty practice (25%) received a salary top-up compared to respondents working in a general practice (13%) and in other work settings (16%).
- A slightly higher proportion of respondents working in other roles (21%) received a salary top-up compared to respondents working as dental assistants (15%) and receptionists (13%).
- The average hourly wage for all respondents that are primarily employed as a chairside dental assistant is \$28.51
  - The average hourly wage for a receptionist is \$28.05<sup>9</sup>
  - The average hourly wage for those employed in other roles: manager - \$35.24, treatment coordinator - \$31.18, dental educator - \$34.90

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<sup>9</sup> It's important to note that the average hourly wage for receptionists is influenced to some extent by the longer careers of the respondents in these roles. As noted earlier, approximately 48% of the respondents working as receptionists in their primary role are 50 years of age or older compared to 28% of the respondents working as chairside dental assistants.

- In general, the average hourly wage for a dental assistant increases with years of experience, ranging from \$25.40 within the first year and up to and over \$30.00 with 16 or more years experience.
- Average hourly wages appear to be somewhat higher in all or most work roles in British Columbia, Alberta and Saskatchewan compared to Manitoba, Ontario, New Brunswick and Nova Scotia.
- Average hourly wages appear to be somewhat higher in all or most work roles in larger population centres compared to smaller population centres or rural areas.
- Average hourly wages appear to be slightly higher for chairside dental assistants in corporately owned and operated clinics / businesses compared to independently owned and operated clinics / businesses.
- Forty-four percent (44%) of the respondents reported that they are paid at their regular rate for any overtime hours, 28% are paid at a premium rate for any overtime (e.g., time and a half, double time), and 11% receive time-off in lieu of overtime pay.
  - Approximately 15% of the respondents indicated that they receive no compensation at all for any overtime hours they accumulate.

### **Workplace Employment Benefits and Policies**

- Approximately one of every two respondents have the following employer provided benefits (i.e., covered entirely by the employer or cost shared with the employer):
  - Dental benefit for employee (68% of respondents)
  - Dental benefit for family (56%)
  - Uniform allowance (56%)
  - Professional development fees (e.g., continuing education / training benefits) (49%)
- Approximately one in every three respondents have the following employer provided benefits (i.e., covered entirely by the employer or cost shared with the employer):
  - Vacation pay exceeding the minimum 4% as per provincial guidelines (35%)
  - Drug insurance / benefits (outside of a Medical Services Plan) (33%)
  - Massage therapist (33%)
  - Chiropractic services (33%)
  - Physiotherapy (32%)
  - Medical Services Plan (MSP) (32%)
  - Travel costs and/or registration to regional/national professional conferences (31%)
  - Vision / optical benefits (30%)
- The most common workplace policies provided by employers include COVID-19 recommended guidelines and other infection and prevention control policies. Approximately 70% of respondents confirmed these types of policies are provided in written format.

- There is limited availability of policies that relate to workplace diversity, equity and inclusion as well as policies that relate to safe reporting / whistle-blowing (e.g., complaints procedure). Forty-four percent (44%) of the respondents indicated that these types of policies are not provided by their employer.
- Sixty-three percent (63%) of the respondents are somewhat or very satisfied with the training and guidance they receive on workplace policies and 63% are somewhat or very satisfied with the implementation of the workplace policies where they practice the majority of their hours as a dental assistant (or related occupation).

### **Emergency Preparedness in the Workplace**

- Forty-five percent (45%) of the respondents reported that their primary practice setting has an emergency action plan while 29% indicated that their workplace does not have an emergency action plan and 26% are unsure.
- Forty-three percent (43%) of the respondents are somewhat or very satisfied with the emergency action plan and/or the level of emergency preparedness at their primary practice setting while 15% are somewhat or very dissatisfied and 42% are undecided.

### **Impacts of Covid-19 on the Workplace and on Personal Health and Well-being**

- During the height of the pandemic approximately 66% of the respondents confirmed that they felt generally safe at work.
  - This proportion increased to 86% since January 1, 2022.
- During the height of the pandemic approximately half of the respondents confirmed that they experienced physical health challenges and 38% experienced mental health challenges.<sup>10</sup>
  - These proportions dropped roughly by half to 26% and 16% respectively since January 1, 2022.
- During the height of the pandemic the large majority of respondents (77-78%) believed the pandemic practice guidelines including office safety protocols were adequate, believed the pandemic practice guidelines including office safety protocols were effectively implemented by their employer, and felt supported by their employer and their colleagues/peers in complying with provincial health guidelines.
  - These proportions have all increased slightly to 80% or more since January 1, 2022.
- During the height of the pandemic approximately 57% of the respondents confirmed that their work environment became increasingly stressful and difficult during the height of the

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<sup>10</sup> These findings are consistent with the results from the CDAA member survey conducted in May 2022 where it was found that 82% of the approximate 1,800 respondents experienced emotional exhaustion and 62% experienced psychological distress.



pandemic and about 21% felt that the expectations of their employer became unreasonable.

- These proportions have dropped somewhat to 38% and 16% since January 1, 2022.
- During the height of the pandemic approximately 42% of the respondents felt unfairly compensated given the higher level of risk they experienced at work due to the pandemic.
  - This proportion has dropped slightly to 37% since January 1, 2022.
- During the height of the pandemic the large majority of respondents believed that the recommended guidelines for the use of PPE were adequate (83%).
  - This proportion has remained consistent since January 1, 2022.
- During the height of the pandemic approximately 12% of the respondents indicated that they experienced a lack of recommended PPE and a smaller percentage of respondents indicated that they were asked to perform treatment without adequate PPE (7%) or without the recommended PPE (7%).
  - These proportions dropped slightly to 9%, 5% and 5% respectively since January 1, 2022.
- Fifty-nine percent (59%) of the respondents reported that their overall workload (i.e., job activity) increased as a result of the pandemic.
- Nineteen percent (19%) of the respondents reported that their supplementary hours increased as a result of the pandemic.
- Seven percent (7%) of the respondents reported that their compensation for overtime hours increased as a result of the pandemic.
- Eight percent (8%) of the respondents reported that their unpaid overtime hours increased as a result of the pandemic.
- At least 87% of the respondents confirmed that they have been tested for SARS-CoV-2 and of this group at least 58% tested positive for SARS-CoV-2 (i.e., the virus that causes Covid-19 infection was found in their body).
  - At least 37% of the respondents confirmed that they continued to experience physical or psychological symptoms more than 12 weeks after getting Covid-19.<sup>11</sup>

### **Interprofessional Collaboration and Job Satisfaction**

- The three most common health care professionals that the respondents collaborate with include dentist (general) (73%), dental hygienist (67%), and receptionist (66%).

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<sup>11</sup> This is called post Covid-19 condition (also known as long Covid). For example, the most common symptoms known of in adults include the following (this list is not exhaustive): fatigue, memory problems, sleep disturbances, shortness of breath, anxiety and depression, general pain and discomfort, difficulty thinking or concentrating, symptoms of posttraumatic stress disorder (PTSD).

Approximately half or more of the respondents also collaborate with the practice owner and/or office manager.

- Thirty-four percent (34%) of the respondents strongly agreed and 37% somewhat agreed that they feel valued by their employer.
- Forty-two percent (42%) of the respondents strongly agreed and 38% somewhat agreed that they feel valued by their peers / colleagues.
- Forty-eight percent (48%) of the respondents strongly agreed and 37% somewhat agreed that they feel valued by their patients.
- Fifteen percent (15%) of the respondents are very dissatisfied and 25% are somewhat dissatisfied with their salary/wage.
- Twenty-nine percent (29%) of the respondents are very dissatisfied and 18% are somewhat dissatisfied with their benefits.
- Twenty-one percent (21%) of the respondents are very dissatisfied and 15% are somewhat dissatisfied with mental health supports and resources.
- Twenty-two percent (22%) of the respondents are very dissatisfied and 17% are somewhat dissatisfied stress management supports and resources.
- Twenty-five percent (25%) of the respondents are very dissatisfied and 13% are somewhat dissatisfied with personal liability insurance coverage.
- The large majority of respondents are very satisfied or somewhat satisfied with the available work hours (49% and 33%) and the schedule of work hours (44% and 35%) at their workplace.
- The large majority of respondents are very satisfied or somewhat satisfied with their job location (60% and 24%) and their job security (51% and 27%).
- The large majority of respondents are very satisfied (59%) or somewhat satisfied (28%) with the infection prevention and control practices at their workplace.
- The majority of the respondents are very satisfied (25%) or somewhat satisfied (40%) with the ergonomic quality of their workspace/equipment.
- The majority of the respondents are very satisfied or somewhat satisfied with the time allocated for donning and doffing of PPE (41% and 27%) and the time allocated to prepare operatory (30% and 34%).
- The majority of the respondents are very satisfied (34%) or somewhat satisfied (30%) with the opportunities to practice to their full scope of legal practice.

- Only a small majority of respondents are very satisfied or somewhat satisfied with the opportunities for team development with co-workers (20% and 34%) and opportunities for professional development (21% and 34%).
- Only 14% of the respondents are very satisfied and 21% are somewhat satisfied with the opportunities for promotion and advancement.
- The majority of the respondents strongly agreed (41%) or somewhat agreed (30%) that they feel adequately consulted about infection prevention and control protocols.
  - A smaller majority of the respondents strongly agreed (29%) or somewhat agreed (30%) that they have a decision-making role in the implementation of infection prevention and control protocols.
- The majority of the respondents strongly agreed or somewhat agreed that they feel adequately consulted about changes to patient care protocols (31% and 33%), about changes to documentation protocols (27% and 30%), and changes to the ordering of supplies and equipment (32% and 28%).
- The majority of the respondents strongly agreed (33%) or somewhat agreed (27%) that they have a have a decision-making role in the ordering of supplies and equipment.
- Only about half of the respondents strongly agreed or somewhat agreed that they have a decision-making role in the ordering of PPE (28% and 21%) and a decision-making role in the management of patient appointments (23% and 29%).
- The large majority of respondents strongly agreed (64%) or somewhat agreed (25%) that they have a role in building trust and rapport with patients and making them feel comfortable.
- The large majority of the respondents strongly agreed or somewhat agreed that they enjoy helping people (82% and 16%), that they enjoy working with people and being part of a team (74% and 21%), that they gain a sense of accomplishment from the work that they do (67% and 25%), and that their duties and responsibilities are important and meaningful (66% and 24%).
- The large majority of the respondents strongly agreed or somewhat agreed that they have a good work / life balance (36% and 38%) and that there are ongoing opportunities to learn and advance their skills (37% and 32%).

### **Work-related Discomfort or Pain**

- The large majority of respondents (82%) confirmed that they experienced some form of medical issue (including pain or discomfort) during the most recent 12 month period when they worked as a dental assistant and/or in a related occupation.

- The most common medical issue experienced by the large majority of respondents is muscle related pain (77%).
- The next most common medical issues include skeletal pain (35%), eyestrain (33%), and nerve pain (25%).
- At least 15% of the respondents indicated that they experience chronic pain and 22% reported that they experienced Covid-19 related stress.
- The most common impacts of these issues include:
  - Symptoms of stress (e.g., fatigue, sleepiness, sleeplessness) (71%)
  - Thinking about quitting the job (44%)
  - Loss of motivation (41%)
  - Loss of interest in work (33%)
  - Reduced efficiency and performance in the workplace (21%)
  - Lost confidence in abilities (13%)

### **Future Employment Intentions and Factors Influencing Exit from the Profession**

- Approximately 31% of the respondents plan to work in dental assisting and/or in a related occupation for another five years or less while 32% plan to work between six and 15 years and 21% plan to work for more than 15 years.
  - Sixteen percent of the respondents are unsure how much longer they plan to work in dental assisting or in a related occupation.
- The factors that are most likely to motivate the respondents to leave the dental assisting profession or related occupation include:<sup>12</sup>
  - Interest in securing a higher income (56% of respondents)
  - Interest in securing better employment benefits (45%)
  - Interest in better working conditions (28%)
  - Interest in early retirement (22%) or planned retirement (21%)
  - Interest in change and renewal (need for new experiences / challenges) (21%)
- Approximately 23% of the respondents indicated that Covid-19 represents a moderate or significant issue that will factor into their decision to leave the dental assisting profession (e.g., workplace stress, workplace satisfaction, etc.).

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<sup>12</sup> For respondents that are currently unemployed or working in non-dentistry related jobs, the most common factors impacting their ability and/or interest to return to work as a dental assistant and/or related occupation include poor wages in dental assisting and/or related occupations, lack of sufficient employment benefits, and unprofessional behaviour in the dentistry workplace.

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## **1.0 Introduction**

This study was commissioned by the Canadian Dental Assistants' Association (CDAA). The CDAA is the national voice for dental assistants, supporting its Organizational Members by placing itself at the forefront of issues such as labour mobility, occupational analysis and workplace health and safety. The CDAA advances the profession of dental assisting by maintaining its involvement in these programs and remaining accessible to its Organizational Members, by offering information to dental assistants.

The CDAA supports formal education for dental assistants, dental assisting program accreditation through the Commission of Dental Accreditation in Canada (CDAC) and national certification through the National Dental Assisting Examining Board (NDAEB).

The CDAA maintains relationships with other oral health care associations, agencies involved in the support of oral health care practitioners and government agencies.

Dental Assistants in Canada are part of an integrated healthcare team that provides oral care to patients. While jobs are found mainly in private practices, there are opportunities found in hospitals and regional health units.

Each province has its own governing body and it is estimated that there are approximately 26,000 to 29,000 dental assistants in Canada. Close to 20,000 dental assistants are registered with a provincial dental assisting association and approximately 74% of this number are certified/licensed.<sup>13</sup>

### **Job Market, Compensation and Benefits Survey**

The 2022 Job Market Survey was designed to facilitate comparisons of work conditions, compensation and benefits with others having a similar profile of work setting and environment.<sup>14</sup> The purpose of the report is to help inform decision-making by those considering entry into the field, dental assistants who are currently employed and looking to upgrade their skills, employers of dental assistants and others who have an interest in the training and practice of dental assistants.

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<sup>13</sup> Individual dental assistants are represented at the national level through their provincial dental assisting association. Military dental assistants are represented through the Royal Canadian Dental Corps. Only provincial associations that are members of the CDAA are represented at the national level. Currently, CDAA is comprised of Member Organizations in Alberta, Saskatchewan, Manitoba, Ontario, New Brunswick, Nova Scotia, and Newfoundland and Labrador. The dental assisting branch of the Canadian Forces, The Royal Canadian Dental Corps, is also a Member Organization.

<sup>14</sup> The previous Job Market Survey for dental assistants in Canada was completed in 2013.

## 2.0 Method

### 2.1 Development of Survey Instrument

In March 2022, an independent consultant (Harry Cummings and Associates - HCA) was hired to complete the Job Market Survey with the support and guidance of a Steering Committee consisting of the CDAA Executive Director and the Board of Directors.

The initial development of the 2022 Job Market Survey was informed by the results of the 2013 Job Market Survey and guidance provided by the Steering Committee which assisted in confirming the survey scope, the survey structure, and the survey questions.

The survey was structured by major themes including:

- Demographic profile (e.g., age, education, experience, province of practice, etc.)
- Employment profile and working conditions (e.g., employment status, practice setting, primary occupation, hours of work, etc.)
- Workplace compensation (e.g., hourly wage, annual base salary, day rate, etc.)
- Workplace employment benefits and policies
- Emergency preparedness in the workplace
- Impacts of Covid-19 on the workplace and on personal health and well-being
- Interprofessional collaboration and job satisfaction

Once these elements of the survey were discussed and decided on, the draft survey was placed on an electronic platform and the Steering Committee was provided an opportunity to walk through and review/appraise the online version of the survey and provide feedback (e.g., ease of question comprehension, use of appropriate terminology, appropriate question sequencing, appropriate survey length, etc.).

The survey was refined and finalized based on the feedback provided by the Steering Committee. The survey was then translated into French.

### 2.2 Survey Deployment and Data Collection

Provincial organizations / regulatory authorities were informed about the Job Market Survey and asked to promote the survey to their membership.<sup>15</sup>

The survey was launched September 30, 2022. All dental assistants for whom an email address was available were sent an invitation to complete the survey through their provincial association. Dental assistants who are not members of a provincial association were sent an email from an independent party.

The email invitation explained the purpose of the survey and included the link for accessing the survey. Survey participants were able to complete the survey at their convenience (i.e., they

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<sup>15</sup> Provincial organizations / regulatory authorities were provided with an online survey link that members could use to access the survey. CDAA offered an incentive to individuals to complete the survey as a way of encouraging participation (i.e., respondents could enter their name in a raffle draw to win one of three CDAA URStore gift cards in the amounts of \$200, \$125, and \$75).

could complete the survey in multiple sessions if they preferred). All survey participants had the option of completing the survey in English or French.

The initial plan was to leave the survey open until October 31. However, the launch of the survey was delayed in some provinces and it was decided to leave the survey open until November 18.

The survey was distributed to a broad demographic of individuals who have work experience as a dental assistant and/or experience in a related occupation (e.g., Office management / reception / administration, Community / Public Health, Education / Training, Dental Supply Company, Insurance Company, Regulatory body, etc.).

Individuals who were not working as a dental assistant or in a related occupation at the time of the survey were asked to reference the period and primary practice setting when they most recently worked as a dental assistant and/or worked in a related occupation (e.g., within the last two years).<sup>16</sup> This group was presented with a narrower scope of questions compared to those individuals that are currently working as a dental assistant or in a related occupation. Canadian Forces personnel were also presented with a narrower scope of questions since their compensation and benefits are pre-determined.

### **2.3 Data Cleaning and Analysis**

The data was cleaned by removing or correcting any obvious data entry errors, removing outliers (i.e., extreme high or low values),<sup>17</sup> identifying missing data, and reformatting data as needed to facilitate data analysis.

Qualitative data was reviewed to confirm that the responses were relevant (i.e., appropriately aligned with the question asked) and the data was then thematically coded.

Frequency tables were generated for all the quantitative questions and cross tabulations were prepared to facilitate comparisons across key variables (e.g., hourly rate by primary work setting, primary role, business structure, size of community, etc.).

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<sup>16</sup> This included individuals who were on temporary leave, currently in training/school, currently unemployed, currently working in an occupation unrelated to dental assisting, about to start a new job in dental assisting or in a related occupation, and individuals that had recently retired.

<sup>17</sup> Some outliers represent natural variations in the population (true outliers) and should be left in the dataset. However, HCA purposely removed outliers from the dataset where they appeared to be obvious data entry errors or measurement errors.

## 2.4 Responses and Response Rate

A total of 3,384 individuals responded to the survey. The following table shows the distribution of respondents by their current employment status. Approximately 89% (3,015) of the respondents are currently working as a dental assistant and/or in a related occupation (e.g., Office management / Reception / Administration, Community / Public Health, Education / Training, Dental Supply Company, Insurance Company, Regulatory body, etc.).

The remaining respondents (11%, 369) are not currently working as a dental assistant or in a related occupation but confirmed that they have previous experience working as a dental assistant or in a related field.

**Table 1. Distribution of All Respondents by Current Employment Status**

Current Employment Status	Number	Percent
Currently working as a dental assistant	2,461	72.7
Currently working in a related occupation	340	10.0
Currently working as a dental assistant and in a related occupation	214	6.3
About to start a new job as a dental assistant and/or a job in a related occupation	45	1.3
Currently on temporary leave from a dental assistant and/or a related occupation	97	2.9
Currently in school or training program	45	1.3
Currently working in an occupation unrelated to dentistry	50	1.5
Currently unemployed	63	1.9
Retired	39	1.2
Other	30	0.9
Total	3,384	100

The following table shows the distribution of respondents by province and employment status. All provinces and territories are represented in the survey.<sup>18</sup> Although Ontario accounts for a substantial proportion of the survey respondents (26%), its proportional provincial representation is much lower than it was in the 2013 version of the survey and other provinces including Nova Scotia, New Brunswick, Manitoba and Saskatchewan all had higher responses in terms of absolute numbers and have stronger proportional representation compared to the 2013 survey.

**Table 2. Distribution of Respondents by Province and Employment Status**

Province / Territory / Other	Currently working as a dental assistant and/or in a related occupation		Not currently working as a dental assistant or in a related occupation		Total	
	Number	Percent	Number	Percent	Number	Percent
British Columbia	217	7.2	43	11.8	260	7.7
Alberta	594	19.7	36	9.9	630	18.6
Saskatchewan	359	11.9	69	18.9	428	12.6
Manitoba	365	12.1	21	5.8	386	11.4
Ontario	777	25.8	95	26	872	25.8
Quebec	33	1.1	2	0.5	35	1.0
New Brunswick	269	8.9	27	7.4	296	8.7
Prince Edward Island	9	0.3	0	0	9	0.3
Nova Scotia	313	10.4	26	7.1	339	10.0
Newfoundland and Labrador	36	1.2	14	3.8	50	1.5
Nunavut	15	0.5	19	5.2	34	1.0
Northwest Territories	16	0.5	0	0	16	0.5
Yukon	1	0.0	7	1.9	8	0.2
Not practicing in Canada	6	0.2	4	1.1	10	0.3
Prefer not to answer	5	0.2	6	0.5	11	0.3
Total	3,015	100	369	100	3,384	100

<sup>18</sup> Respondents were asked to indicate the province or territory where they are currently working as a dental assistant and/or in a related position or the province or territory where they most recently worked as a dental assistant and/or in a related position.



The 3,385 individuals that completed the survey represent approximately 12% of the dental assistants in Canada. However, the actual response rate is closer to 15% as only a small number of DAs in Quebec were formally invited to participate in the survey.<sup>19</sup>

The response rate was especially large in Manitoba (30%), Saskatchewan (31%), Newfoundland and Labrador (33%), Nova Scotia (45%), and New Brunswick (49%). Although the response rate in both Alberta and Ontario was 12%, the absolute number of respondents in these provinces was substantial (i.e., 630 and 872 respectively).

**Table 3. Distribution of Respondents Compared to Provincial Totals**

Province / Territory / Other	Approx. Total Number of DAs (2017)*	2022 Job Market, Compensation, and Benefits Survey		
		Number of survey respondents	Proportion of all survey respondents (%)	Proportion of total provincial DAs (%)
British Columbia	6,000	260	7.7	4.3
Alberta	5,500	630	18.6	11.5
Saskatchewan	1,400	428	12.6	30.6
Manitoba	1,275	386	11.4	30.3
Ontario**	7,000	872	25.8	12.5
Quebec***	5,500	35	1.0	0.6
New Brunswick	600	296	8.7	49.3
Prince Edward Island	180	9	0.3	5.0
Nova Scotia	760	339	10.0	44.6
Newfoundland and Labrador	150	50	1.5	33.3
Nunavut	NA	34	1.0	NA
Northwest Territories	NA	16	0.5	NA
Yukon	NA	8	0.2	NA
Outside Canada	NA	10	0.3	NA
Prefer not to answer	NA	11	0.3	NA
<b>Total</b>	<b>28,365</b>	<b>3,384</b>	<b>100</b>	

\* Totals are approximate.

\*\* Consists of dental assistants certified to meet the national standard, dental assistants certified with limited duties and uncertified dental assistants.

\*\*\* Graduates of a Quebec dental assisting program are not eligible to write the NDAEB Written Examination since the NDAEB cannot confirm the entire contents of Quebec programs. The NDAEB will recognize the education as comparable to a Level 1, chair side dental assisting education program if the diploma was issued by Le Ministère de l'Éducation, du Loisirs et du Sport du Québec (Ministry of Education). In order to qualify to write the NDAEB exam, an individual must successfully complete formal upgrading at a dental assisting education program whose graduates are eligible to write the NDAEB exam. The upgrading program must include all mandatory intraoral skills including "Expose dental radiographs."

<sup>19</sup> Based on the membership of approximately 135 DAs in the Association des assistant(e)s dentaires du Québec (AADQ). The AADQ membership figure is taken from the Aug. 2017 CDAA Research Paper.

## 2.5 Statistical Indicators

Three statistical indicators are used to report on the results for select variables: the mean, median and mode.

The average (mean) is usually the most reliable and valid indicator. However, it can be distorted especially when there are very high or low values (outliers) that can skew the results. As part of the data cleaning process, significant outliers were removed from the analysis where they clearly appeared to be data entry errors.

The median is the middle value of the data set where half of the observations lie above the median and half below. When the data are normally distributed, the median and the mean are very close to each other.

The mode is the most common value reported in the data set.

## 2.6 Study Limitations and Interpretation

When interpreting the results of this study, it is important to keep in mind the following limitations:

A 'volunteer' sampling technique was used for the survey (i.e., the survey was broadly promoted but it depended on the individual interest of the dental assistant to participate).

A number of steps were taken to minimize non-response bias including:

- Emphasizing the importance of participating in the survey
- Providing the survey in English and French
- Sending out reminders
- Offering an incentive to respond<sup>20</sup>
- Ensuring the respondents are aware the information provided is completely confidential.

While the overall survey sample is large (3,384), results for sub-groups should be interpreted with caution where there are a small number of observations.

Salary and benefits are strongly influenced by the work setting and professional role. When making a comparisons readers should carefully examine the findings to identify the work setting and employment position that is most similar to theirs.

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<sup>20</sup> Participants had the option of having their name included in a raffle for a chance to win one of three gift cards (\$200, \$125, \$75) from the CDAA URStore (merchandise, apparel and accessories). It was emphasized that any contact information provided for the purpose of the raffle would not be linked to any of the survey findings.

### 3.0 Results

The following survey results focus on those respondents that are **currently working** as a dental assistant and/or in a related occupation (3,015 in total).<sup>21</sup>

Survey results for those respondents that are **not currently working** (369 in total) (e.g., about to start a new job in dentistry, on temporary leave from work, in school, working in unrelated occupation, unemployed, retired) are presented in Appendix B of this report.

#### 3.1 Demographic Profile

##### Current Work Status and Place of Employment by Province

The following table shows the distribution of respondents by work status and province. Approximately 82% of the respondents are currently working as a dental assistant while a further 7% are working as a dental assistant **and** in a related occupation. Approximately 11% of the respondents are currently working in a dentally related occupation.

**Table 4. Distribution of Respondents by Province and Current Work Status**

Province / Territory / Other	Currently working as a dental assistant	Currently working in related occupation*	Currently working as a dental assistant and in related occupation	Total	
	Number	Number	Number	Number	Percent
British Columbia	159	35	23	217	7.2
Alberta	505	52	37	594	19.7
Saskatchewan	314	30	15	359	11.9
Manitoba	324	20	21	365	12.1
Ontario	588	137	52	777	25.8
Quebec	19	5	9	33	1.1
New Brunswick	233	18	18	269	8.9
Prince Edward Island	8	1	0	9	0.3
Nova Scotia	264	24	25	313	10.4
Newfoundland and Labrador	27	4	5	36	1.2
Nunavut	7	7	1	15	0.5
Northwest Territories	4	7	5	16	0.5
Yukon	0	0	1	1	0
Not practicing in Canada	5	0	1	6	0.2
Prefer not to answer	5	0	0	5	0.2
<b>Total</b>	<b>2,462</b>	<b>340</b>	<b>213</b>	<b>3,015</b>	<b>100</b>

\* Includes Office management / reception / administration, Community / Public Health, Education / Training, Dental Supply Company, Insurance Company, Regulatory body, etc.

<sup>21</sup> Select results for respondents currently working in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, New Brunswick and Nova Scotia are presented in Appendices C, D, E, F, G, H and I. Too few data observations are available to provide a meaningful provincial level analysis for Quebec, Prince Edward Island, Newfoundland and Labrador and the Northwest Territories, Yukon and Nunavut.

A small number of respondents confirmed that they are not working in Canada. Of the six respondents that are not working in Canada:

- two indicated that they are working outside Canada due to poor wages and/or lack of sufficient employment benefits in dental assisting in Canada
- two are working outside of Canada due to family responsibilities
- two relocated outside Canada to accommodate the work requirements of their spouse/partner

### Community Population

Close to 55% of the respondents work in large urban communities (i.e., 100,000 or more residents) while 45% work in smaller communities including rural areas.

**Table 5. Distribution of Respondents by Size of Community**

Community population	Number	Percent
Large urban centre (over 1 million residents)	450	15.0
Large city (100,000 to 1 million residents)	1,190	39.6
Small city (25,000 to 99,999 residents)	762	25.4
Small town (fewer than 25,000 residents)	568	18.9
Other*	9	0.3
Prefer not to answer	26	0.9
Total	3,005	100

\* Includes work located at a military base, travel related work in remote communities, etc.

### Age

The respondents represent a broad range of ages. Approximately 50% of the respondents are between the ages of 25 and 44 and 42% are 45 or older. Only about 7% of the respondents are under the age of 25.

**Table 6. Distribution of Respondents by Age**

Age category	Number	Percent
Under 25	202	6.7
25 to 29	392	13.0
30 to 34	433	14.4
35 to 39	334	11.1
40 to 44	359	11.9
45 to 49	351	11.7
50 to 54	403	13.4
55 to 59	337	11.2
60 to 64	144	4.8
65 or older	38	1.3
Prefer not to answer	13	0.4
Total	3,006	100

## Gender Identity

The large majority of respondents (94%) identify as female.

**Table 7. Distribution of Respondents by Gender Identity**

Gender	Number	Percent
Female	2,773	94.0
Male	159	5.4
Other	1	0.0
Prefer not to answer	17	0.6
Total	2,950	100

## Identify as Indigenous

Approximately 5% of the respondents self identified as First Nations while 4% identified as Métis and almost 1% identified as Inuk (Inuit).

**Table 8. Distribution of Respondents by Indigenous Identity**

Do you self identify as Indigenous?	Number	Percent
First Nations	140	4.7
Métis	126	4.2
Inuk (Inuit)	21	0.7
Not Indigenous	2,604	87.6
Prefer not to answer	80	2.7
Total	2,971	100.0

## Identify as Visible Minority

Approximately 19% of the respondents self identified as a visible minority.

**Table 9. Distribution of Respondents by Visible Minority Identity**

Do you self identify as a visible minority?	Number	Percent
Yes	554	18.6
No	2,239	75.2
Prefer not to answer	183	6.1
Total	2,976	100

## Education – All forms of Post-secondary Education Completed

The large majority of respondents (91%) confirmed they have a dental assistant certificate / diploma. Respondents were able to indicate more than one area of post-secondary education completion and approximately 4% reported that they have an associate degree, 7% have a baccalaureate degree, 3% have a master's degree and less than 1% have a PhD.

**Table 10. All Forms of Post-Secondary Education Completed**

Post secondary education completed	Number (n=3,015)	Percent
Dental assistant certificate / diploma	2,751	91.2
Associate degree	113	3.7
Baccalaureate degree	207	6.9
Master's degree	95	3.2
PhD	21	0.7
Other*	68	2.3
Prefer not to answer	27	0.9

\* Includes diploma or certificate in dental technology, dental treatment coordinator, dental hygiene, dental reception / office administration, licensed practical nurse, massage therapy, occupational health and safety, business management, marketing, adult education as well as unspecified college diplomas or certificates.

### Education – Highest Post-secondary Education Completed by Province

The distribution of respondents by the province or territory where they completed their highest level of post-secondary education closely mirrors the distribution of respondents by province or territory where they are currently working. Approximately 3% of the respondents completed their highest level of post-secondary education outside of Canada.

**Table 11. Location where Highest Post-secondary Education Completed**

Province / Territory / Other	Number	Percent
British Columbia	246	8.2
Alberta	513	17.1
Saskatchewan	344	11.5
Manitoba	345	11.5
Ontario	778	25.9
Quebec	24	0.8
New Brunswick	187	6.2
Prince Edward Island	90	3.0
Nova Scotia	288	9.6
Newfoundland and Labrador	53	1.8
Nunavut	17	0.6
Northwest Territories	10	0.3
Yukon	6	0.2
Outside of Canada	93	3.1
Prefer not to answer	7	0.2
Total	3,001	100

### Education – Student Debt

Approximately 57% of the respondents confirmed that they took on student debt to pay for their dental assisting education.

**Table 12. Student Debt**

Did you take on student debt to pay for your dental assisting education?	Number	Percent
Yes	1,702	56.8
No	1,185	39.5
Not applicable	75	2.5
Prefer not to answer	37	1.2
Total	2,999	100

### Education – Funding Source to Pay for Education

Government sponsored student loans were the most common source of funding that respondents used to pay for their dental assisting education (69%), followed by commercial bank loans and/or lines of credit (32%) and funds borrowed from family and/or friends (17%).

**Table 13. Funding Source used to pay for Dental Assisting Education**

Source of funding	Number (n=1,702)	Percent
Government sponsored student loan	1,177	69.2
Commercial bank loan and/or line of credit	536	31.5
Borrowed funds from family and/or friends	293	17.2
Prefer not to answer	35	2.1

### Education – Amount of Funds Borrowed to Pay for Dental Assisting Education

Approximately 75% of the respondents borrowed \$5,000 or more to pay for their dental assisting education and about 50% borrowed \$10,000 or more.

**Table 14. Amount of Student Debt**

Amount	Number	Percent
Less than \$500	3	0.2
\$500 to \$999	14	0.8
\$1,000 to \$1,999	37	2.2
\$2,000 to \$2,999	89	5.2
\$3,000 to \$3,999	87	5.1
\$4,000 to \$4,999	67	3.9
\$5,000 to \$5,999	114	6.7
\$6,000 to \$6,999	71	4.2
\$7,000 to \$7,999	81	4.8
\$8,000 to \$8,999	70	4.1
\$9,000 to \$9,999	84	4.9
\$10,000 or more	850	49.9
Prefer not to answer	135	7.9
Total	1,702	100

### Education – Level of Difficulty Experienced in Paying off Student Debt

Over a third of the respondents (36%) indicated that it was extremely or very difficult to pay back the money they borrowed for their dental assisting education while 38% reported that it was somewhat difficult. Only about 26% indicated that it was not difficult to pay back the money they borrowed for their dental assisting education.

**Table 15. Level of Difficulty Experienced in Paying off Student Debt**

How difficult was it (has it been) to pay off your dental assisting related loan(s)?	Number	Percent
Extremely difficult	246	14.5
Very difficult	367	21.6
Somewhat difficult	653	38.4
Not difficult	434	25.5
Total	1,700	100



### Education – Factors that make it difficult to pay off Student Debt

Respondents identified a variety of factors that made it difficult for them to pay off their student debt. A key challenge identified by almost 63% of the affected respondents is the lack of sufficient compensation in the field they trained for. Just over 25% of the respondents noted that interest rates on loans are too high. Close to 18% of the respondents reported that they had other obligations (e.g., care for children or family relatives) that impacted their ability to work while approximately 12% indicated that they were the sole income provider for their family which made it challenging to cover their living expenses and pay off the student debt.

**Table 16. Factors that Make it Difficult to Pay off Student Debt**

	Number (n=1,266)	Percent
The interest rate on the loan(s) is too high.	324	25.6%
I was unable to find work in the field I trained for.	94	7.4%
There are insufficient hours of work available in the field I trained for.	161	12.7%
There is insufficient compensation (e.g., poor wages) in the field I trained for.	793	62.6%
I encountered health / medical issues that impacted my ability to work.	100	7.9%
I encountered other obligations (e.g., care for children or family relatives) that impacted my ability to work.	223	17.6%
I'm the sole income provider for a family.	156	12.3%

### Education – Perceived Value of Dental Assisting Education

Respondents were asked to rate the value of taking on student debt to pay for their dental assisting education. Approximately 58% of the respondents agreed to some extent that it was worth taking on the debt to fund their education. About 23% of the respondents were undecided on this question and 19% did not find it to be of value to borrow funds for their dental assisting education.

**Table 17. Perceived Value of Dental Assisting Education**

To what extent do you agree or disagree with the following statement: <i>Overall, it was worth taking on debt (i.e., student or other loan) to fund my dental assisting education.</i>	Number	Percent
Strongly agree	412	24.6
Somewhat agree	551	32.9
Neutral / undecided	391	23.3
Somewhat disagree	217	12.9
Strongly disagree	106	6.3
Total	1,677	100

### Experience – Years Working as a Dental Assistant and/or in a Related Occupation

Approximately 23% of the respondents have five years or less experience working as a dental assistant while 40% have between six and 20 years of experience and 36% have more than 20 years experience working as a dental assistant. Less than 1% of the respondents have not practiced as a dental assistant.

Approximately 21% of the respondents have five years or less experience working in a related occupation while 24% have between six and 20 years of experience and 14% have more than 20 years experience working in a related occupation. Related occupations include: Office management / reception / administration, Community / Public Health, Education / Training, Dental Supply Company, Insurance Company, Regulatory body. Approximately 39% of the respondents have not worked in a related occupation.

**Table 18. Years Experience Working as a Dental Assistant and/or in a Related Occupation**

Years working as a dental assistant			Years working in a related occupation		
	Number	Percent		Number	Percent
Zero (I have not practiced as a dental assistant)	22	0.7	Zero (I have not worked in a related occupation)	1,160	39.3
Less than 1 year	90	3.0	Less than 1 year	109	3.7
1 to 2 years	230	7.7	1 to 2 years	202	6.8
3 to 5 years	360	12.1	3 to 5 years	310	10.5
6 to 10 years	462	15.6	6 to 10 years	289	9.8
11 to 15 years	379	12.8	11 to 15 years	246	8.3
16 to 20 years	340	11.5	16 to 20 years	169	5.7
21 to 25 years	331	11.1	21 to 25 years	145	4.9
26 to 30 years	274	9.2	26 to 30 years	104	3.5
31 to 35 years	246	8.3	31 to 35 years	90	3.0
More than 35 years	232	7.8	More than 35 years	89	3.0
Prefer not to answer	3	0.1	Prefer not to answer	40	1.4
Total	2,969	100	Total	2,953	100

### Experience – Provincial Licence and Other Certificates

Approximately 85% of the respondents confirmed that they have a provincial licence to practice dental assisting.

**Table 19. Provincial Licence to Practice Dental Assisting**

Do you currently hold a provincial license to practice dental assisting?	Number	Percent
Yes	2,496	85.3
No	100	3.4
Not relevant in my jurisdiction	331	11.3
Total	2,927	100

Respondents were asked to identify other certifications that they currently hold. Approximately 78% of the respondents have the National Dental Assisting Examination Board (NDAEB) certification while 84% have cardiopulmonary resuscitation (CPR) certification, 62% have Workplace Hazardous Materials Information System (WHMIS) certification, 61% have first aid certification, and 31% have Healing Arts Radiation Protection (HARP) certification.

**Table 20. Other Certifications Currently Held**

	Number (n=3,015)	Percent
National Dental Assisting Examination Board Certification	2,348	77.9
WHMIS Certification	1,875	62.2
HARP Certification	936	31.0
CPR Certification	2,540	84.2
First Aid Certification	1,838	61.0

Other types of training or certification identified by the respondents include: Youth Mental Health Certificate, Sedation Assistant Certification, Scaling module and/or Orthodontic module, Medical emergencies, Non-violent Crisis Intervention, Infection Prevention and Control (IPAC) Course, and Canadian Dental Anaesthesia Assistant Course.

### 3.2 Employment Profile and Working Conditions

#### Type of Employment

Approximately 81% of the respondents reported that they are currently working full-time while 17% indicated that they are working part-time in one or more positions. Approximately 1% of the respondents are working in temporary positions.

**Table 21. Distribution of Respondents by Type of Employment**

Type of employment	Number	Percent
Working full-time	2,361	80.6
Working full-time and part-time	19	0.6
Working part-time in a single position	348	11.9
Working part-time in two or more positions	134	4.6
Temporary/relief employee or on call	35	1.2
Other	7	0.2
Prefer not to answer	24	0.8
Total	2,928	100

The large majority (81%) of the 517 respondents working in part-time and temporary positions reported that this is their preferred type of employment. The remainder of these respondents (19%) indicated that they would prefer to be working in one full-time position or some other working arrangement.

#### Business Structure

Respondents were asked to indicate the business structure where they are **primarily employed** as a dental assistant or related occupation. The large majority of respondents (72%) are working for independently owned and operated clinics or businesses while 22% are working for corporately owned clinics or businesses.

**Table 22. Distribution of Respondents by Business Structure where Primarily Employed**

Business structure	Number	Percent
Independently owned and operated clinic / business	1,991	71.9
Corporately owned and operated clinic / business	598	21.6
Other*	66	2.4
Not applicable	78	2.8
Don't know	36	1.3
Total	2,769	100

\* Includes community / public health, hospital, educational institution, government agency, provincial regulatory body.

## Employment Setting

Respondents were asked to identify the work setting that best describes their **primary place of employment** (i.e., where they work the majority of their hours as a dental assistant and/or work in a related occupation).

The large majority of respondents (71%) are working in General Dentistry (private practice) while 18% are working in a specialised private practice (e.g., Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry). The remainder of the respondents are working in a broad range of employment settings including community and public health, hospitals, educational facilities, dental supply companies, insurance companies, regulatory bodies (e.g., provincial assoc.), government agencies, and the Canadian Armed Forces.

**Table 23. Distribution of Respondents by Primary Employment Setting**

Primary employment setting	Number	Percent
Private Practice – General Dentistry	2,073	70.9
Private Practice – Prosthodontic	50	1.7
Private Practice – Orthodontic	217	7.4
Private Practice – Periodontic	77	2.6
Private Practice – Oral Surgery	70	2.4
Private Practice – Endodontic	52	1.8
Private Practice – Pediatric Dentistry	68	2.3
Community / Public Health	93	3.2
Hospital	40	1.4
Educational Facility: Instructional	54	1.8
Educational Facility: Non-instructional	21	0.7
Dental Supply Company	10	0.3
Insurance Company	5	0.2
Regulatory body (e.g., provincial assoc.)	7	0.2
Federal / Provincial / Territorial government	13	0.4
Canadian Armed Forces	24	0.8
Other*	50	1.7
Total	2,924	100

\* Includes combination of general dentistry and/or other specializations.

Respondents were asked if they are working in their **preferred employment setting**, and if not, they were asked to identify their preferred employment setting(s). Respondents were able to indicate more than one preferred place of employment.

Approximately 63% of the respondents confirmed that they are currently working in their preferred employment setting. Some of the more popular preferred employment settings include Oral Surgery (7% of the respondents), hospitals (6%), community and public health (5%) and Orthodontic (5%).

**Table 24. Distribution of Respondents by Preferred Employment Setting**

Preferred employment setting	Number (n=2,924)	Percent
Not applicable, I'm working in my preferred practice setting	1,832	62.7
Private Practice – General Dentistry	136	4.7
Private Practice – Prosthodontic	53	1.8
Private Practice – Orthodontic	147	5.0
Private Practice – Periodontic	62	2.1
Private Practice – Oral Surgery	202	6.9
Private Practice – Endodontic	52	1.8
Private Practice – Pediatric Dentistry	57	1.9
Community / Public Health	154	5.3
Hospital	181	6.2
Educational Facility: Instructional	140	4.8
Educational Facility: Non-instructional	50	1.7
Dental Supply Company	78	2.7
Insurance Company	91	3.1
Regulatory body (e.g., provincial assoc.)	44	1.5
Federal / Provincial / Territorial government	114	3.9
Canadian Armed Forces	66	2.3
Other	21	0.7

### Employment Role / Occupation

Respondents were asked to identify their **primary role** at their **primary place of employment** (i.e., where they work the majority of their hours as a dental assistant and/or work in a related occupation).

The large majority of respondents (72%) primarily work as a chairside dental assistant while 9% primarily work in a receptionist / administrator role and 8% work in a managerial role. A small proportion of respondents work primarily as treatment coordinators (4%) or dental educators (3%).

**Table 25. Distribution of Respondents by their Primary Role in their Primary Place of Employment**

Primary role in primary place of employment	Number	Percent
Chairside dental assistant intra-oral including specialties	2,087	72.1
Receptionist / administrator	264	9.1
Manager (office / program / department)	225	7.8
Treatment coordinator	117	4.0
Dental educator	96	3.3
Financial coordinator	10	0.3
Insurance claims	13	0.4
Dental sales	11	0.4
Other*	70	2.4
Total	2,893	100

\* Includes health promotion with public / community health, school screenings, new patient coordinator, records coordinator, account receivable, purchasing, lab technician, sterilization and instrument processing, dental hygienist and hygiene assistant.

In general, respondents working as chairside dental assistants tend to be younger than respondents working as receptionists and respondents working in other dentistry related roles (e.g., manager, treatment coordinator, dental educator, etc.)

- Approximately 23% of the respondents working as chairside dental assistants are under the age of 30 compared to 10% of the respondents working as receptionists and 9% of the respondents working in other dentistry related roles.
- Approximately 48% of the respondents working as receptionists are 50 years of age or older compared to 28% of the respondents working as chairside dental assistants and 38% of the respondents working in other dentistry related roles.

**Table 26. Distribution of Respondents by their Primary Role and Age Group**

Age		Primary Role			Total
		Chairside	Reception	Other*	
Under 25	Number	190	1	8	199
	Percent	9.1	0.4	1.5	6.9
25 to 29	Number	294	25	40	359
	Percent	14.1	9.5	7.4	12.4
30 to 34	Number	294	30	76	400
	Percent	14.1	11.4	14.1	13.8
35 to 39	Number	228	26	70	324
	Percent	10.9	9.8	13.0	11.2
40 to 44	Number	253	18	76	347
	Percent	12.1	6.8	14.1	12.0
45 to 49	Number	238	36	66	340
	Percent	11.4	13.6	12.2	11.8
50 to 54	Number	261	48	87	396
	Percent	12.5	18.2	16.1	13.7
55 to 59	Number	209	50	72	331
	Percent	10.0	18.9	13.4	11.5
60 to 64	Number	85	27	31	143
	Percent	4.1	10.2	5.8	4.9
65 or older	Number	24	2	12	38
	Percent	1.1	0.8	2.2	1.3
Prefer not to answer	Number	11	1	1	13
	Percent	0.5	0.4	0.2	0.4
Total	Number	2,087	264	539	2,890
	Percent	100	100	100	100

\* Includes manager, treatment coordinator, dental educator, financial coordinator, insurance claims, health promotion with public / community health, school screenings, new patient coordinator, records coordinator, account receivable, purchasing, lab technician, sterilization and instrument processing, dental hygienist and hygiene assistant.



Approximately 21% of the respondents indicated that they have a second job (workplace) related to dentistry.<sup>22</sup> The most common second job is chairside dental assistant followed by receptionist.

**Table 27. Distribution of Respondents by their Primary Role in their Secondary Place of Employment**

Primary role in secondary place of employment	Number	Percent
Not applicable – I do not have a second job related to dentistry	2,112	79.4
Chairside dental assistant intra-oral including specialities	253	9.5
Receptionist / administrator	108	4.1
Manager (office / program / department)	53	2.0
Treatment coordinator	61	2.3
Dental educator	42	1.6
Financial coordinator	8	0.3
Insurance claims	9	0.3
Dental sales	15	0.6
Total	2,661	100

### Hours Worked per Week

Respondents were asked to indicate the total number of hours they worked during the most recent week that they worked. Respondents were asked to make a distinction between the hours of work at their primary and secondary dentistry jobs and hours of work in occupations unrelated to dentistry, where applicable.

The average number of hours worked per week at the primary place of employment amounts to 33.6 hours.

- The median value is 35 hours.<sup>23</sup>
- The mode value is 40 hours.

The average number of hours worked per week at all dentistry jobs combined amounts to 35.1 hours.

- The median value is 36 hours.
- The mode value is 40 hours.

A total of 136 respondents confirmed that they also worked in a position(s) unrelated to dentistry in the most recent week, working 10.8 hours on average.

<sup>22</sup> Respondents were provided an opportunity to respond to a short list of questions related to their second job in dentistry. A total of 225 respondents responded to all or some of these questions and the results are presented in Appendix A.

<sup>23</sup> When the data are normally distributed, the median and the mean are very close to each other.

Respondents working in full-time positions worked an average of 36 hours during their most recent work week, while respondents working in part-time positions worked an average of 24 hours and respondents working in temporary positions worked an average of 22.5 hours.

**Table 28. Distribution of Respondents by Hours Worked per Week**

Hours worked during the most recent week	Primary job in dentistry		Second job in dentistry		All other job(s) in dentistry		All dentistry jobs combined	
	#	%	#	%	#	%	#	%
10 hours or less	86	3.2	224	72.5	53	55.2	55	2.0
11 to 15 hours	40	1.5	32	10.4	3	3.1	29	1.1
16 to 20 hours	111	4.2	34	11.0	6	6.3	92	3.4
21 to 25 hours	177	6.6	7	2.3	5	5.2	152	5.6
26 to 30 hours	301	11.3	9	2.9	4	4.2	272	10.1
31 to 35 hours	770	28.8	3	1.0	6	6.3	739	27.4
36 to 40 hours	943	35.3			19	19.8	978	36.3
41 to 45 hours	156	5.8					205	7.6
46 to 50 hours	47	1.8					88	3.3
More than 50 hours	41	1.5					83	3.1
Total	2,672	100	309	100	96	100	2,693	100
Mean hours	33.6		9.9		17.9		35.1	
Median hours	35.0		8.0		10.0		36.0	
Mode hours	40.0		8.0		2.0		40.0	

**Table 29. Average Hours Worked per Week by Type of Employment**

	Full-time	Part-time, single position	Part-time, two or more positions	Temporary, relief, on call
Number of respondents	2,165	329	108	32
Mean hours	35.8	23.8	24.4	21.5
Median hours	36.0	24.0	24.0	22.0

### Satisfaction with the Number of Hours of Work

At least 65% of the respondents (2,005 of 3,015) reported that they are satisfied with the number of hours they are currently working while approximately 12% (360) reported that they would like to work more hours each week and 9% (255) reported that they would like to work fewer hours each week. Close to 3% of the respondents (74) further indicated that they would prefer to have one full-time position rather than a combination of part-time positions.

### Time Spent with Patients

Respondents were asked to estimate the average amount of time they currently spend with each patient at their primary practice setting.

The average number of minutes spent **with each patient** is 50.8 minutes.

- The median value is 45 minutes.<sup>24</sup>
- The mode value is 60 minutes.

**Table 30. Time Spent with Patients**

Number of minutes spent <b>with each patient</b>	Number	Percent
20 minutes or less	120	6.4
21 to 30 minutes	312	16.7
31 to 40 minutes	195	10.5
41 to 50 minutes	422	22.7
51 to 60 minutes	632	33.9
61 to 70 minutes	24	1.3
71 to 80 minutes	42	2.3
81 to 90 minutes	75	4.0
91 to 100 minutes	0	0.0
101 to 110 minutes	3	0.2
111 to 120 minutes	19	1.0
More than 120 minutes	19	1.0
Total	1,863	100

Respondents emphasized that the number of minutes they spend with each patient can vary substantially depending on the type of procedure. It was also noted that the length of procedure can vary depending on the individual dentist performing the procedure as well as the work dynamic between the dentist and the dental assistant.

Approximately 86% of the respondents (1,602 of 1,866) indicated that they felt the amount of time spent with patients is sufficient while 14% (264 of 1,866) indicated that the amount of time is insufficient.

A key concern raised by respondents is that there is only just enough time allowed for completing the procedure and very limited or no time to build relationships with patients. This can impact the ability of the dental assistant to discuss oral health and treatment plans with patients and respond to patient questions and concerns. Some respondents emphasized that the patient schedule at their office is often overbooked which impacts their ability to help patients effectively.

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<sup>24</sup> When the data are normally distributed, the median and the mean are very close to each other.

### Time Between Patients

Respondents were asked to estimate the average amount of time between patients at their primary practice setting.

The average number of minutes **between patients** is 9.4 minutes.

- The median value is 5 minutes.
- The mode value is zero (0) minutes.

**Table 31. Time Between Patients**

Number of minutes <b>between each patient</b>	Number	Percent
Zero (no time between patients)	603	32.4
1 to 5 minutes	476	25.6
6 to 10 minutes	397	21.3
11 to 15 minutes	154	8.3
16 to 20 minutes	48	2.6
21 to 25 minutes	16	0.9
26 to 30 minutes	57	3.1
31 to 45 minutes	52	2.8
46 to 60 minutes	46	2.5
More than 60 minutes	13	0.7
Total	1,862	100

Respondents emphasized that the number of minutes between each patient can vary substantially depending on the procedure and the time needed for cleanup and setup. It also depends on the number of staff available (e.g., 1 vs. 2 assistants, designated floaters to help with flipping rooms and sterilization).

Approximately 50% of the respondents (936 of 1,864) indicated that they felt the amount of time between patients is sufficient while 50% (928 of 1,864) indicated that the amount of time is insufficient.

A key concern raised by respondents is that patients are often booked solidly through the day and any overrun in the allotted appointment times creates stress for assistants as they try to stay on schedule by rushing through some of the activities (e.g., clean-up, sterilization, record keeping). Respondents noted that the heavy workload results in missed or shortened breaks and/or lunch breaks. Some respondents noted that they've had to resort to postponing some of their record keeping tasks to the end of the day in order to adhere to the appointment schedule.

Some respondents noted that the protocols that were introduced during the COVID-19 pandemic helped to promote more time between patients (e.g., allowing 30 minutes of fallow time for aerosol procedures), but in the post-COVID period there has been a return to maximizing the throughput of patients.

### 3.3 Workplace Compensation

Respondents were asked if the employer uses a salary survey (i.e., an independent report on how much dental assistants are paid) to determine their salary or hourly rate.

Approximately 15% of the respondents (310 of 2,058) confirmed that their employer uses a salary survey while 44% (895) indicated that their employer does not use a salary survey. About 41% were unsure (808) or indicated this was not applicable in their situation (45).

#### Type of Compensation

Approximately 76% of the respondents reported that they are compensated through a base hourly rate with a small majority (54%) receiving health and/or other benefits.

Approximately 7% of the respondents reported that they are compensated through a base daily rate with a majority (59%) receiving health and/or other benefits.

Approximately 17% of the respondents reported that they are compensated through an annual base salary with the large majority (70%) receiving health and/or other benefits.

Collectively, about 43% of the respondents reported that they are not receiving health and/or other benefits through their primary place of employment.

**Table 32. Distribution of Respondents by Type of Compensation**

Type of compensation	Number	Percent
Annual base salary with health and/or other benefits	330	12.0
Annual base salary without health or other benefits	139	5.0
Base daily rate with health and/or other benefits	107	3.9
Base daily rate without health or other benefits	75	2.7
Base hourly rate with health and/or other benefits	1,135	41.2
Base hourly rate without health or other benefits	969	35.2
Total	2,755	100

The comparative analysis reveals a number of notable differences when looking at types of compensation vs. business structure, type of work setting and type of work role.

- The proportion of respondents being compensated through a base hourly rate in independently owned (79%) and corporately owned clinics (71%) is almost equivalent.
  - However, a much higher proportion of respondents working in independently owned clinics (50%) are not receiving health and/or other benefits compared to respondents working in corporately owned clinics (26%) (Table 31).
- A much higher proportion of respondents working in a general (82%) or specialty practice (69%) are being compensated through a base hourly rate compared to respondents working in other work settings (51%) (e.g., Community / Public Health, Hospital, Educational Facility, Dental Supply Company, Insurance Company, Regulatory body, Federal / Provincial / Territorial government).

- Furthermore, a much higher proportion of respondents working in a general (47%) or specialty practice (40%) are not receiving health and/or other benefits compared to respondents working in other work settings (16%) (Table 32).
- A higher proportion of respondents working as dental assistants (81%) and receptionists (77%) are being compensated through a base hourly rate compared to respondents working in other roles (59%) (e.g., Manager, Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales).
  - Furthermore, a higher proportion of respondents working as dental assistants (43%) and receptionists (58%) are not receiving health and/or other benefits compared to respondents working in other roles (34%) (Table 33).

**Table 33. Type of Compensation by Type of Business Structure**

Type of compensation	Business structure						Total	
	Independently owned and operated clinic / business		Corporately owned and operated clinic / business		Other			
	#	%	#	%	#	%	#	%
Annual base salary with health and/or other benefits	179	9.1	96	16.2	23	35.9	298	11.3
Annual base salary without health or other benefits	114	5.8	19	3.2	1	1.6	134	5.1
Base daily rate with health and/or other benefits	60	3.0	43	7.3	1	1.6	104	4.0
Base daily rate without health or other benefits	61	3.1	12	2.0	0	0.0	73	2.8
Base hourly rate with health and/or other benefits	748	37.9	301	50.8	33	51.6	1,082	41.1
Base hourly rate without health or other benefits	812	41.1	122	20.6	6	9.4	940	35.7
Total	1,974	100	593	100	64	100	2,631	100

**Table 34. Type of Compensation by Type of Work Setting**

Type of compensation	Type of work setting						Total	
	Currently employed in general practice		Currently employed in specialty practice*		Currently employed in other dentistry related work setting**			
	#	%	#	%	#	%	#	%
Annual base salary with health and/or other benefits	159	8.1	82	15.5	89	34.6	330	12.0
Annual base salary without health or other benefits	89	4.5	41	7.8	9	3.5	139	5.0
Base daily rate with health and/or other benefits	59	3.0	24	4.5	24	9.3	107	3.9
Base daily rate without health or other benefits	55	2.8	17	3.2	3	1.2	75	2.7
Base hourly rate with health and/or other benefits	821	41.7	210	39.7	104	40.5	1,135	41.2
Base hourly rate without health or other benefits	786	39.9	155	29.3	28	10.9	969	35.2
<b>Total</b>	<b>1,969</b>	<b>100</b>	<b>529</b>	<b>100</b>	<b>257</b>	<b>100</b>	<b>2,755</b>	<b>100.0</b>

\* Includes: Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry.

\*\* Includes: Community / Public Health, Hospital, Educational Facility: Instructional, Educational Facility: Non-instructional, Dental Supply Company, Insurance Company, Regulatory body (e.g., provincial assoc.), Federal / Provincial / Territorial government.

**Table 35. Type of Compensation by Type of Role**

Type of compensation	Type of role						Total	
	Chairside dental assistant intra-oral including specialities		Receptionist / administrator		Other role*			
	#	%	#	%	#	%	#	%
Annual base salary with health and/or other benefits	189	9.5	22	8.6	119	23.3	330	12.0
Annual base salary without health or other benefits	88	4.4	18	7.0	33	6.5	139	5.0
Base daily rate with health and/or other benefits	58	2.9	12	4.7	37	7.2	107	3.9
Base daily rate without health or other benefits	47	2.4	8	3.1	20	3.9	75	2.7
Base hourly rate with health and/or other benefits	878	44.2	74	28.8	183	35.8	1,135	41.2
Base hourly rate without health or other benefits	727	36.6	123	47.9	119	23.3	969	35.2
<b>Total</b>	<b>1,987</b>	<b>100</b>	<b>257</b>	<b>100</b>	<b>511</b>	<b>100</b>	<b>2,755</b>	<b>100</b>

\* Includes: Manager (office / program / department), Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales.

### Salary top-up for Having Additional Training

Overall, a small proportion of the respondents (16%) confirmed that they received a salary top-up or expanded daily or hourly rate for having additional training.

**Table 36. Salary top-up for Having Additional Training**

Do you receive a salary top-up or an expanded daily or hourly rate for having additional training?	Number	Percent
Yes	432	15.7
No	2,033	74.0
Not applicable	284	10.3
Total	2,749	100

The comparative analysis reveals a number of notable differences when looking at the extent to which a salary top-up is provided vs. business structure, type of work setting and type of work role.

A slightly higher proportion of respondents working in corporately owned clinics (20%) received a salary top-up compared to respondents working in independently owned clinics (15%) (Table 35).

A moderately higher proportion of respondents working in a specialty practice (25%) received a salary top-up compared to respondents working in a general practice (13%) and in other work settings (16%) (Table 36).

A slightly higher proportion of respondents working in other roles (21%) received a salary top-up compared to respondents working as dental assistants (15%) and receptionists (13%) (Table 37).

**Table 37. Salary top-up by Type of Business Structure**

Do you receive a salary top-up or an expanded daily or hourly rate for having additional training?	Business structure						Total	
	Independently owned and operated clinic / business		Corporately owned and operated clinic / business		Other			
	#	%	#	%	#	%	#	%
Yes	297	15.1	116	19.7	5	7.6	418	15.9
No	1,466	74.3	432	73.5	53	80.3	1,951	74.3
Not applicable	209	10.6	40	6.8	8	12.1	257	9.8
Total	1,972	100	588	100	66	100	2,626	100



**Table 38. Salary top-up by Type of Work Setting**

Do you receive a salary top-up or an expanded daily or hourly rate for having additional training?	Type of work setting						Total	
	Currently employed in general practice		Currently employed in specialty practice*		Currently employed in other dentistry related work setting**			
	#	%	#	%	#	%	#	%
Yes	258	13.1	132	25.0	42	16.2	432	15.7
No	1,500	76.5	350	66.3	183	70.7	2,033	74.0
Not applicable	204	10.4	46	8.7	34	13.1	284	10.3
<b>Total</b>	<b>1,962</b>	<b>100</b>	<b>528</b>	<b>100</b>	<b>259</b>	<b>100</b>	<b>2,749</b>	<b>100</b>

\* Includes: Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry.

\*\* Includes: Community / Public Health, Hospital, Educational Facility: Instructional, Educational Facility: Non-instructional, Dental Supply Company, Insurance Company, Regulatory body (e.g., provincial assoc.), Federal / Provincial / Territorial government.

**Table 39. Salary top-up by Type of Role**

Do you receive a salary top-up or an expanded daily or hourly rate for having additional training?	Type of role						Total	
	Chairside dental assistant intra-oral including specialities		Receptionist / administrator		Other role*			
	#	%	#	%	#	%	#	%
Yes	294	14.8	32	12.6	106	20.6	432	15.7
No	1,482	74.8	189	74.4	362	70.4	2,033	74.0
Not applicable	205	10.3	33	13.0	46	8.9	284	10.3
<b>Total</b>	<b>1,981</b>	<b>100</b>	<b>254</b>	<b>100</b>	<b>514</b>	<b>100</b>	<b>2,749</b>	<b>100</b>

\* Includes: Manager (office / program / department), Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales.

### Amount of Compensation – Hourly Wage by Type of Role

Respondents were asked to indicate their hourly wage (amount in dollars as gross before tax compensation) at their primary practice setting -- or their best estimate of their hourly wage if they have an annual base salary or day rate.

A total of 2,648 respondents provided their hourly wage. The average hourly wage for all respondents that are primarily employed as a chairside dental assistant is \$28.51.

The average hourly wage for a receptionist (\$28.05)<sup>25</sup> is slightly below that of a chairside dental assistant while the average hourly wage for those employed in other roles (e.g., manager - \$35.24, treatment coordinator - \$31.18, dental educator - \$34.90) is moderately higher than a chairside dental assistant.

**Table 40. Hourly Wage by Type of Role**

Type of role (primary)	Number	Hourly wage	
		Mean	Median
Chairside dental assistant intra-oral including specialties	1,945	\$28.51	\$28.00
Receptionist / administrator	242	\$28.05	\$27.90
Manager (office / program / department)	189	\$35.24	\$34.00
Treatment coordinator	101	\$31.18	\$31.00
Dental educator	79	\$34.90	\$32.50

\* Too few observations are available in the data to provide a meaningful analysis for those working as financial coordinators, insurance claims agents, and dental sales agents.

**Table 41. Hourly Wage by Primary Role and Age Group**

Age group	Primary Role								
	Chairside			Reception			Other*		
	Number	Mean	Median	Number	Mean	Median	Number	Mean	Median
Under 25	174	\$25.37	\$25.28	1	NA	NA	7	\$28.71	\$27.00
25 to 29	270	\$26.96	\$26.00	18	\$24.82	\$26.00	34	\$25.71	\$25.00
30 to 34	277	\$27.78	\$28.00	24	\$26.31	\$25.58	48	\$31.42	\$30.50
35 to 39	207	\$28.19	\$27.50	23	\$29.25	\$28.00	57	\$31.36	\$30.00
40 to 44	237	\$29.56	\$29.40	17	\$28.79	\$29.00	67	\$36.14	\$35.00
45 to 49	223	\$29.59	\$29.00	36	\$29.53	\$29.88	58	\$34.98	\$34.00
50 to 54	247	\$30.05	\$29.80	44	\$29.22	\$29.25	80	\$34.77	\$34.10
55 to 59	195	\$29.82	\$30.00	50	\$27.04	\$25.30	68	\$32.70	\$32.00
60 to 64	81	\$29.49	\$28.85	26	\$28.16	\$28.00	30	\$33.54	\$32.28
65 or older	24	\$29.87	\$30.00	2	NA	NA	11	\$38.05	\$35.00

\* Includes manager, treatment coordinator, dental educator, financial coordinator, insurance claims, health promotion with public / community health, school screenings, new patient coordinator, records coordinator, account receivable, purchasing, lab technician, sterilization and instrument processing, dental hygienist and hygiene assistant.

<sup>25</sup> It's important to note that the average hourly wage for receptionists is influenced to some extent by the longer careers of the respondents in these roles. As noted earlier in this report, approximately 48% of the respondents working as receptionists in their primary role are 50 years of age or older compared to 28% of the respondents working as chairside dental assistants.

The following four tables (39, 40, 41, and 42) provide additional details on the average hourly wage by years of experience, by province, by size of community, and by business structure.<sup>26</sup> In general, the average hourly wage for a dental assistant increases with years of experience, ranging from \$25.40 within the first year and up to and over \$30.00 with 16 or more years experience.

Average hourly wages appear to be somewhat higher in all or most work roles in British Columbia, Alberta and Saskatchewan compared to Manitoba, Ontario, New Brunswick and Nova Scotia.

Average hourly wages appear to be somewhat higher in all or most work roles in larger population centres compared to smaller population centres or rural areas.

Average hourly wages appear to be slightly higher for chairside dental assistants in corporately owned and operated clinics / businesses compared to independently owned and operated clinics / businesses.

In general, results for sub-groups should be interpreted with caution where there are a small number of observations.

**Table 42. Hourly Wage by Years of Experience Working as a Dental Assistant**

Years of experience working as a dental assistant	Number	Mean	Median
Less than 1 year	78	\$25.40	\$24.95
1 - 2 yrs	186	\$25.66	\$25.00
3 - 5 yrs	306	\$26.98	\$26.00
6 - 10 yrs	397	\$28.00	\$27.50
11 - 15 yrs	347	\$29.30	\$29.00
16 - 20 yrs	303	\$30.01	\$29.00
21 - 25 yrs	308	\$31.42	\$30.00
26 - 30 yrs	260	\$31.07	\$30.00
31 - 35 yrs	222	\$31.17	\$30.00
More than 35 years	221	\$31.01	\$31.00

<sup>26</sup> There are too few observations to provide a meaningful analysis for those working in some roles (e.g., financial coordinators, insurance claims agents, and dental sales agents) and in some provinces (Quebec, Newfoundland and Labrador, Prince Edward Island, Nunavut, Northwest Territories, and Yukon).

**Table 43. Hourly Wage by Type of Role and Province**

Province*		Type of role			Total
		Chairside dental assistant intra-oral including specialities	Receptionist / administrator	Other role**	
British Columbia	Number	131	14	38	183
	Mean	\$29.72	\$29.64	\$36.40	\$31.11
	Median	\$30.00	\$29.25	\$36.50	\$30.00
Alberta	Number	385	38	94	517
	Mean	\$32.47	\$30.77	\$34.92	\$32.79
	Median	\$33.00	\$31.50	\$35.00	\$33.00
Saskatchewan	Number	250	36	47	333
	Mean	\$31.37	\$32.43	\$37.85	\$32.40
	Median	\$31.00	\$32.00	\$38.30	\$32.00
Manitoba	Number	250	21	38	309
	Mean	\$26.65	\$27.51	\$29.62	\$27.07
	Median	\$26.00	\$26.00	\$28.25	\$26.00
Ontario	Number	454	97	168	719
	Mean	\$27.20	\$26.31	\$31.35	\$28.05
	Median	\$27.00	\$26.00	\$30.00	\$28.00
New Brunswick	Number	201	12	22	235
	Mean	\$25.60	\$23.48	\$30.40	\$25.94
	Median	\$25.00	\$23.20	\$27.25	\$25.00
Nova Scotia	Number	224	20	40	284
	Mean	\$25.65	\$25.62	\$31.05	\$26.41
	Median	\$25.00	\$25.39	\$29.50	\$25.50

\* Too few data observations are available to provide a meaningful analysis for Quebec, Newfoundland and Labrador, Prince Edward Island, Nunavut, Northwest Territories, and Yukon.

\*\* Includes: Manager (office / program / department), Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales.

**Table 44. Hourly Wage by Type of Role and Size of Community**

Community population		Type of role			Total
		Chairside dental assistant intra-oral including specialities	Receptionist / administrator	Other role*	
Large urban centre (over 1 million residents)	Number	273	39	93	405
	Mean	\$30.59	\$29.09	\$35.53	\$31.58
	Median	\$30.00	\$30.00	\$35.00	\$31.00
Large city (100,000 to 1 million residents)	Number	757	94	193	1,044
	Mean	\$28.67	\$28.30	\$32.20	\$29.29
	Median	\$28.00	\$28.00	\$31.25	\$28.50
Small city (25,000 to 99,999 residents)	Number	486	56	119	661
	Mean	\$27.92	\$27.77	\$33.28	\$28.87
	Median	\$27.00	\$27.13	\$31.00	\$28.00
Small town or rural area (fewer than 25,000 residents)	Number	407	51	53	511
	Mean	\$27.54	\$27.25	\$32.27	\$28.00
	Median	\$27.00	\$26.33	\$30.00	\$27.50

\* Includes: Manager (office / program / department), Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales.

**Table 45. Hourly Wage by Type of Role and Business Structure**

Business structure		Type of role			Total
		Chairside dental assistant intra-oral including specialities	Receptionist / administrator	Other role*	
Independently owned and operated clinic / business	Number	1,455	195	267	1,917
	Mean	\$28.30	\$28.20	\$32.36	\$28.86
	Median	\$28.00	\$28.00	\$31.50	\$28.00
Corporately owned and operated clinic / business	Number	389	35	127	551
	Mean	\$28.95	\$27.95	\$33.18	\$29.86
	Median	\$28.00	\$26.00	\$31.00	\$28.00

\* Includes: Manager (office / program / department), Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales.

### Amount of Compensation – Hourly Wage by Type of Work Setting

The average hourly wage for all respondents that are primarily employed in a general dentistry setting (private practice) is \$28.64.

The average hourly wage for those working in specialty private practices is generally higher than the average hourly wage in general dentistry. It also appears to be generally higher for those working in community / public health, hospitals, and educational facilities.

**Table 46. Hourly Wage by Type of Work Setting**

Type of work setting*	Number	Hourly wage	
		Mean	Median
Private Practice – General Dentistry	1,925	\$28.64	\$28.00
Private Practice – Prosthodontic	37	\$29.37	\$27.50
Private Practice – Orthodontic	196	\$29.96	\$30.00
Private Practice – Periodontic	57	\$28.15	\$28.00
Private Practice – Oral Surgery	57	\$31.17	\$30.00
Private Practice – Endodontic	48	\$30.96	\$30.00
Private Practice – Pediatric Dentistry	67	\$29.60	\$29.50
Community / Public Health	85	\$31.88	\$32.00
Hospital	36	\$32.87	\$31.00
Educational Facility: Instructional	47	\$34.75	\$32.00
Educational Facility: Non-instructional	18	\$34.73	\$35.35

\* Too few data observations are available to provide a meaningful analysis for those working with dental supply companies, insurance companies, regulatory bodies, and government agencies.

The following three tables (44, 45, and 46) provide additional details on the average hourly wage by province, by size of community, and by business structure.

Average hourly wages appear to be somewhat higher in all or most work settings in British Columbia, Alberta and Saskatchewan compared to Manitoba, Ontario, New Brunswick and Nova Scotia.

Average hourly wages appear to be somewhat higher in all or most work settings in larger population centres compared to smaller population centres or rural areas.

Average hourly wages appear to be slightly higher for those working in general dentistry in corporately owned and operated clinics / businesses compared to independently owned and operated clinics / businesses.

NOTE: There are too few observations to provide a meaningful analysis for those working in some settings (e.g., dental supply companies, insurance companies, regulatory bodies, and government agencies) and in some provinces (Quebec, Newfoundland and Labrador, Prince Edward Island, Nunavut, Northwest Territories, and Yukon).

In general, results for sub-groups should be interpreted with caution where there are a small number of observations.

**Table 47. Hourly Wage by Type of Work Setting and Province**

Province*		Type of work setting			Total
		Private Practice General Dentistry	Private Practice Specialty**	Other setting***	
British Columbia	Number	139	37	7	183
	Mean	\$30.74	\$32.21	\$32.57	\$31.11
	Median	\$30.00	\$32.00	\$30.00	\$30.00
Alberta	Number	375	93	49	517
	Mean	\$32.68	\$32.45	\$34.28	\$32.79
	Median	\$33.00	\$33.00	\$36.70	\$33.00
Saskatchewan	Number	261	51	21	333
	Mean	\$31.74	\$33.59	\$37.72	\$32.40
	Median	\$31.00	\$33.00	\$34.99	\$32.00
Manitoba	Number	221	65	23	309
	Mean	\$26.49	\$27.99	\$30.06	\$27.07
	Median	\$26.00	\$26.65	\$27.71	\$26.00
Ontario	Number	478	143	98	719
	Mean	\$27.29	\$28.24	\$31.50	\$28.05
	Median	\$27.00	\$28.00	\$31.00	\$28.00
New Brunswick	Number	179	44	12	235
	Mean	\$25.06	\$26.54	\$36.79	\$25.94
	Median	\$25.00	\$25.50	\$29.13	\$25.00
Nova Scotia	Number	226	40	18	284
	Mean	\$25.61	\$28.92	\$30.87	\$26.41
	Median	\$25.00	\$26.45	\$28.82	\$25.50

\* Too few data observations are available to provide a meaningful analysis for Newfoundland and Labrador, Prince Edward Island, Nunavut, Northwest Territories, and Yukon.

\*\* Includes: Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry and specialty combined with general dentistry.

\*\*\* Includes: Community / Public Health, Hospital, Educational Facility, Dental Supply Company, Insurance Company, Regulatory body (e.g., provincial assoc.), Federal / Provincial / Territorial government, etc.

**Table 48. Hourly Wage by Type of Work Setting and Size of Community**

Community population		Type of work setting			Total
		Private Practice General Dentistry	Private Practice Specialty*	Other setting**	
Large urban centre (over 1 million residents)	Number	250	98	57	405
	Mean	\$30.93	\$31.65	\$34.28	\$31.58
	Median	\$30.00	\$31.25	\$34.34	\$31.00
Large city (100,000 to 1 million residents)	Number	694	243	107	1,044
	Mean	\$28.65	\$29.71	\$32.48	\$29.29
	Median	\$28.00	\$29.00	\$31.22	\$28.50
Small city (25,000 to 99,999 residents)	Number	502	121	38	661
	Mean	\$28.31	\$29.16	\$35.31	\$28.87
	Median	\$27.50	\$28.00	\$31.50	\$28.00
Small town or rural area (fewer than 25,000 residents)	Number	461	20	30	511
	Mean	\$27.76	\$27.72	\$31.89	\$28.00
	Median	\$27.00	\$27.80	\$28.38	\$27.50

\* Includes: Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry and specialty combined with general dentistry.

\*\* Includes: Community / Public Health, Hospital, Educational Facility, Dental Supply Company, Insurance Company, Regulatory body (e.g., provincial assoc.), Federal / Provincial / Territorial government, etc.

**Table 49. Hourly Wage by Type of Work Setting and Business Structure**

Business structure		Type of work setting			Total
		Private Practice General Dentistry	Private Practice Specialty*	Other setting**	
Independently owned and operated clinic / business	Number	1,505	384	28	1,917
	Mean	\$28.59	\$29.90	\$28.79	\$28.86
	Median	\$28.00	\$30.00	\$29.00	\$28.00
Corporately owned and operated clinic / business	Number	381	96	74	551
	Mean	\$29.02	\$29.84	\$34.24	\$29.86
	Median	\$28.00	\$28.00	\$31.00	\$28.00

\* Includes: Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry and specialty combined with general dentistry.

\*\* Includes: Community / Public Health, Hospital, Educational Facility, Dental Supply Company, Insurance Company, Regulatory body (e.g., provincial assoc.), Federal / Provincial / Territorial government, etc.



**Amount of Compensation – Annual Base Salary by Role and Work Setting**

A total of 319 respondents shared their annual base salary.

The average annual base salary for respondents that are primarily employed as a chairside dental assistant is \$53,056.

- The average annual base salary for a receptionist (\$53,574) is slightly higher than that for a chairside dental assistant while the average annual base salary for those employed in other roles (\$61,574) (e.g., manager, treatment coordinator, dental educator) is considerably higher

The average annual base salary for respondents that are primarily working in a general dentistry setting (private practice) is \$50,577.

- The average annual base salary for those working in specialty practices (\$52,225) is slightly higher while the annual base salary for those working in other settings (\$63,835) (e.g., community / public health, hospitals, educational facilities) is considerably higher.

In general, results for sub-groups should be interpreted with caution where there are a small number of observations.

**Table 50. Annual Base Salary by Type of Role**

	Type of role			Total
	Chairside dental assistant intra-oral including specialties	Receptionist / administrator	Other role*	
Number	185	52	82	319
Mean	\$ 53,056	\$ 53,574	\$ 61,574	\$ 55,330
Median	\$ 53,000	\$ 50,000	\$ 59,750	\$ 55,000

\* Includes: Manager (office / program / department), Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales.

**Table 51. Annual Base Salary by Type of Work Setting**

	Type of work setting			Total
	Private Practice General Dentistry	Private Practice Specialty*	Other setting**	
Number	181	27	111	319
Mean	\$ 50,577	\$ 52,225	\$ 63,835	\$ 55,330
Median	\$ 50,000	\$ 50,000	\$ 61,557	\$ 55,000

\* Includes: Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry and specialty combined with general dentistry.

\*\* Includes: Community / Public Health, Hospital, Educational Facility, Dental Supply Company, Insurance Company, Regulatory body (e.g., provincial assoc.), Federal / Provincial / Territorial government, etc.

### Amount of Compensation – Day Rate

A total of 155 respondents shared their day rate.

The average day rate for respondents that are primarily employed as a chairside dental assistant is \$228.

- The average day rate for a receptionist (\$228) is similar to that for a chairside dental assistant while the average day rate for those employed in other roles (\$257) (e.g., manager, treatment coordinator, dental educator) is moderately higher.

The average day rate for respondents that are primarily working in a general dentistry setting (private practice) is \$220.

- The average day rate for those working in specialty practices (\$242) is moderately higher while the day rate for those working in other settings (\$275) (e.g., community / public health, hospitals, educational facilities) is considerably higher.

In general, results for sub-groups should be interpreted with caution where there are a small number of observations.

**Table 52. Day Rate by Type of Role**

	Type of role			Total
	Chairside dental assistant intra-oral including specialties	Receptionist / administrator	Other role*	
Number	100	31	24	155
Mean	\$ 228	\$ 228	\$ 257	\$ 233
Median	\$ 219	\$ 220	\$ 228	\$ 220

\* Includes: Manager (office / program / department), Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales.

**Table 53. Day Rate by Type of Work Setting**

	Type of work setting			Total
	Private Practice General Dentistry	Private Practice Specialty*	Other setting**	
Number	111	13	31	155
Mean	\$ 220	\$ 242	\$ 275	\$ 233
Median	\$ 215	\$ 236	\$ 264	\$ 220

\* Includes: Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry and specialty combined with general dentistry.

\*\* Includes: Community / Public Health, Hospital, Educational Facility, Dental Supply Company, Insurance Company, Regulatory body (e.g., provincial assoc.), Federal / Provincial / Territorial government, etc.



### Amount of Compensation – Actual Annual Bonus

A total of 548 respondents shared their actual annual bonus. There is a notable difference between the mean and median values in relation to the annual bonus data (i.e., there are outliers in the data that are skewing the mean value) and the median is therefore a good representative of the mid-point for this data.

The median annual bonus for respondents that are primarily employed as a chairside dental assistant is \$500.

- The median annual bonus for a receptionist (\$500) is similar to that for a chairside dental assistant while the median annual bonus for those employed in other roles (\$950) (e.g., manager, treatment coordinator, dental educator) is considerably higher.

The median annual bonus for respondents that are primarily working in a general dentistry setting (private practice) is \$500.

- The median annual bonus for those working in specialty practices (\$550) is moderately higher while the median annual bonus for those working in other settings (\$1,000) (e.g., community / public health, hospitals, educational facilities) is considerably higher.

In general, the reader should be cautious when interpreting the results where there are a small number of observations.

**Table 54. Actual Annual Bonus by Type of Role**

	Type of role			Total
	Chairside dental assistant intra-oral including specialties	Receptionist / administrator	Other role*	
Number	417	111	20	548
Mean	\$ 1,022	\$ 1,025	\$ 2,896	\$ 1,091
Median	\$ 500	\$ 500	\$ 950	\$ 500

\* Includes: Manager (office / program / department), Treatment coordinator, Dental educator, Financial coordinator, Insurance claims, Dental sales.

**Table 55. Actual Annual Bonus by Type of Work Setting**

	Type of work setting			Total
	Private Practice General Dentistry	Private Practice Specialty*	Other setting**	
Number	392	58	98	548
Mean	\$ 914	\$ 1,141	\$ 1,769	\$ 1,091
Median	\$ 500	\$ 550	\$ 1,000	\$ 500

\* Includes: Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry and specialty combined with general dentistry.

\*\* Includes: Community / Public Health, Hospital, Educational Facility, Dental Supply Company, Insurance Company, Regulatory body (e.g., provincial assoc.), Federal / Provincial / Territorial government, etc.

### 3.4 Workplace Benefits and Policies

Respondents were asked to identify the different types of employment benefits that were covered:

- in whole or part by, their employer;
- in whole or part by, themselves;
- as a contribution from their spouse's benefit package;
- from another source.

Respondents could identify multiple sources for each type of benefit.

#### Employment Benefits - Leave of Absence from Work

**Table 56. Leave of Absence Benefits Provided by Source**

		Source of benefit coverage (n=2,150)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Paid sick leave	#	472	131	42	180	882	272	306
	%	22.0	6.1	2.0	8.4	41.0	12.7	14.2
Family related leave unpaid (provincial allocation)	#	100	54	58	166	981	308	597
	%	4.7	2.5	2.7	7.7	45.6	14.3	27.8
Family related leave paid (provincial allocation)	#	132	50	44	179	910	280	648
	%	6.1	2.3	2.0	8.3	42.3	13.0	30.1
Family related leave paid (over and above provincial allocation)	#	74	52	43	84	971	328	656
	%	3.4	2.4	2.0	3.9	45.2	15.3	30.5
Maternity/Parental/Adoption leave salary top-up paid by employer beyond EI allocation	#	98	65	42	323	679	456	585
	%	4.6	3.0	2.0	15.0	31.6	21.2	27.2
Bereavement leave unpaid (provincial allocation)	#	271	60	27	107	881	231	651
	%	12.6	2.8	1.3	5.0	41.0	10.7	30.3
Bereavement leave paid by employer (over and above provincial allocation)	#	228	56	42	69	912	251	655
	%	10.6	2.6	2.0	3.2	42.4	11.7	30.5
Domestic violence leave	#	50	36	31	64	878	309	834
	%	2.3	1.7	1.4	3.0	40.8	14.4	38.8
Personal/volunteer leave unpaid (provincial allocation)	#	44	39	30	54	971	313	738
	%	2.0	1.8	1.4	2.5	45.2	14.6	34.3
Personal/volunteer leave paid by employer (over and above provincial allocation)	#	50	44	29	48	951	322	763
	%	2.3	2.0	1.3	2.2	44.2	15.0	35.5

\* Including provincial govt. programs.

## Employment Benefits – Insurance Related Benefits

**Table 57. Insurance Related Benefits Provided by Source**

		Source of benefit coverage (n=2,120)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Life insurance	#	146	428	153	79	974	251	191
	%	6.9	20.2	7.2	3.7	45.9	11.8	9.0
Disability insurance	#	119	405	112	78	971	277	245
	%	5.6	19.1	5.3	3.7	45.8	13.1	11.6
Medical Services Plan (MSP) (e.g., prescriptions, private hospital room, ambulance service, etc.)	#	176	501	302	62	790	225	183
	%	8.3	23.6	14.2	2.9	37.3	10.6	8.6
Drug insurance / benefits (outside of a Medical Services Plan)	#	192	511	319	59	789	214	160
	%	9.1	24.1	15.0	2.8	37.2	10.1	7.5

\* Including provincial govt. programs.

## Employment Benefits – Dental Related Benefits

**Table 58. Dental Related Benefits Provided by Source**

		Source of benefit coverage (n=2,090)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Dental benefit for employee	#	748	681	376	33	283	108	86
	%	35.8	32.6	18.0	1.6	13.5	5.2	4.1
Dental benefit for family	#	504	672	411	39	364	178	121
	%	24.1	32.2	19.7	1.9	17.4	8.5	5.8

\* Including provincial govt. programs.

## Employment Benefits – Hearing and Vision Related Benefits

**Table 59. Hearing and Vision Related Benefits Provided by Source**

		Source of benefit coverage (n=2,090)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Hearing benefits	#	117	403	356	42	836	195	255
	%	5.6	19.3	17.0	2.0	40.0	9.3	12.2
Vision / optical benefits	#	124	513	431	49	807	175	123
	%	5.9	24.5	20.6	2.3	38.6	8.4	5.9

\* Including provincial govt. programs.

## Employment Benefits – Other Health Related Benefits

**Table 60. Other Health Related Benefits Provided by Source**

		Source of benefit coverage (n=2,090)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Podiatrist coverage	#	118	384	378	37	802	214	285
	%	5.6	18.4	18.1	1.8	38.4	10.2	13.6
Massage therapist	#	150	533	437	54	762	174	124
	%	7.2	25.5	20.9	2.6	36.5	8.3	5.9
Physiotherapy	#	149	529	455	52	756	163	130
	%	7.1	25.3	21.8	2.5	36.2	7.8	6.2
Chiropractic services	#	148	534	446	44	746	172	130
	%	7.1	25.6	21.3	2.1	35.7	8.2	6.2
Psychology/psychiatry coverage	#	140	457	394	50	784	185	203
	%	6.7	21.9	18.9	2.4	37.5	8.9	9.7
Critical illness	#	89	317	240	76	921	218	317
	%	4.3	15.2	11.5	3.6	44.1	10.4	15.2
Disability short-term and long-term top-up paid by employer over the federal allocation	#	103	325	150	103	939	215	340
	%	4.9	15.6	7.2	4.9	44.9	10.3	16.3
Flexible health spending account	#	242	169	116	31	894	465	223
	%	11.6	8.1	5.6	1.5	42.8	22.2	10.7

\* Including provincial govt. programs.

## Employment Benefits – RRSP / Pension Contributions

**Table 61. RRSP / Pension Contributions Provided by Source**

		Source of benefit coverage (n=2,090)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
RRSP / Pension contributions	#	86	246	88	44	1,135	387	169
	%	4.1	11.8	4.2	2.1	54.3	18.5	8.1

\* Including provincial govt. programs.

## Employment Benefits – Annual Licence and Professional Fees

**Table 62. Annual Licence and Professional Fees Provided by Source**

		Source of benefit coverage (n=2,050)					
		Employer paid 100%	Cost was shared with employer	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Annual licence / certification fee benefit	#	498	82	29	1,268	141	56
	%	24.3	4.0	1.4	61.9	6.9	2.7
Professional Association fees paid annually	#	404	78	28	1,324	154	77
	%	19.7	3.8	1.4	64.6	7.5	3.8

\* Including provincial govt. programs.

## Employment Benefits – Professional Development Costs and Fees

**Table 63. Professional Development Costs and Fees Provided by Source**

		Source of benefit coverage (n=2,050)					
		Employer paid 100%	Cost was shared with employer	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Travel costs and/or registration to regional/national professional conferences	#	414	223	22	1,025	260	158
	%	20.2	10.9	1.1	50.0	12.7	7.7
Professional development fees (e.g., continuing education / additional training benefits)	#	639	366	35	852	116	110
	%	31.2	17.9	1.7	41.6	5.7	5.4

\* Including provincial govt. programs.

## Employment Benefits – Other Benefits

**Table 64. Other Benefits Provided by Source**

		Source of benefit coverage (n=2,050)					
		Employer paid 100%	Cost was shared with employer	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Uniform allowance	#	651	504	26	726	135	48
	%	31.8	24.6	1.3	35.4	6.6	2.3
Meal allowance	#	105	65	35	1,282	510	92
	%	5.1	3.2	1.7	62.5	24.9	4.5
Parking expenses	#	287	65	29	566	1083	62
	%	14.0	3.2	1.4	27.6	52.8	3.0
Reimbursement of automobile related expenses	#	71	65	29	1,131	704	94
	%	3.5	3.2	1.4	55.2	34.3	4.6
Vacation pay exceeding the minimum 4% as per provincial guidelines	#	602	109	39	720	294	324
	%	29.4	5.3	1.9	35.1	14.3	15.8
Workers' compensation	#	262	93	84	699	356	609
	%	12.8	4.5	4.1	34.1	17.4	29.7
Malpractice insurance premium paid annually	#	212	61	55	955	380	432
	%	10.3	3.0	2.7	46.6	18.5	21.1
Physical training program	#	72	55	32	1,024	566	345
	%	3.5	2.7	1.6	50.0	27.6	16.8

\* Including provincial govt. programs.



### Employment Benefits – Overtime Pay and Other Benefits

Respondents were asked to indicate the type of compensation they received for working overtime (i.e., working more than 8 hours in a shift). This relates specifically to positions in dental assisting or related occupation (e.g., Office management / reception / administration, Community / Public Health, Education / Training, Dental Supply Company, Insurance Company, Regulatory body, etc.). Respondents were able to indicate more than one type of compensation.

Approximately 44% of the respondents reported that they are paid at their regular rate while 28% indicated that they are paid at a premium rate for any overtime (e.g., time and a half, double time) and close to 11% noted that they receive time-off in lieu of overtime pay. Approximately 15% of the respondents indicated that they receive no compensation at all for any overtime hours they accumulate. Several respondents noted that they have an averaging agreement at their workplace (e.g., the employer and employee can agree to an average of work hours scheduled over one, two, three or four weeks. Employees can agree to work up to 12 hours in a day, averaging no more than 40 hours per week, without being paid overtime).

**Table 65. Form of Compensation for Working Overtime**

Form of compensation for working overtime	Number (n=2,056)	Percent
Paid at my regular rate	911	44.3
Paid at a premium rate (e.g., time and a half, double time)	572	27.8
Time bank (time off in lieu of overtime pay)	216	10.5
I received no compensation for working overtime	306	14.9
Not applicable (e.g., paid an annual salary, hours are limited to avoid overtime)	222	10.8

Approximately 40% of the respondents reported that they receive a pay bonus (e.g., holiday bonus, productivity and/or merit bonus) while 14% indicated that they receive additional paid vacation days. Approximately 58% of the respondents indicated that they can choose the timing of their own vacation and that their employer provides social events that they can participate in (e.g., holiday parties, company retreats). At least 50 of the respondents noted that they do not receive any of the benefits outlined in the following table.

**Table 66. Other Workplace Benefits**

Workplace benefits	Number (n=1,714)	Percent
Job-Sharing	92	5.4
Flex hours	282	16.5
Pay bonus (e.g., holiday bonus, productivity and/or merit bonus)	684	39.9
Additional paid vacation days	244	14.2
Choice of timing your own vacation time	1,000	58.3
Social events (e.g., holiday parties, company retreats)	996	58.1
Gifts of thanks	728	42.5

### Employment Agreement

Respondents were asked if they had a written employment agreement with the employer where they practice the majority of their hours. This relates specifically to positions in dental assisting or related occupation (e.g., Office management / reception / administration, Community / Public Health, Education / Training, Dental Supply Company, Insurance Company, Regulatory body, etc.).

Approximately 53% of the respondents (1,096 of 2,058) confirmed that they have a written employment agreement while 39% (805) indicated that they do not and 8% (157) are unsure.

### Performance Review and Type of Engagement in Performance Review

Respondents were asked if the employer where they practice the majority of their hours undertakes a regular (annual) performance review with them.

Approximately 46% of the respondents (933 of 2,044) confirmed that their employer undertakes an annual performance review with them while 54% (1,111) reported that their employer does not. Approximately 27% (304) of the respondents that do not currently participate in a performance review indicated that they would like to have a regular performance review.

Of the 933 respondents that participate in an annual performance review, approximately 70% confirmed that their employer schedules the review at a consistent time each year and 63% reported that they and their employer set mutually agreed upon goals for the coming year. Approximately 56% of the respondents confirmed that their employer uses a printed or digital performance review form that they both sign.

**Table 67. Engagement in Performance Review Activities**

		Engagement in performance review activities			
		Yes	No	Prefer not to answer	Total
My employer schedules my annual performance review at a consistent time each year.	#	649	242	42	933
	%	69.6	25.9	4.5	100
My employer uses a printed or digital performance review form that we both sign.	#	523	350	60	933
	%	56.1	37.5	6.4	100
My employer and I set mutually agreed upon goals for the coming year.	#	585	273	75	933
	%	62.7	29.3	8.0	100

### Employee Consultation on Salary and Work Schedule Adjustments

Over half of the respondents (54%) reported that their employer does not seek their input or approval before making any adjustments to their salary, hourly rate, performance benefits, etc.

Approximately 36% of the respondents reported that their employer does not seek their input before making any adjustments to their work schedule and 38% reported that their employer does not seek their approval before making any adjustments to their work schedule.

**Table 68. Employee Consultation on Salary and Work Schedule Adjustments**

		Engagement in consultation activities			
		Yes	No	Prefer not to answer	Total
My employer consults with me and seeks <b>my input</b> before making any adjustments to my salary, hourly rate, performance benefits, etc.	#	815	1,103	108	2,026
	%	40.2	54.4	5.3	100
My employer consults with me and seeks <b>my approval</b> before making any adjustments to my salary, hourly rate, performance benefits, etc.	#	799	1,098	117	2,014
	%	39.7	54.5	5.8	100
My employer consults with me and seeks <b>my input</b> before making any adjustments to my work schedule.	#	1,233	718	68	2,019
	%	61.1	35.6	3.4	100
My employer consults with me and seeks <b>my approval</b> before making any adjustments to my work schedule.	#	1,177	766	76	2,019
	%	58.3	37.9	3.8	100

**Workplace Policies**

The most common workplace policies provided by employers include COVID-19 recommended guidelines and other infection and prevention control policies. Approximately 70% of respondents confirmed these types of policies are provided in written format.

There appears to be much more limited availability of policies that relate to workplace diversity, equity and inclusion as well policies that relate to safe reporting / whistle blowing (e.g., complaints procedure). Over 40% of the respondents indicated that these types of policies are not provided by their employer.

**Table 69. Availability of Workplace Policies**

		Policies / guidelines (n=1,950)		
		Provided verbally	Provided in writing	Not provided by employer
Policy statement on workplace anti-harassment / bullying / abuse / violence	#	493	1,071	645
	%	25.3	54.9	33.1
Professional code of conduct (e.g., respectful workplace, conflict of interest)	#	524	1,133	554
	%	26.9	58.1	28.4
Confidentiality and privacy policy / guidelines	#	530	1,205	472
	%	27.2	61.8	24.2
Conflict resolution policy / guidelines	#	441	987	725
	%	22.6	50.6	37.2
Workplace diversity, equity and inclusion policy	#	435	927	796
	%	22.3	47.5	40.8
Safe reporting / whistle blowing policy (e.g., complaints procedure)	#	437	835	855
	%	22.4	42.8	43.8
Covid-19 recommended guidelines	#	788	1,369	223
	%	40.4	70.2	11.4
Other infection prevention and control policies	#	687	1,361	291
	%	35.2	69.8	14.9
Emergency action plan	#	573	928	687
	%	29.4	47.6	35.2

**Satisfaction with Workplace Policy Training and Implementation**

Approximately 63% of the respondents are somewhat or very satisfied with the training and guidance they receive on workplace policies and 63% are somewhat or very satisfied with the implementation of the workplace policies where they practice the majority of their hours as a dental assistant (or related occupation).

Approximately 13% of the respondents are somewhat or very dissatisfied with the training and guidance they receive on workplace policies and 14% are somewhat or very dissatisfied with the implementation of the workplace policies where they practice the majority of their hours as a dental assistant (or related occupation).

**Table 70. Satisfaction with Workplace Policy Training and Implementation**

Level of satisfaction	Satisfaction with the <b>training and guidance</b> received on workplace policies		Satisfaction with the <b>implementation</b> of the workplace policies	
	Number	Percent	Number	Percent
Very satisfied	591	29.8	561	28.3
Somewhat satisfied	660	33.3	683	34.5
Neutral / undecided	427	21.6	410	20.7
Somewhat dissatisfied	169	8.5	199	10.1
Very dissatisfied	87	4.4	81	4.1
Not applicable	47	2.4	46	2.3
Total	1,981	100	1,980	100

### 3.5 Emergency Preparedness in the Workplace

A workplace emergency can include a natural disaster (e.g., windstorm, snowstorm, flooding, wildfire), a technical hazard (e.g., building collapse, explosion/fire, power outage, infrastructure failure), and a human caused hazard (e.g., medical emergency, civil disorder, protest, terrorism).

Approximately 45% of the respondents (1,034 of 2,308) confirmed that their primary practice setting has an emergency action plan while 29% (677) indicated that their workplace did not have an emergency action plan and 26% (597) were unsure.

Approximately 43% of the respondents are somewhat or very satisfied with the emergency action plan and/or the level of emergency preparedness at their primary practice setting while 15% are somewhat or very dissatisfied and 42% are undecided.

**Table 71. Satisfaction with Emergency Action Plan and/or Emergency Preparedness**

Level of satisfaction	Number	Percent
Very satisfied	501	22.3
Somewhat satisfied	458	20.4
Neutral / undecided	946	42.2
Somewhat dissatisfied	192	8.6
Very dissatisfied	146	6.5
Total	2,243	100

A third or more of the respondents feel there is a need to improve the level of emergency preparedness to deal with technical hazards and natural hazards. Between 25% and 30% of the respondents feel there is a need to improve the level of emergency preparedness to deal with medical emergencies and other human caused hazards. Approximately 27% feel there is a need for more safety drills.

**Table 72. Areas for Improvement in the Level of Emergency Preparedness**

	Number (n=2,308)	Percent
Natural disasters (e.g., windstorm, snowstorm, flooding, wildfire)	754	32.7%
Technical hazards (e.g., building collapse, explosion/fire, power outage, infrastructure failure)	848	36.7%
Medical emergency	573	24.8%
Other human caused hazards (e.g., civil disorder, protest, terrorism).	700	30.3%
Safety drills	611	26.5%

### 3.6 Impacts During the Height of the Covid-19 Pandemic and Recent Impacts

Respondents were asked to indicate how their workplace and their personal well-being was impacted at their primary practice setting during the height (i.e., most serious period) of the Covid-19 pandemic (i.e., March 2020 to Dec. 2021) and since January 1, 2022.

#### Impacts of the Pandemic – Personal Well-being and Safety

During the height of the pandemic approximately 66% of the respondents confirmed that they felt generally safe at work and this proportion increased to 86% since January 1, 2022.

During the height of the pandemic approximately half of the respondents confirmed that they experienced physical health challenges and 38% experienced mental health challenges. These proportions dropped roughly by half to 26% and 16% respectively since January 1, 2022.

**Table 73. Impacts During the Height of the Pandemic – Personal Well-being and Safety**

		Agree	Neutral	Disagree	Not applicable	Total
I felt generally safe at work	#	1,453	486	216	45	2,200
	%	66.0	22.1	9.8	2.0	100
I experienced mental health challenges*	#	831	564	680	124	2,199
	%	37.8	25.6	30.9	5.6	100
I experienced physical health challenges**	#	1,097	429	548	126	2,200
	%	49.9	19.5	24.9	5.7	100
I have compromised health issues that increased my risk for Covid-19	#	356	274	996	571	2,197
	%	16.2	12.5	45.3	26.0	100
I was able to successfully navigate childcare responsibilities	#	388	223	234	1,350	2,195
	%	17.7	10.2	10.7	61.5	100

\* e.g., fear or anxiety about possible exposure in the workplace

\*\* e.g., fatigue and burnout from ongoing demands of meeting operational objectives, illness related to Covid-19

**Table 74. Recent Impacts of the Pandemic – Personal Well-being and Safety**

		Agree	Neutral	Disagree	Not applicable	Total
I feel generally safe at work	#	2,182	278	76	9	2,545
	%	85.7	10.9	3.0	0.4	100
I have mental health challenges*	#	408	515	1,484	131	2,538
	%	16.1	20.3	58.5	5.2	100
I have physical health challenges**	#	659	512	1,191	172	2,534
	%	26.0	20.2	47.0	6.8	100
I have compromised health issues that increase my risk for Covid-19	#	347	252	1,455	480	2,534
	%	13.7	9.9	57.4	18.9	100
I have been able to successfully navigate childcare responsibilities	#	535	276	166	1,555	2,532
	%	21.1	10.9	6.6	61.4	100

\* e.g., fear or anxiety about possible exposure in the workplace

\*\* e.g., fatigue and burnout from ongoing demands of meeting operational objectives, illness related to Covid-19

## Impacts of the Pandemic – Working Conditions and Protocols

During the height of the pandemic the large majority of respondents:

- believed the pandemic practice guidelines including office safety protocols were adequate (77%)
- believed the pandemic practice guidelines including office safety protocols were effectively implemented by their employer (78%)
- felt supported by their employer and their colleagues/peers in complying with provincial health guidelines (77%)

Since January 1, 2022, the above proportions have all increased slightly to 80%, 81%, and 80%.

During the height of the pandemic approximately 57% of the respondents confirmed that their work environment became increasingly stressful and difficult during the height of the pandemic and about 21% felt that the expectations of their employer became unreasonable. Since January 1, 2022, these proportions have dropped to somewhat to 38% and 16%.

During the height of the pandemic approximately 42% of the respondents felt unfairly compensated given the higher level of risk they experienced at work due to the pandemic. Since January 1, 2022, this proportion has dropped slightly to 37%.

**Table 75. Impacts During the Height of the Pandemic – Working Conditions and Protocols**

		Agree	Neutral	Disagree	Not applicable	Total
I believe the pandemic practice guidelines including office safety protocols were adequate	#	1,682	343	116	34	2,175
	%	77.3	15.8	5.3	1.6	100
I believe the pandemic practice guidelines including office safety protocols were effectively implemented by my employer	#	1,700	297	145	32	2,174
	%	78.2	13.7	6.7	1.5	100
I was asked to perform treatment which did not follow provincial public health guidelines	#	166	215	1,561	227	2,169
	%	7.7	9.9	72.0	10.5	100
I was not provided with adequate time to complete new infection control protocols	#	378	355	1,293	143	2,169
	%	17.4	16.4	59.6	6.6	100
I felt supported by my employer in complying with provincial health guidelines	#	1,639	309	152	37	2,137
	%	76.7	14.5	7.1	1.7	100
I felt supported by my colleagues/peers in complying with provincial health guidelines	#	1,640	315	139	48	2,142
	%	76.6	14.7	6.5	2.2	100
I feel I was unfairly compensated given the higher level of risk I experienced at work due to the pandemic	#	894	516	609	120	2,139
	%	41.8	24.1	28.5	5.6	100
I believe that my work environment became increasingly stressful and difficult	#	1,219	460	402	62	2,143
	%	56.9	21.5	18.8	2.9	100
I believe the expectations of my employer became unreasonable	#	449	550	1,045	93	2,137
	%	21.0	25.7	48.9	4.4	100

**Table 76. Recent Impacts of the Pandemic – Working Conditions and Protocols**

		Agree	Neutral	Disagree	Not applicable	Total
I believe the current pandemic practice guidelines including office safety protocols are adequate	#	1,978	357	130	16	2,481
	%	79.7	14.4	5.2	0.6	100
I believe the current pandemic practice guidelines including office safety protocols are being effectively implemented by my employer	#	1,994	328	129	26	2,477
	%	80.5	13.2	5.2	1.0	100
I have been asked to perform treatment which does not follow provincial public health guidelines	#	136	190	1,947	201	2,474
	%	5.5	7.7	78.7	8.1	100
I am not provided with adequate time to complete new infection control protocols	#	375	379	1,571	150	2,475
	%	15.2	15.3	63.5	6.1	100
I feel supported by my employer in complying with provincial health guidelines	#	1,962	346	105	20	2,433
	%	80.6	14.2	4.3	0.8	100
I feel supported by my colleagues/peers in complying with provincial health guidelines	#	1,934	362	108	29	2,433
	%	79.5	14.9	4.4	1.2	100
I feel I am unfairly compensated given the higher level of risk I am experiencing at work due to the pandemic	#	899	587	852	95	2,433
	%	37.0	24.1	35.0	3.9	100
I believe that my work environment has become increasingly stressful and difficult	#	930	630	820	51	2,431
	%	38.3	25.9	33.7	2.1	100
I believe the expectations of my employer have become unreasonable	#	392	575	1,384	84	2,435
	%	16.1	23.6	56.8	3.4	100

**Impacts of the Pandemic – Use of PPE**

During the height of the pandemic the large majority of respondents believed that the recommended guidelines for the use of PPE were adequate (83%). This proportion has remained consistent since January 1, 2022.

During the height of the pandemic approximately 12% of the respondents indicated that they experienced a lack of recommended PPE and a smaller percentage of respondents indicated that they were asked to perform treatment without adequate PPE (7%) or without the recommended PPE (7%). These proportions dropped to 9%, 5% and 5% respectively since January 1, 2022.



**Table 77. Impacts During the Height of the Pandemic – Use of PPE**

		Agree	Neutral	Disagree	Not applicable	Total
I believe recommended guidelines for the use of PPE were adequate	#	1,772	233	88	33	2,126
	%	83.3	11.0	4.1	1.6	100
I experienced a lack of recommended PPE	#	252	248	1,510	113	2,123
	%	11.9	11.7	71.1	5.3	100
I was asked to perform treatment without adequate PPE	#	148	145	1,691	141	2,125
	%	7.0	6.8	79.6	6.6	100
I was asked to perform treatment without the recommended PPE	#	155	141	1,685	143	2,124
	%	7.3	6.6	79.3	6.7	100

**Table 78. Recent impacts of the Pandemic – Use of PPE**

		Agree	Neutral	Disagree	Not applicable	Total
I believe the recommended guidelines for the use of PPE are adequate	#	2,001	294	83	26	2,404
	%	83.2	12.2	3.5	1.1	100
I have experienced a lack of recommended PPE	#	209	234	1,862	94	2,399
	%	8.7	9.8	77.6	3.9	100
I have been asked to perform treatment without adequate PPE	#	108	159	2014	117	2,398
	%	4.5	6.6	84.0	4.9	100
I have been asked to perform treatment without the recommended PPE	#	123	160	1,995	117	2,395
	%	5.1	6.7	83.3	4.9	100

**Other Impacts of the Pandemic – Vaccination / Testing Requirements**

Respondents were asked to indicate the types of Covid-19 testing and/or vaccination requirements for employees at their primary practice setting. Respondents were able to indicate more than one response.

- 51% of the respondents (1,090 of 2,125) indicated that employees at their workplace were required to be fully vaccinated.
- 32% of the respondents (673 of 2,125) indicated that employees at their workplace were required to regularly participate in workplace testing and screening for Covid-19. Some of the respondents noted that employees were encouraged to be vaccinated and test for Covid-19 when not feeling well.
- 28% of the respondents (598 of 2,125) indicated that employees are not required to be vaccinated/tested when they have symptoms.

Approximately 22% of the respondents (474) opted not to answer this question or indicated that it was not applicable.

### Other Impacts of the Pandemic – Hours, Compensation, Workload

Respondents were asked to indicate the extent to which their work hours, compensation and workload were impacted as a result of the pandemic.

- 19% of the respondents reported that their supplementary hours have increased while 54% reported no change and 11% reported a decrease in hours. Approximately 16% were unsure or indicated not applicable.
- 7% of the respondents reported that their compensation for overtime hours has increased while 60% reported no change and 6% reported a decrease in compensation. Approximately 26% were unsure or indicated not applicable.
- 8% of the respondents reported that their unpaid overtime hours have increased while 43% reported no change and 3% reported a decrease in unpaid overtime hours. Approximately 47% were unsure or indicated not applicable.
- 19% of the respondents reported that the time allocated to complete tasks has increased while 53% reported no change and 19% reported a decrease in the time allocated to complete tasks. Approximately 11% were unsure or indicated not applicable.
- 59% of the respondents reported that their overall workload has increased while 30% reported no change and 4% reported a decrease in the overall workload. Approximately 7% were unsure or indicated not applicable.

**Table 79. Other Impacts of the Pandemic – Hours, Compensation, Workload**

		Substantially increased	Moderately increased	No change	Moderately decreased	Substantially decreased	Not sure	Not applicable	Total
Supplementary hours	#	131	327	1,282	179	71	120	262	2,372
	%	5.5	13.8	54.0	7.5	3.0	5.1	11.0	100
Compensation for overtime hours	#	35	139	1,423	75	71	64	562	2,369
	%	1.5	5.9	60.1	3.2	3.0	2.7	23.7	100
Unpaid overtime hours	#	70	112	1,010	28	34	83	1,029	2,366
	%	3.0	4.7	42.7	1.2	1.4	3.5	43.5	100
Time allocated to complete tasks	#	81	367	1,226	310	128	84	169	2,365
	%	3.4	15.5	51.8	13.1	5.4	3.6	7.1	100
Overall workload	#	553	845	711	70	26	46	118	2,369
	%	23.3	35.7	30.0	3.0	1.1	1.9	5.0	100

### Other Impacts of the Pandemic – Sick Days, Workplace Supports

Respondents were asked to indicate the extent to which their sick days, and workplace supports were impacted as a result of the pandemic.

- 13% of the respondents reported that the number of sick days allocated by employer increased while 61% reported no change and 5% reported a decrease. Approximately 21% were unsure or indicated not applicable.
- 40% of the respondents reported that the number of sick days they've taken increased while 42% reported no change and 3% reported a decrease. Approximately 15% were unsure or indicated not applicable.
- 65% of the respondents reported that their work-related stress increased while 26% reported no change and 2% reported a decrease. Approximately 8% were unsure or indicated not applicable.
- 17% of the respondents reported that the availability of workplace supports increased while 51% reported no change and 6% reported a decrease. Approximately 27% were unsure or indicated not applicable.

**Table 80. Other Impacts of the Pandemic – Sick Days, Workplace Supports**

		Substantially increased	Moderately increased	No change	Moderately decreased	Substantially decreased	Not sure	Not applicable	Total
Sick days allocated by employer	#	100	211	1,426	48	67	112	388	2,352
	%	4.3	9.0	60.6	2.0	2.8	4.8	16.5	100
Sick days taken by employee	#	322	628	984	39	28	112	236	2,349
	%	13.7	26.7	41.9	1.7	1.2	4.8	10.0	100
Work related stress	#	603	915	612	32	14	75	100	2,351
	%	25.6	38.9	26.0	1.4	0.6	3.2	4.3	100
Availability of workplace supports*	#	93	300	1,192	56	85	238	385	2,349
	%	4.0	12.8	50.7	2.4	3.6	10.1	16.4	100

\*e.g., providing / directing staff to mental health resources, compassionate leadership, etc.

### Other Impacts of the Pandemic – Workplace Relationships

Respondents were asked to indicate the extent to which their workplace relationships were impacted as a result of the pandemic.

- 13% of the respondents reported that their relationship with management improved while 64% reported no change and 14% reported that the relationship deteriorated. Approximately 8% indicated not applicable.
- 15% of the respondents reported that their relationship with their employer improved while 69% reported no change and 13% reported that the relationship deteriorated. Approximately 4% indicated not applicable.
- 18% of the respondents reported that their relationship with coworkers improved while 66% reported no change and 12% reported that the relationship deteriorated. Approximately 4% indicated not applicable.
- 17% of the respondents reported that their relationship with patients improved while 68% reported no change and 11% reported that the relationship deteriorated. Approximately 4% indicated not applicable.

**Table 81. Other Impacts of the Pandemic – Workplace Relationships**

		Improved	No change	Worsened	Not applicable	Total
Relationship with management	#	308	1,501	336	190	2,335
	%	13.2	64.3	14.4	8.1	100
Relationship with my employer	#	343	1,600	294	100	2,337
	%	14.7	68.5	12.6	4.3	100
Relationship with my co-workers	#	413	1,546	286	94	2,339
	%	17.7	66.1	12.2	4.0	100
Interaction with patients	#	386	1,591	264	98	2,339
	%	16.5	68.0	11.3	4.2	100

Other key challenges / issues that have emerged from the pandemic as identified through the comments provided by respondents:

- Offices have been operating short staffed (e.g., some staff decided not to return following the pandemic and positions have not been filled, increased number of staff going on sick leave) which has increased workload, related stress, and burnout.
- Increased workload but no increase in time or compensation to complete the work.
- No compensation for sick days creates a situation where some staff work while sick because they cannot afford to take the time off.
- Differing views among team members on the need for / importance of being vaccinated, Covid testing, use of PPE etc. has created discontent and tension in the workplace.
- Negative change in patient attitudes (e.g., critical of the Covid guidelines and requirements) with and some patients taking their frustration out on staff.

### Other Impacts of the Pandemic – Overall Change in Workplace Conditions and Environment

Respondents were asked to indicate how their current work conditions / environment compares to the pre-Covid-19 conditions (i.e., prior to 2020).

Approximately 27% of the respondents reported that the work conditions have improved to some extent while 38% reported no change and 23% reported that the work conditions have deteriorated. Approximately 12% were unsure or indicated not applicable.

**Table 82. Other Impacts of the Pandemic – Overall Change in Workplace Conditions and Environment**

The work conditions...	Number	Percent
are significantly better compared to pre-Covid	239	10.3
are somewhat better compared to pre-Covid	379	16.3
have not changed substantially compared to pre-Covid	884	38.1
are somewhat worse compared to pre-Covid	389	16.8
are significantly worse compared to pre-Covid	146	6.3
Don't know / unsure	164	7.1
Not applicable	119	5.1
Total	2,320	100

### Personal Health Impacts of the Pandemic

At least 87% of the respondents (2,014 of 2,319) confirmed that they have been tested for SARS-CoV-2 and of this group at least 58% (1,172 of 2,014) tested positive for SARS-CoV-2 (i.e., the virus that causes Covid-19 infection was found in their body).

At least 37% of the respondents (432 of 1,172) confirmed that they continued to experience physical or psychological symptoms more than 12 weeks after getting Covid-19.<sup>27</sup>

Respondents who confirmed experiencing ongoing physical or psychological symptoms more than 12 weeks after getting Covid-19 were asked about the types of supports/ benefits they felt were needed to help them in responding to these challenges.

The most common support / benefit desired is employment insurance benefits (66%, 284 of 432) followed by disability benefits (33%, 141 of 432), support groups (24%, 102 of 432), and childcare (17%, 73 of 432). A small proportion also indicated a need for elder care (5%, 20 of 432).

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<sup>27</sup> This is called post Covid-19 condition (also known as long Covid). For example, the most common symptoms known of in adults include the following (this list is not exhaustive): fatigue, memory problems, sleep disturbances, shortness of breath, anxiety and depression, general pain and discomfort, difficulty thinking or concentrating, symptoms of posttraumatic stress disorder (PTSD).

### 3.7 Interprofessional Collaboration and Job Satisfaction

#### Interprofessional Collaboration

Respondents were asked to identify the type(s) of health care professionals they collaborate with at their primary place of employment.<sup>28</sup> Respondents were able to indicate more than one type of health care professional.

The three most common health care professionals that the respondents collaborate with include dentist (general) (73%), dental hygienist (67%), and receptionist (66%). Approximately half or more of the respondents also collaborate with the practice owner and/or office manager.

**Table 83. Interprofessional Collaboration**

Professionals collaborated with in the workplace	Number (n=1,875)	Percent
Practice owner	999	53.3
Office manager	937	50.0
Dentist – general	1,368	73.0
Dentist – specialist	496	26.5
Associate dentist	704	37.5
Dental hygienist	1,254	66.9
Denturist	242	12.9
Dental laboratory technician	438	23.4
Sterilization technician	551	29.4
Receptionist	1,243	66.3

#### Feeling Valued in the Workplace

Approximately 71% of the respondents agreed to some extent that they feel valued by their employer and 80% feel valued by their peers / colleagues to some extent. Approximately 85% of the respondents reported that they feel valued by their patients to some extent.

**Table 84. Feeling Valued in the Workplace**

		Strongly agree	Somewhat agree	Neutral / unsure	Somewhat disagree	Strongly disagree	Not applicable	Total
I feel valued by my employer.	#	672	718	232	194	127	13	1,956
	%	34.4	36.7	11.9	9.9	6.5	0.7	100
I feel valued by my peers / colleagues.	#	815	746	215	117	43	15	1,951
	%	41.8	38.2	11.0	6.0	2.2	0.8	100
I feel valued by my patients.	#	942	717	203	37	21	34	1,954
	%	48.2	36.7	10.4	1.9	1.1	1.7	100

<sup>28</sup> For the purpose of this survey, the term collaborative practice refers to two or more health care professionals of different professional backgrounds working together to meet their patients' needs.

### Job Satisfaction – Salary / Wages, Benefits, Supports

Approximately 40% of the respondents are somewhat or very dissatisfied with their salary/wage and 47% are somewhat or very dissatisfied with their benefits. Between 36% and 39% are somewhat or very dissatisfied with mental health supports and resources, stress management supports and resources, and personal liability insurance coverage.

**Table 85. Job Satisfaction – Salary / Wages, Benefits, Supports**

		Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not applicable	Total
Salary/wage	#	275	765	131	483	294	5	1,953
	%	14.1	39.2	6.7	24.7	15.1	0.3	100
Benefits	#	215	529	171	355	558	123	1,951
	%	11.0	27.1	8.8	18.2	28.6	6.3	100
Mental health supports/resources	#	175	278	517	284	416	283	1,953
	%	9.0	14.2	26.5	14.5	21.3	14.5	100
Stress management support and resources	#	142	259	513	327	437	273	1,951
	%	7.3	13.3	26.3	16.8	22.4	14.0	100
Personal liability insurance coverage	#	145	225	415	256	484	419	1,944
	%	7.5	11.6	21.3	13.2	24.9	21.6	100

### Job Satisfaction – Hours, Work Schedule, Job Location, Job Security

The large majority of respondents are somewhat or very satisfied with the available work hours (82%) and the schedule of work hours (79%) at their workplace. The large majority are also somewhat or very satisfied with their job location (84%) and their job security (78%).

**Table 86. Job Satisfaction – Hours, Work Schedule, Job Location, Job Security**

		Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not applicable	Total
Total hours of work available	#	954	631	153	142	48	11	1,939
	%	49.2	32.5	7.9	7.3	2.5	0.6	100
Schedule of work hours	#	852	685	166	174	53	7	1,937
	%	44.0	35.4	8.6	9.0	2.7	0.4	100
Job location	#	1,158	465	165	103	43	6	1,940
	%	59.7	24.0	8.5	5.3	2.2	0.3	100
Job security *	#	989	524	237	116	52	17	1,935
	%	51.1	27.1	12.2	6.0	2.7	0.9	100

\* e.g., assurance that your job is stable, you have confidence that you will continue to be employed in your current position for the foreseeable future.

### Job Satisfaction – Infection Prevention/Control Practices, Workspace, Time Allocation

The large majority of respondents are somewhat or very satisfied with the Infection prevention and control practices at their workplace (82%). Approximately 65% of the respondents are somewhat or very satisfied with the ergonomic quality of their workspace/equipment.

Approximately 68% of the respondents are somewhat or very satisfied with the time allocated for donning and doffing of PPE in their workplace and 64% are somewhat or very satisfied with the time allocated to prepare operator in their workplace.

**Table 87. Job Satisfaction – Infection Prevention/Control Practices, Workspace, Time Allocation**

		Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not applicable	Total
Ergonomic workspace/equipment	#	478	769	252	283	131	16	1,929
	%	24.8	39.9	13.1	14.7	6.8	0.8	100
Infection prevention and control practices	#	1,127	535	140	90	17	19	1,928
	%	58.5	27.7	7.3	4.7	0.9	1.0	100
Time allocated for donning and doffing of PPE	#	795	513	230	180	78	132	1,928
	%	41.2	26.6	11.9	9.3	4.0	6.8	100
Time allocated to prepare operator	#	576	651	170	303	126	102	1,928
	%	29.9	33.8	8.8	15.7	6.5	5.3	100

### Job Satisfaction – Opportunity for Development, Work to Scope of Practice, Promotion

Only a small majority of respondents are somewhat or very satisfied with the opportunities for team development with co-workers (54%) and opportunities for professional development (55%) in their workplace.

Only 34% of the respondents are somewhat or very satisfied with the opportunities for promotion and advancement.

Approximately 64% of the respondents are somewhat or very satisfied with the opportunities to practice to their full scope of legal practice.

**Table 88. Job Satisfaction – Opportunity for Development, Work to Scope of Practice, Promotion**

		Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not applicable	Total
Opportunity for team development with co-workers	#	384	645	367	260	180	79	1,915
	%	20.1	33.7	19.2	13.6	9.4	4.1	100
Opportunity for professional development	#	407	649	346	258	182	69	1,911
	%	21.3	34.0	18.1	13.5	9.5	3.6	100
Opportunity to practice to full scope of legal practice	#	652	574	343	132	77	135	1,913
	%	34.1	30.0	17.9	6.9	4.0	7.1	100
Opportunity for promotion and advancement	#	258	399	494	305	235	223	1,914
	%	13.5	20.8	25.8	15.9	12.3	11.7	100



### Job Satisfaction – Consulting with Others at the Workplace

Approximately 71% of the respondents agreed to some extent that they feel adequately consulted about infection prevention and control protocols. A smaller majority of the respondents agreed that they feel adequately consulted about changes to patient care protocols (65%) and changes to documentation protocols (57%). Approximately 60% of the respondents agreed that they feel adequately consulted about changes to the ordering of supplies and equipment.

**Table 89. Job Satisfaction – Consulting with Others at the Workplace**

		Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Not applicable	Total
I feel adequately consulted about changes to documentation protocols.	#	517	565	389	212	121	89	1,893
	%	27.3	29.8	20.5	11.2	6.4	4.7	100
I feel adequately consulted about changes to patient care protocols.	#	590	631	299	187	102	82	1,891
	%	31.2	33.4	15.8	9.9	5.4	4.3	100
I feel adequately consulted about changes to the ordering of supplies and equipment.	#	602	528	295	157	113	197	1,892
	%	31.8	27.9	15.6	8.3	6.0	10.4	100
I feel adequately consulted about infection prevention and control protocols.	#	765	570	283	119	77	76	1,890
	%	40.5	30.2	15.0	6.3	4.1	4.0	100

### Job Responsibility – Decision Making Role

Approximately 60% of the respondents agreed to some extent that they have a decision-making role in the ordering of supplies and equipment while 50% agreed that they have a decision-making role in the ordering of PPE. Approximately 60% of the respondents agreed that they have a decision-making role in the implementation of infection prevention and control protocols. Only a small majority of the respondents agreed that they have a decision-making role in the management of patient appointments (53%), but a large majority agreed that they have a role in building trust and rapport with patients and making them feel comfortable (90%).

**Table 90. Job Responsibility – Decision Making Role**

		Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Not applicable	Total
I have a decision-making role in the ordering of supplies and equipment.	#	620	508	187	130	158	273	1,876
	%	33.0	27.1	10.0	6.9	8.4	14.6	100
I have a decision-making role in the ordering of PPE.	#	529	400	225	158	206	351	1,869
	%	28.3	21.4	12.0	8.5	11.0	18.8	100
I have a decision-making role in the management of patient appointments.	#	447	545	270	186	224	202	1,874
	%	23.9	29.1	14.4	9.9	12.0	10.8	100
I have a decision-making role in the implementation of infection prevention and control protocols.	#	547	565	277	139	138	204	1,870
	%	29.3	30.2	14.8	7.4	7.4	10.9	100
I have a role in building trust and rapport with patients and making them feel comfortable.	#	1,206	470	111	15	17	54	1,873
	%	64.4	25.1	5.9	0.8	0.9	2.9	100

## Personal Satisfaction from Working as a Dental Assistant or in a Related Occupation

Respondents were asked about the personal satisfaction that they derive from their job as a dental assistant or their job in a related occupation.

Almost all of the respondents (98%) agreed to some extent that they enjoy helping people.

A very large majority of the respondents agreed to some extent that they enjoy working with people and being part of a team (96%), that they gain a sense of accomplishment from the work that they do (92%), and that their duties and responsibilities are important and meaningful.

Approximately 74% of the respondents agreed to some extent that they have a good work / life balance and 69% agreed that there are ongoing opportunities to learn and advance their skills.

**Table 91. Personal Satisfaction from Working as a Dental Assistant or in a Related Occupation**

		Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Not applicable	Total
I enjoy helping people.	#	1,539	299	28	13	1	3	1,883
	%	81.7	15.9	1.5	0.7	0.1	0.2	100
I enjoy working with people and being part of a team.	#	1,396	401	59	14	5	6	1,881
	%	74.2	21.3	3.1	0.7	0.3	0.3	100
I gain a sense of accomplishment from the work that I do.	#	1,259	475	104	31	10	3	1,882
	%	66.9	25.2	5.5	1.6	0.5	0.2	100
My duties and responsibilities are important and meaningful.	#	1,232	458	139	33	13	5	1,880
	%	65.5	24.4	7.4	1.8	0.7	0.3	100
There are ongoing opportunities to learn and advance my skills.	#	695	607	279	162	109	30	1,882
	%	36.9	32.3	14.8	8.6	5.8	1.6	100
I have a good work / life balance.	#	682	705	212	179	93	8	1,879
	%	36.3	37.5	11.3	9.5	4.9	0.4	100

Some additional observations provided by respondents:

- *It feels great helping people with their health and their confidence.*
- *I enjoy making patients feel comfortable, especially nervous patients.*
- *I love working as a trusted health care professional, advocating for the patient or dentist/dental team member.*
- *I enjoy the personal working relationships I have with my coworkers and the sense of community I've gained through my contact with patients.*
- *I enjoy the variety of work activities - there are no 'routine' days and this keeps the work interesting.*
- *I enjoy working with knowledgeable professionals.*
- *I like learning new things and there is continuous change in the science and technology of dentistry.*
- *It's great that there are part-time work opportunities and opportunities to work in the community where you live.*

Respondents working in the Canadian Armed Forces were asked to identify the reasons they chose to work in that setting (vs. working in a different practice setting). Key reasons that respondents identified for working in the Canadian Armed Forces include:

- Better wages and employment benefits (75%, 18 of 24 respondents)
- Better employment stability (71%, 17 of 24 respondents)
- Better job availability (42%, 10 of 24 respondents)

### 3.8 Work-related Discomfort or Pain

Respondents were asked to indicate if they experienced any medical issues (including pain or discomfort) during the most recent 12 month period when they worked as a dental assistant and/or in a related occupation. Respondents were able to indicate more than one type of medical issue.

The most common medical issue experienced by the large majority of respondents is muscle related pain (77%).

The next most common medical issues include skeletal pain (35%), eyestrain (33%), and nerve pain (25%).

At least 15% of the respondents indicated that they experience chronic pain and 22% reported that they experienced Covid-19 related stress.

**Table 92. Workplace Related Medical Issues**

	Number (n=1,858)	Percent
I did not experience any work-related medical issues	331	17.8
Muscle related pain (e.g., back pain, neck pain, shoulder pain)	1,435	77.2
Skeletal pain (e.g., bones, joints, ligaments, tendons)	649	34.9
Eyestrain	605	32.6
Nerve pain (e.g., carpal tunnel)	469	25.2
Covid-19 related stress	408	22.0
Blurry vision	278	15.0
Chronic pain (e.g., pain remains six months after an injury and beyond the usual recovery time or the injury)	276	14.9
Psychological conditions and mental health disorders (non-Covid related)	261	14.0
Trigger finger pain	232	12.5
Hearing loss both ears	158	8.5
Hearing discomfort in one or both ears	143	7.7
Hearing loss one ear	127	6.8
Vision loss	87	4.7
Prefer not to answer	25	1.3

### Impacts of Workplace Related Medical Issues

Those respondents who confirmed that they experienced a medical issue(s) during the most recent 12 month period when they worked as a dental assistant and/or in a related occupation were asked to indicate how the issue(s) impacted them. Respondents were able to indicate more than one type of impact.

The most common impact experienced by the large majority of respondents is symptoms of stress (e.g., fatigue, sleepiness, sleeplessness) (71%).

A substantial proportion of respondents considered quitting their job (44%) and/or experienced a loss of motivation (41%) and a third lost interest in work.

Approximately 21% of the respondents experienced reduced efficiency and performance in the workplace and 13% lost confidence in their abilities.

**Table 93. Impacts of Workplace Related Medical Issues**

	Number (n=1,248)	Percent
No impact	281	22.5
I experienced symptoms of stress (e.g., fatigue, sleepiness, sleeplessness)	885	70.9
I considered quitting my job / looked for other job opportunities	546	43.8
I experienced a loss of motivation	515	41.3
I experienced a loss of interest in work	416	33.3
I experienced reduced efficiency and performance in the workplace	258	20.7
I lost confidence in my ability	163	13.1
I avoided participating in off-site / external work-related events such as off-site company organized meetings, training events, and social events	162	13.0
I reduced my hours at the workplace	159	12.7
I lost all interest in the dental assisting profession	133	10.7
I took a leave of absence from my workplace (e.g., sick leave)	80	6.4
I resigned / quit my job	52	4.2
Not applicable	88	7.1
Prefer not to answer	37	3.0

### 3.9 Future Employment Intentions

Respondents were asked to estimate how many more years they plan to work in dental assisting or a related occupation (e.g., Office management / reception / administration, Community / Public Health, Education / Training, Dental Supply Company, Insurance Company, Regulatory body, etc.)?

Approximately 31% of the respondents plan to work in dental assisting and/or in a related occupation for another five years or less while 32% plan to work between six and 15 years and 21% plan to work for more than 15 years.

About 16% of the respondents are unsure how much longer they plan to work in dental assisting or in a related occupation.

**Table 94. Future Employment Intentions for Work as a Dental Assistant and/or Related Occupation**

Projected length of employment in dental assisting or in a related occupation	Number	Percent
Less than 1 year	61	3.2
1 to 5 years	527	27.6
6 to 10 years	382	20.0
11 to 15 years	221	11.6
16 to 20 years	180	9.4
More than 20 years	220	11.5
Do not know	315	16.5
Total	1,906	100

### 3.10 Factors Influencing Exit from the Profession

Respondents were asked to identify the factors that are most likely to motivate them to leave the dental assisting profession or related occupation. Respondents were able to indicate more than one factor.

The most common factor identified by more than half of the respondents is interest in securing a higher income (56%). A substantial proportion of respondents also identified interest in securing better employment benefits as an important factor (45%).

Other common factors include interest in better working conditions (28%), interest in early retirement (22%) or planned retirement (21%), and interest in change and renewal (need for new experiences / challenges) (21%).

**Table 95. Factors that Could Influence a Decision to Leave the Dental Assisting Profession**

	Number (n=1,875)	Percent
Interest in higher income outside of dental assisting (poor wages)	1,046	55.8
Interest in better employment benefits	839	44.7
Interest in better working conditions*	516	27.5
Desire for early retirement	414	22.1
Interest in change and renewal (need for new experiences / challenges)	401	21.4
Planned retirement	391	20.9
Personal medical disability or health issues	330	17.6
Interest in better employment stability	280	14.9
Desire to return to school (retraining / continuing education)	214	11.4
Other family responsibilities	202	10.8
Maternity or parental leave and raising a family	181	9.7
Limited or no job availability in the dental assisting profession	124	6.6

Moving to a location where my certification is not recognized	58	3.1
Do not know	81	4.3

\* Includes issues related to proper staffing and workload, respect / appreciation from employer.

Respondents were asked to indicate the extent to which they think the Covid-19 pandemic will factor into their decision to leave the dental assisting profession? (e.g., workplace stress, workplace satisfaction, etc.). Approximately 23% of the respondents indicated that Covid-19 represents a moderate or significant factor, 23% indicated that it represents a minimal factor, and 49% indicated that it is not a factor.

**Table 96. Influence of Covid-19 on Potential Decision to Leave the Dental Assisting Profession**

	Number	Percent
Significant factor	123	6.5
Moderate factor	321	16.9
Minimal factor	431	22.7
Not a factor	935	49.3
Not sure / do not know	85	4.5
Total	1,895	100

## Appendix A: Second Job Related to Dentistry

A total of 225 respondents responded to a short list of questions related to their second job in dentistry.

### Type of Compensation at Secondary Place of Employment

	Number	Percent
Annual base salary with health and/or other benefits	37	17.6
Annual base salary without health or other benefits	11	5.2
Base daily rate with health and/or other benefits	15	7.1
Base daily rate without health or other benefits	22	10.5
Base hourly rate with health and/or other benefits	35	16.7
Base hourly rate without health or other benefits	90	42.9
Total	210	100

### Salary top-up for Having Additional Training at Secondary Place of Employment

Do you receive a salary top-up or an expanded daily or hourly rate for having additional training?	Number	Percent
Yes	69	30.7
No	144	64.0
Not applicable	12	5.3
Total	225	100

### Hourly Wage at Secondary Place of Employment

Hourly rate (\$)	All roles combined	
	Number	Percent
\$15 per hour or less	6	3.6
\$16 to \$20 per hour	7	4.2
\$21 to \$25 per hour	35	21.0
\$26 to \$30 per hour	60	35.9
\$31 to \$35 per hour	29	17.4
\$36 to \$40 per hour	14	8.4
\$41 to \$45 per hour	5	3.0
More than \$45 per hour	11	6.6
Total	167	100
Mean hourly rate	\$31.54	
Median hourly rate	\$30.00	
Mode hourly rate	\$30.00	

**Vaccination / Testing Requirements at Secondary Place of Employment**

	Number (n=190)	Percent
Employees were required to be fully vaccinated	90	47.4
Employees were required to regularly participate in workplace testing and screening for Covid-19	64	33.7
Employees are not required to be vaccinated/tested when they have symptoms	42	22.1
Prefer not to answer	22	11.6
Not applicable	9	4.7

**Emergency Preparedness in the Workplace - Secondary Practice Setting**

Approximately 49% of the respondents (96 of 195) confirmed that their secondary practice setting has an emergency action plan while 28% (55) indicated that their workplace did not have an emergency action plan and 23% (44) were unsure.

**Satisfaction with the Emergency Action Plan and/or the Level of Emergency Preparedness**

Level of satisfaction	Number	Percent
Very satisfied	37	19.7
Somewhat satisfied	48	25.5
Neutral / undecided	85	45.2
Somewhat dissatisfied	12	6.4
Very dissatisfied	6	3.2
Total	188	100

**Areas for Improvement in the Level of Emergency Preparedness**

	Number (n=190)	Percent
Natural disasters (e.g., windstorm, snowstorm, flooding, wildfire)	67	35.3%
Technical hazards (e.g., building collapse, explosion/fire, power outage, infrastructure failure)	93	48.9%
Medical emergency	61	32.1%
Other human caused hazards (e.g., civil disorder, protest, terrorism).	59	31.1%
Safety drills	40	21.1%



**Appendix B: Results for those not Currently Employed**

**Demographic Profile**

A total of 369 respondents indicated that they are not currently working and this group was provided with an alternate series of questions.

**Status of Respondents not Currently Employed**

Current status	Number	Percent
About to start a new job as dental assistant or related occupation	45	12.2
Temporary leave	97	26.3
In school	45	12.2
Working in unrelated job	50	13.6
Unemployed	63	17.1
Retired	39	10.6
Other status	30	8.1
Total	369	100

Respondents were asked how recently they were employed as a dental assistant and/or employed in a related occupation (e.g., Office manager / receptionist / administrator, Community / Public Health, Education / Training, Dental Supply Company, Insurance Company, Regulatory body)?

**Period when Most Recently Employed**

Current status	Period when you last worked as a dental assistant and/or in a related occupation				Total	
	Within the last two years		Three or more years ago			
	Number	Percent	Number	Percent	Number	Percent
About to start job as DA or related occupation	39	86.7	6	13.3	45	100
Temporary leave	97	100	NA	NA	97	100
In school	41	91.1	4	8.9	45	100
Working in unrelated job	32	64.0	18	36.0	50	100
Unemployed	49	77.8	14	22.2	63	100
Retired	28	71.8	11	28.2	39	100
Other status	NA	NA	NA	NA	NA	NA
Total	286	84.4	53	15.6	339	100

**Distribution of Respondents by Province**

Province / Territory / Other*	Number	Percent
British Columbia	43	11.7
Alberta	36	9.8
Saskatchewan	69	18.7
Manitoba	21	5.7
Ontario	95	25.7
Quebec	2	0.5
New Brunswick	27	7.3
Prince Edward Island	0	0.0
Nova Scotia	26	7.0
Newfoundland and Labrador	14	3.8
Nunavut	19	5.1
Northwest Territories	0	0.0
Yukon	7	1.9
Not practicing in Canada	4	1.1
Prefer not to answer	6	1.6
<b>Total</b>	<b>369</b>	<b>100</b>

\* This relates the province where the respondent was most recently employed as a dental assistant or in a related occupation.

**Distribution of Respondents by Size of Community**

Community population*	Number	Percent
Large urban centre (over 1 million residents)	42	11.9
Large city (100,000 to 1 million residents)	130	36.9
Small city (25,000 to 99,999 residents)	107	30.4
Small town (fewer than 25,000 residents)	66	18.8
Prefer not to answer	7	2.0
<b>Total</b>	<b>352</b>	<b>100</b>

\* This relates the community where the respondent was most recently employed as a dental assistant or in a related occupation.

**Distribution of Respondents by Age**

Age	Number	Percent
Under 25	15	4.2
25 to 29	48	13.6
30 to 34	62	17.5
35 to 39	47	13.3
40 to 44	44	12.4
45 to 49	31	8.8
50 to 54	20	5.6
55 to 59	35	9.9
60 to 64	31	8.8
65 or older	17	4.8
Prefer not to answer	4	1.1
Total	354	100

**Distribution of Respondents by Gender Identity**

Gender	Number	Percent
Female	283	81.1
Male	63	18.1
Prefer not to answer	3	0.9
Total	349	100

**Distribution of Respondents by Indigenous Identity**

Do you self identify as Indigenous?	Number	Percent
First Nations	60	16.8
Métis	33	9.2
Inuk (Inuit)	20	5.6
Not Indigenous	233	65.3
Prefer not to answer	11	3.1
Total	357	100

**Distribution of Respondents by Visible Minority Identity**

Do you self identify as a visible minority?	Number	Percent
Yes	128	36.0
No	205	57.5
Prefer not to answer	23	6.5
Total	356	100

**All Forms of Post-Secondary Education Completed**

Post secondary education completed	Number (n=358)	Percent
Dental assistant certificate / diploma	263	73.5
Associate degree	43	12.0
Baccalaureate degree	46	12.8
Master's degree	31	8.7
PhD	11	3.1
Prefer not to answer	19	5.3

**Location where Highest Post-secondary Education Completed**

Province / Territory	Number	Percent
British Columbia	41	11.5
Alberta	42	11.7
Saskatchewan	54	15.1
Manitoba	39	10.9
Ontario	94	26.3
Quebec	2	0.6
New Brunswick	27	7.5
Prince Edward Island	18	5.0
Nova Scotia	15	4.2
Newfoundland and Labrador	6	1.7
Nunavut	1	0.3
Northwest Territories	1	0.3
Yukon	2	0.6
Outside of Canada	12	3.4
Prefer not to answer	4	1.1
Total	358	100

**Student Debt**

Did you take on student debt to pay for your dental assisting education?	Number	Percent
Yes	219	60.8
No	113	31.4
Not applicable	11	3.1
Prefer not to answer	17	4.7
Total	360	100

**Funding Source used to pay for Dental Assisting Education**

Source of funding	Number (n=219)	Percent
Government sponsored student loan	138	63.0
Commercial bank loan and/or line of credit	97	44.3
Borrowed funds from family and/or friends	43	19.6
Prefer not to answer	2	0.9

**Amount of Student Debt**

Amount	Number	Percent
Less than \$500	0	0.0
\$500 to \$999	1	0.5
\$1,000 to \$1,999	13	6.2
\$2,000 to \$2,999	11	5.2
\$3,000 to \$3,999	11	5.2
\$4,000 to \$4,999	13	6.2
\$5,000 to \$5,999	21	10
\$6,000 to \$6,999	6	2.9
\$7,000 to \$7,999	10	4.8
\$8,000 to \$8,999	10	4.8
\$9,000 to \$9,999	15	7.1
\$10,000 or more	86	41
Prefer not to answer	13	6.2
Total	210	100

**Education – Level of Difficulty Experienced in Paying off Student Debt**

How difficult was it (has it been) to pay off your dental assisting related loan(s)?	Number	Percent
Extremely difficult	46	22.5
Very difficult	58	28.4
Somewhat difficult	67	32.8
Not difficult	33	16.2
Total	204	100

**Factors that Made it Difficult to Pay off Student Debt**

What factors have made it difficult for you to pay off your dental assisting education related loan(s)?	Number (n=171)	Percent
The interest rate on the loan(s) is too high	47	27.5
I was unable to find work in the field I trained for.	36	21.1
There are insufficient hours of work available in the field I trained for.	36	21.1
There is insufficient compensation (e.g., poor wages) in the field I trained for.	102	59.6
I encountered health / medical issues that impacted my ability to work.	13	7.6
I encountered other obligations (e.g., care for children or family relatives) that impacted my ability to work.	21	12.3
I'm the sole income provider for a family	21	12.3

**Perceived Value of Dental Assisting Education**

To what extent do you agree or disagree with the following statement: <i>Overall, it was worth taking on debt (i.e., student or other loan) to fund my dental assisting education.</i>	Number	Percent
Strongly agree	55	25.9
Somewhat agree	65	30.7
Neutral / undecided	45	21.2
Somewhat disagree	31	14.6
Strongly disagree	16	7.5
Total	212	100

**Years Experience Working as a Dental Assistant and/or in a Related Occupation**

Years working as a dental assistant			Years working in a related occupation		
	Number	Percent		Number	Percent
Zero (I have not practiced as a dental assistant)	8	2.3	Zero (I have not worked in a related occupation)	93	26.9
Less than 1 year	9	2.5	Less than 1 year	13	3.8
1 to 2 years	35	9.9	1 to 2 years	25	7.2
3 to 5 years	41	11.6	3 to 5 years	54	15.6
6 to 10 years	56	15.9	6 to 10 years	30	8.7
11 to 15 years	51	14.4	11 to 15 years	24	6.9
16 to 20 years	47	13.3	16 to 20 years	24	6.9
21 to 25 years	24	6.8	21 to 25 years	31	9.0
26 to 30 years	32	9.1	26 to 30 years	18	5.2
31 to 35 years	22	6.2	31 to 35 years	20	5.8
More than 35 years	28	7.9	More than 35 years	14	4.0
Total	353	100	Total	346	100

### Provincial Licence to Practice Dental Assisting

Do you currently hold a provincial license to practice dental assisting?	Number	Percent
Yes	290	82.6
No	18	5.1
Not relevant*	43	12.3
Total	351	100

\* Dental assisting is not a licensed profession in Ontario, Quebec and the territories.

### Other Certifications Currently Held

Type of certificate	Number (n=360)	Percent
National Dental Assisting Examination Board Certification	253	70.3
WHMIS Certification	220	61.1
HARP Certification	127	35.3
CPR Certification	257	71.4
First Aid Certification	185	51.4

### Employment Profile

Respondents who are not currently working as a dental assistant or in a related occupation but were working in dentistry within the last two years were asked to reference the most recent period they worked as a dental assistant and/or in the related occupation.

#### Distribution of Respondents by Type of Employment

Type of employment	Number	Percent
Working full-time	198	64.7
Working part-time in a single position	36	11.8
Working part-time in two or more positions	42	13.7
Temporary/relief employee or on call	12	3.9
Other	12	3.9
Prefer not to answer	6	2.0
Total	306	100

The large majority (76%) of the respondents working in part-time and temporary positions reported that this was their preferred type of employment. The remainder of these respondents (24%) indicated that they would prefer to be working in one full-time position or some other working arrangement.

**Distribution of Respondents by Business Structure**

Business structure	Number	Percent
Independently owned and operated clinic / business	178	62.5
Corporately owned and operated clinic / business	74	26.0
Other	7	2.5
Not applicable	19	6.7
Don't know	7	2.5
Total	285	100

**Distribution of Respondents by Primary Employment Setting**

Employment setting	Number	Percent
Private Practice – General Dentistry	171	57.6
Private Practice – Prosthodontic	5	1.7
Private Practice – Orthodontic	26	8.8
Private Practice – Periodontic	10	3.4
Private Practice – Oral Surgery	13	4.4
Private Practice – Endodontic	7	2.4
Private Practice – Pediatric Dentistry	8	2.7
Community / Public Health	11	3.7
Hospital	3	1.0
Educational Facility: Instructional	10	3.4
Educational Facility: Non-instructional	1	0.3
Dental Supply Company	6	2.0
Insurance Company	5	1.7
Regulatory body (e.g., provincial assoc.)	9	3.0
Federal / Provincial / Territorial government	3	1.0
Canadian Armed Forces	5	1.7
Other*	4	1.3
Total	297	100

\* Includes combination of general dentistry and/or other specializations.

**Distribution of Respondents by their Primary Role**

Primary role in primary place of employment	Number	Percent
Chairside dental assistant intra-oral including specialities	167	59.6
Receptionist / administrator	28	10.0
Manager (office / program / department)	19	6.8
Treatment coordinator	32	11.4
Dental educator	17	6.1
Financial coordinator	8	2.9
Insurance claims	1	0.4
Dental sales	2	0.7



Other	6	2.1
Total	280	100

### Workplace Compensation

Respondents who are not currently working as a dental assistant or in a related occupation but were working in dentistry within the last two years were asked to reference the most recent period they worked as a dental assistant and/or in the related occupation.

#### Distribution of Respondents by Type of Compensation

Type of compensation	Number	Percent
Annual base salary with health and/or other benefits	26	9.2
Annual base salary without health or other benefits	18	6.4
Base daily rate with health and/or other benefits	32	11.3
Base daily rate without health or other benefits	19	6.7
Base hourly rate with health and/or other benefits	84	29.8
Base hourly rate without health or other benefits	103	36.5
Total	282	100

#### Salary top-up for Having Additional Training

Do you receive a salary top-up or an expanded daily or hourly rate for having additional training?	Number	Percent
Yes	87	31.0
No	161	57.3
Not applicable	33	11.7
Total	281	100

Respondents were asked to indicate their hourly wage (amount in dollars as gross before tax compensation) at their primary practice setting -- or their best estimate of their hourly wage if they have an annual base salary or day rate. A total of 196 respondents shared their hourly wage.

#### Hourly Wage by Type of Work Setting

Type of work setting	Number	Hourly wage	
		Mean	Median
Private Practice – General Dentistry	124	\$26.79	\$26.00
Private Practice – Specialist*	34	\$30.82	\$27.50
Other setting**	38	\$39.82	\$34.68
Total	196	\$30.02	\$27.00

\* Includes: Prosthodontic, Orthodontic, Periodontic, Oral Surgery, Endodontic, Pediatric Dentistry and specialty combined with general dentistry.

\*\* Includes: Community / Public Health, Hospital, Educational Facility, Dental Supply Company, Insurance Company, Regulatory body (e.g., provincial assoc.), Federal / Provincial / Territorial government, etc.

### Hourly Wage by Type of Role

Type of role (primary)	Number	Hourly wage	
		Mean	Median
Chairside dental assistant intra-oral including specialities	128	\$27.84	\$26.00
Receptionist / administrator	20	\$32.05	\$28.00
Manager (office / program / department)	14	\$34.54	\$30.75
Treatment coordinator	12	\$33.17	\$26.00
Dental educator	9	\$34.83	\$30.00

\* Too few observations are available in the data to provide a meaningful analysis for those working as financial coordinators, insurance claims agents, and dental sales agents.

### Workplace Benefits and Policies

Respondents who are not currently working as a dental assistant or in a related occupation but were working in dentistry within the last two years were asked to reference the most recent period they worked as a dental assistant and/or in the related occupation.

#### Leave of Absence Benefits Provided by Source

		Source of benefit coverage (n=218)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Paid sick leave	#	36	16	16	34	74	20	33
	%	16.5	7.3	7.3	15.6	33.9	9.2	15.1
Family related leave unpaid (provincial allocation)	#	11	15	21	19	78	29	54
	%	5.0	6.9	9.6	8.7	35.8	13.3	24.8
Family related leave paid (provincial allocation)	#	10	8	13	37	72	24	63
	%	4.6	3.7	6.0	17.0	33.0	11.0	28.9
Family related leave paid (over and above provincial allocation)	#	6	4	5	18	99	30	61
	%	2.8	1.8	2.3	8.3	45.4	13.8	28.0
Maternity/Parental/Adoption leave salary top-up paid by employer beyond EI allocation (for 12 mths, for 18mths)	#	8	6	13	36	67	42	50
	%	3.7	2.8	6.0	16.5	30.7	19.3	22.9
Bereavement leave unpaid (provincial allocation)	#	18	9	5	28	82	30	57
	%	8.3	4.1	2.3	12.8	37.6	13.8	26.1
Bereavement leave paid by employer (over and above provincial allocation)	#	17	5	8	8	92	32	64
	%	7.8	2.3	3.7	3.7	42.2	14.7	29.4
Domestic violence leave	#	3	10	0	6	82	51	74
	%	1.4	4.6	0.0	2.8	37.6	23.4	33.9
Personal/volunteer leave unpaid (provincial allocation)	#	5	6	15	16	72	40	79
	%	2.3	2.8	6.9	7.3	33.0	18.3	36.2
Personal/volunteer leave paid by employer (over and above provincial allocation)	#	7	6	5	27	83	35	71
	%	3.2	2.8	2.3	12.4	38.1	16.1	32.6

\* Including provincial govt. programs.

**Insurance Related Benefits Provided by Source**

		Source of benefit coverage (n=218)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Life insurance	#	15	36	14	18	89	29	22
	%	6.9	16.5	6.4	8.3	40.8	13.3	10.1
Disability insurance	#	11	45	9	17	86	31	31
	%	5.0	20.6	4.1	7.8	39.4	14.2	14.2
Medical Services Plan (MSP) (e.g., prescriptions, private hospital room, ambulance service, etc.)	#	17	49	28	25	86	19	19
	%	7.8	22.5	12.8	11.5	39.4	8.7	8.7
Drug insurance / benefits (outside of a Medical Services Plan)	#	10	64	21	20	84	23	20
	%	4.6	29.4	9.6	9.2	38.5	10.6	9.2

\* Including provincial govt. programs.

**Dental Related Benefits Provided by Source**

		Source of benefit coverage (n=211)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Dental benefit for employee	#	57	76	32	3	38	15	9
	%	27.0	36.0	15.2	1.4	18.0	7.1	4.3
Dental benefit for family	#	40	73	33	8	44	24	12
	%	19.0	34.6	15.6	3.8	20.9	11.4	5.7

\* Including provincial govt. programs.

**Hearing and Vision Related Benefits Provided by Source**

		Source of benefit coverage (n=211)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Hearing benefits	#	5	44	21	7	83	28	28
	%	2.4	20.9	10.0	3.3	39.3	13.3	13.3
Vision / optical benefits	#	9	45	36	9	89	19	15
	%	4.3	21.3	17.1	4.3	42.2	9.0	7.1

\* Including provincial govt. programs.

### Other Health Related Benefits Provided by Source

		Source of benefit coverage (n=211)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Podiatrist coverage	#	9	32	34	13	83	23	29
	%	4.3	15.2	16.1	6.2	39.3	10.9	13.7
Massage therapist	#	11	50	33	16	84	13	14
	%	5.2	23.7	15.6	7.6	39.8	6.2	6.6
Physiotherapy	#	11	50	35	13	90	14	16
	%	5.2	23.7	16.6	6.2	42.7	6.6	7.6
Chiropractic services	#	10	54	30	14	83	16	17
	%	4.7	25.6	14.2	6.6	39.3	7.6	8.1
Psychology/psychiatry coverage	#	9	41	38	10	85	16	24
	%	4.3	19.4	18.0	4.7	40.3	7.6	11.4
Critical illness	#	6	27	21	8	101	17	38
	%	2.8	12.8	10.0	3.8	47.9	8.1	18.0
Disability short-term and long-term top-up paid by employer over the federal allocation	#	7	27	13	20	101	16	41
	%	3.3	12.8	6.2	9.5	47.9	7.6	19.4
Flexible health spending account	#	20	19	15	25	87	40	23
	%	9.5	9.0	7.1	11.8	41.2	19.0	10.9
RRSP / Pension contributions	#	6	22	16	14	110	38	19
	%	2.8	10.4	7.6	6.6	52.1	18.0	9.0

\* Including provincial govt. programs.

### RRSP / Pension Contributions Provided by Source

		Source of benefit coverage (n=211)						
		Employer paid 100%	Cost was shared with employer	Spousal policy	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
RRSP / Pension contributions	#	6	22	16	14	110	38	19
	%	2.8	10.4	7.6	6.6	52.1	18.0	9.0

\* Including provincial govt. programs.

### Annual Licence and Professional Fees Provided by Source

		Source of benefit coverage (n=208)					
		Employer paid 100%	Cost was shared with employer	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Annual licence / certification fee benefit	#	37	10	13	123	22	7
	%	17.8	4.8	6.3	59.1	10.6	3.4
Professional Association fees paid annually	#	29	13	9	137	10	11
	%	13.9	6.3	4.3	65.9	4.8	5.3

\* Including provincial govt. programs.

### Professional Development Costs and Fees Provided by Source

		Source of benefit coverage (n=208)					
		Employer paid 100%	Cost was shared with employer	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Travel costs and/or registration to regional/national professional conferences	#	28	19	9	112	29	22
	%	13.5	9.1	4.3	53.8	13.9	10.6
Professional development fees (e.g., continuing education / additional training benefits)	#	45	41	9	89	22	14
	%	21.6	19.7	4.3	42.8	10.6	6.7

\* Including provincial govt. programs.

### Other Benefits Provided by Source

		Source of benefit coverage (n=208)					
		Employer paid 100%	Cost was shared with employer	Another source*	No benefit / employee paid 100%	Not applicable	Unsure/ don't know
Uniform allowance	#	47	62	8	76	16	8
	%	22.6	29.8	3.8	36.5	7.7	3.8
Meal allowance	#	7	12	8	125	44	19
	%	3.4	5.8	3.8	60.1	21.2	9.1
Parking expenses	#	20	13	3	55	110	9
	%	9.6	6.3	1.4	26.4	52.9	4.3
Reimbursement of automobile related expenses	#	5	8	10	116	68	11
	%	2.4	3.8	4.8	55.8	32.7	5.3
Vacation pay exceeding the minimum 4% as per provincial guidelines	#	42	17	20	80	30	31
	%	20.2	8.2	9.6	38.5	14.4	14.9
Workers' compensation	#	28	6	28	55	32	71
	%	13.5	2.9	13.5	26.4	15.4	34.1
Malpractice insurance premium paid annually	#	14	2	16	98	34	56
	%	6.7	1.0	7.7	47.1	16.3	26.9
Physical training program	#	13	10	15	105	36	39
	%	6.3	4.8	7.2	50.5	17.3	18.8

\* Including provincial govt. programs.

### Form of Compensation for Working Overtime

Form of compensation	Number (n=208)	Percent
Paid at my regular rate	91	43.8
Paid at a premium rate (e.g., time and a half, double time)	53	25.5
Time bank (time off in lieu of overtime pay)	19	9.1
I received no compensation for working overtime	40	19.2
Not applicable	28	13.5

**Other Workplace Benefits**

Workplace benefit	Number (n=164)	Percent
Job-Sharing	19	11.6
Flex hours	34	20.7
Pay bonus (e.g., holiday bonus, productivity and/or merit bonus)	68	41.5
Additional paid vacation days	15	9.1
Choice of timing your own vacation time (vs. having to match your vacation time with dentist)	70	42.7
Social events (e.g., holiday parties, company retreats)	69	42.1
Gifts of thanks	67	40.9

**Employment Agreement**

Approximately 66% of the respondents (137 of 212) confirmed that they did have a written employment agreement while 30% (64) indicated that they did not and 5% (11) were unsure.

**Performance Review and Type of Engagement in Performance Review**

Approximately 46% of the respondents (97 of 212) confirmed that their employer undertook an annual performance review with them while 38% (80) reported that their employer did not. Approximately 17% (35) of the respondents that did not participate in a performance review indicated that they would have liked to have a regular performance review.

**Engagement in Performance Review Activities**

		Engagement in performance review activities			
		Yes	No	Prefer not to answer	Total
My employer scheduled my annual performance review at a consistent time each year.	#	65	20	4	89
	%	73.0	22.5	4.5	100
My employer used a printed or digital performance review form that we both signed.	#	57	24	8	89
	%	64.0	27.0	9.0	100
My employer and I set mutually agreed upon goals for the coming year.	#	53	30	6	89
	%	59.6	33.7	6.7	100

**Employee Consultation on Salary and Work Schedule Adjustments**

		Engagement in consultation activities			
		Yes	No	Prefer not to answer	Total
My employer consulted with me and sought <b>my input</b> before making any adjustments to my salary, hourly rate, performance benefits, etc.	#	90	98	14	202
	%	44.6	48.5	6.9	100
My employer consulted with me and sought <b>my approval</b> before making any adjustments to my salary, hourly rate, performance benefits, etc.	#	89	98	12	199
	%	44.7	49.2	6.0	100
My employer consulted with me and sought <b>my input</b> before making any adjustments to my work schedule.	#	104	85	13	202
	%	51.5	42.1	6.4	100
My employer consulted with me and sought <b>my approval</b> before making any adjustments to my work schedule.	#	109	81	11	201
	%	54.2	40.3	5.5	100

### Availability of Workplace Policies

		Policies / guidelines (n=198)		
		Provided verbally	Provided in writing	Not provided by employer
Policy statement on workplace anti-harassment / bullying / abuse / violence	#	46	105	68
	%	23.2	53.0	34.3
Professional code of conduct (e.g., respectful workplace, conflict of interest)	#	47	111	60
	%	23.7	56.1	30.3
Confidentiality and privacy policy / guidelines	#	48	129	44
	%	24.2	65.2	22.2
Conflict resolution policy / guidelines	#	46	96	70
	%	23.2	48.5	35.4
Workplace diversity, equity and inclusion policy	#	43	94	77
	%	21.7	47.5	38.9
Safe reporting / whistle blowing policy (e.g., complaints procedure)	#	41	72	99
	%	20.7	36.4	50.0
Covid-19 recommended guidelines	#	67	132	32
	%	33.8	66.7	16.2
Other infection prevention and control policies	#	70	123	37
	%	35.4	62.1	18.7
Emergency action plan	#	48	79	81
	%	24.2	39.9	40.9

### Satisfaction with Workplace Policy Training and Implementation

Level of satisfaction	Satisfaction with the <b>training and guidance</b> received on workplace policies		Satisfaction with the <b>implementation</b> of the workplace policies	
	Number	Percent	Number	Percent
Very satisfied	50	24.9	53	26.2
Somewhat satisfied	52	25.9	52	25.7
Neutral / undecided	43	21.4	42	20.8
Somewhat dissatisfied	30	14.9	27	13.4
Very dissatisfied	20	10.0	22	10.9
Not applicable	6	3.0	6	3.0
<b>Total</b>	<b>201</b>	<b>100</b>	<b>202</b>	<b>100</b>

### Emergency Preparedness in the Workplace

Respondents who are not currently working as a dental assistant or in a related occupation but were working in dentistry within the last two years were asked to reference the most recent period they worked as a dental assistant and/or in the related occupation.

Approximately 50% of the respondents (118 of 238) confirmed that their primary practice setting had an emergency action plan while 29% (70) indicated that their workplace did not have an emergency action plan and 21% (50) were unsure.

**Satisfaction with Emergency Action Plan and/or Emergency Preparedness**

Level of satisfaction	Number	Percent
Very satisfied	46	20.7
Somewhat satisfied	44	19.8
Neutral / undecided	83	37.4
Somewhat dissatisfied	28	12.6
Very dissatisfied	21	9.5
Total	222	100

**Areas for Improvement in the Level of Emergency Preparedness**

	Number (n=151)	Percent
Natural disasters (e.g., windstorm, snowstorm, flooding, wildfire)	85	56.3
Technical hazards (e.g., building collapse, explosion/fire, power outage, infrastructure failure)	100	66.2
Medical emergency	80	53.0
Other human caused hazards (e.g., civil disorder, protest, terrorism).	60	39.7
Safety drills	62	41.1



## Impacts During the Height of the Covid-19 Pandemic

Respondents who are not currently working as a dental assistant or in a related occupation but were working in dentistry within the last two years were asked to reference the most recent period they worked as a dental assistant and/or in the related occupation.

### Impacts During the Height of the Pandemic – Personal Well-being and Safety

		Agree	Neutral	Disagree	Not applicable	Total
I felt generally safe at work	#	110	41	32	14	197
	%	55.8	20.8	16.2	7.1	100
I experienced mental health challenges*	#	60	50	67	15	192
	%	31.3	26.0	34.9	7.8	100
I experienced physical health challenges**	#	107	29	46	13	195
	%	54.9	14.9	23.6	6.7	100
I have compromised health issues that increased my risk for Covid-19	#	38	38	80	41	197
	%	19.3	19.3	40.6	20.8	100
I was able to successfully navigate childcare responsibilities	#	25	41	34	97	197
	%	12.7	20.8	17.3	49.2	100

\* e.g., fear or anxiety about possible exposure in the workplace

\*\* e.g., fatigue and burnout from ongoing demands of meeting operational objectives, illness related to Covid-19

### Impacts During the Height of the Pandemic – Working Conditions and Protocols

		Agree	Neutral	Disagree	Not applicable	Total
I believe the pandemic practice guidelines including office safety protocols were adequate	#	103	46	32	11	192
	%	53.6	24.0	16.7	5.7	100
I believe the pandemic practice guidelines including office safety protocols were effectively implemented by my employer	#	110	46	25	12	193
	%	57.0	23.8	13.0	6.2	100
I was asked to perform treatment which did not follow provincial public health guidelines	#	21	30	115	24	190
	%	11.1	15.8	60.5	12.6	100
I was not provided with adequate time to complete new infection control protocols	#	50	28	94	20	192
	%	26.0	14.6	49.0	10.4	100
I felt supported by my employer in complying with provincial health guidelines	#	101	38	45	9	193
	%	52.3	19.7	23.3	4.7	100
I felt supported by my colleagues/peers in complying with provincial health guidelines	#	104	35	39	9	187
	%	55.6	18.7	20.9	4.8	100
I feel I was unfairly compensated given the higher level of risk I experienced at work due to the pandemic	#	79	55	40	18	192
	%	41.1	28.6	20.8	9.4	100
I believe that my work environment became increasingly stressful and difficult	#	100	47	26	19	192
	%	52.1	24.5	13.5	9.9	100
I believe the expectations of my employer became unreasonable	#	65	34	72	18	189
	%	34.4	18.0	38.1	9.5	100

**Impacts During the Height of the Pandemic – Use of PPE**

		Agree	Neutral	Disagree	Not applicable	Total
I believe recommended guidelines for the use of PPE were adequate	#	110	42	28	10	190
	%	57.9	22.1	14.7	5.3	100
I experienced a lack of recommended PPE	#	34	41	98	14	187
	%	18.2	21.9	52.4	7.5	100
I was asked to perform treatment without adequate PPE	#	20	29	122	19	190
	%	10.5	15.3	64.2	10.0	100
I was asked to perform treatment without the recommended PPE	#	28	22	123	17	190
	%	14.7	11.6	64.7	8.9	100

**Other Impacts of the Pandemic – Vaccination / testing requirements**

	Number (n=184)	Percent
Employees were required to be fully vaccinated	77	41.8
Employees were required to regularly participate in workplace testing and screening for Covid-19	144	78.3
Employees are not required to be vaccinated/tested when they have symptoms	28	15.2
Prefer not to answer	8	4.3
Not applicable	15	8.2

**Other impacts of the pandemic – Hours, compensation, workload**

		Substantially increased	Moderately increased	No change	Moderately decreased	Substantially decreased	Not sure	Not applicable	Total
Supplementary hours	#	15	27	66	24	14	18	19	183
	%	8.2	14.8	36.1	13.1	7.7	9.8	10.4	100
Compensation for overtime hours	#	7	16	91	13	19	3	34	183
	%	3.8	8.7	49.7	7.1	10.4	1.6	18.6	100
Unpaid overtime hours	#	7	16	67	12	14	4	59	179
	%	3.9	8.9	37.4	6.7	7.8	2.2	33	100
Time allocated to complete tasks	#	9	33	60	35	19	14	13	183
	%	4.9	18.0	32.8	19.1	10.4	7.7	7.1	100
Overall workload	#	61	62	33	5	4	9	9	183
	%	33.3	33.9	18.0	2.7	2.2	4.9	4.9	100

**Other impacts of the pandemic – Sick days, workplace supports**

		Substantially increased	Moderately increased	No change	Moderately decreased	Substantially decreased	Not sure	Not applicable	Total
Sick days allocated by employer	#	7	23	109	13	8	5	15	180
	%	3.9	12.8	60.6	7.2	4.4	2.8	8.3	100
Sick days taken by employee	#	32	47	71	10	2	4	16	182
	%	17.6	25.8	39.0	5.5	1.1	2.2	8.8	100
Work related stress	#	77	46	35	9	4	4	7	182
	%	42.3	25.3	19.2	4.9	2.2	2.2	3.8	100
	#	7	10	81	17	37	10	18	180

Availability of workplace supports*	%	3.9	5.6	45.0	9.4	20.6	5.6	10.0	100
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\*e.g., providing / directing staff to mental health resources, compassionate leadership, etc.

**Other impacts of the pandemic – Workplace relationships**

		Improved	No change	Worsened	Not applicable	Total
Relationship with management	#	29	86	53	11	179
	%	16.2	48.0	29.6	6.1	100
Relationship with my employer	#	22	92	57	8	179
	%	12.3	51.4	31.8	4.5	100
Relationship with my co-workers	#	28	96	44	11	179
	%	15.6	53.6	24.6	6.1	100
Interaction with patients	#	27	96	38	18	179
	%	15.1	53.6	21.2	10.1	100

**Personal Health Impacts of the Pandemic**

At least 59% of the respondents (103 of 176) confirmed that they have been tested for SARS-CoV-2 and of this group at least 58% (60 of 103) tested positive for SARS-CoV-2 (i.e., the virus that causes Covid-19 infection was found in their body).

At least 68% of the respondents (41 of 60) confirmed that they continued to experience physical or psychological symptoms more than 12 weeks after getting Covid-19.<sup>29</sup>

**Interprofessional Collaboration and Job Satisfaction**

Respondents who are not currently working as a dental assistant or in a related occupation but were working in dentistry within the last two years were asked to reference the most recent period they worked as a dental assistant and/or in the related occupation.

Respondents were asked to identify the type(s) of health care professionals they collaborate with at their primary place of employment.

**Interprofessional Collaboration**

Professionals collaborated with in the workplace	Number (n=185)	Percent
Practice owner	100	54.1
Office manager	106	57.3
Dentist – general	112	60.5
Dentist – specialist	48	25.9
Associate dentist	63	34.1
Dental hygienist	107	57.8

<sup>29</sup> This is called post Covid-19 condition (also known as long Covid). For example, the most common symptoms known of in adults include the following (this list is not exhaustive): fatigue, memory problems, sleep disturbances, shortness of breath, anxiety and depression, general pain and discomfort, difficulty thinking or concentrating, symptoms of posttraumatic stress disorder (PTSD).

Denturist	21	11.4
Dental laboratory technician	57	30.8
Sterilization technician	54	29.2
Receptionist	108	58.4

### Feeling Valued in the Workplace

		Strongly agree	Somewhat agree	Neutral / unsure	Somewhat disagree	Strongly disagree	Not applicable	Total
I felt valued by my employer.	#	46	52	29	21	44	1	193
	%	23.8	26.9	15.0	10.9	22.8	0.5	100
I felt valued by my peers / colleagues.	#	70	57	27	25	13	1	193
	%	36.3	29.5	14.0	13.0	6.7	0.5	100
I felt valued by my patients.	#	98	42	27	16	5	6	194
	%	50.5	21.6	13.9	8.2	2.6	3.1	100

### Job Satisfaction

Respondents who are not currently working as a dental assistant or in a related occupation but were working in dentistry within the last two years were asked to reference the most recent period they worked as a dental assistant and/or in the related occupation.

#### Job Satisfaction – Salary / Wages, Benefits, Supports

		Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not applicable	Total
Salary/wage	#	26	60	24	51	32	1	194
	%	13.4	30.9	12.4	26.3	16.5	0.5	100
Benefits	#	15	49	25	35	60	10	194
	%	7.7	25.3	12.9	18.0	30.9	5.2	100
Mental health supports/resources	#	18	18	41	32	63	22	194
	%	9.3	9.3	21.1	16.5	32.5	11.3	100
Stress management support and resources	#	16	20	23	47	64	22	192
	%	8.3	10.4	12.0	24.5	33.3	11.5	100
Personal liability insurance coverage	#	10	12	48	24	53	46	193
	%	5.2	6.2	24.9	12.4	27.5	23.8	100

#### Job Satisfaction – Hours, Work Schedule, Job Location, Job Security

		Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not applicable	Total
Total hours of work available	#	76	52	31	16	20	0	195
	%	39.0	26.7	15.9	8.2	10.3	0.0	100
Schedule of work hours	#	63	67	17	26	22	0	195
	%	32.3	34.4	8.7	13.3	11.3	0.0	100
Job location	#	95	47	31	11	11	0	195
	%	48.7	24.1	15.9	5.6	5.6	0.0	100
Job security *	#	72	40	35	25	21	2	195
	%	36.9	20.5	17.9	12.8	10.8	1.0	100

\* e.g., assurance that your job is stable, you have confidence that you will continue to be employed in your current position for the foreseeable future.

**Job Satisfaction – Infection Prevention/Control Practices, Workspace, Time Allocation**

		Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not applicable	Total
Ergonomic workspace/equipment	#	48	67	21	28	27	1	192
	%	25.0	34.9	10.9	14.6	14.1	0.5	100
Infection prevention and control practices	#	83	49	31	18	11	1	193
	%	43.0	25.4	16.1	9.3	5.7	0.5	100
Time allocated for donning and doffing of PPE	#	44	47	32	34	22	13	192
	%	22.9	24.5	16.7	17.7	11.5	6.8	100
Time allocated to prepare operatory	#	34	53	30	23	37	16	193
	%	17.6	27.5	15.5	11.9	19.2	8.3	100

**Job Satisfaction – Opportunity for Development, Work to Scope of Practice, Promotion**

		Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Not applicable	Total
Opportunity for team development with co-workers	#	32	50	36	33	36	5	192
	%	16.7	26.0	18.8	17.2	18.8	2.6	100
Opportunity for professional development	#	30	59	24	45	31	3	192
	%	15.6	30.7	12.5	23.4	16.1	1.6	100
Opportunity to practice to full scope of legal practice	#	44	56	28	23	22	19	192
	%	22.9	29.2	14.6	12.0	11.5	9.9	100
Opportunity for promotion and advancement	#	24	28	37	32	52	18	191
	%	12.6	14.7	19.4	16.8	27.2	9.4	100

**Job Satisfaction – Consulting with Others at the Workplace**

		Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Not applicable	Total
I felt adequately consulted about changes to documentation protocols.	#	37	37	50	15	42	10	191
	%	19.4	19.4	26.2	7.9	22.0	5.2	100
I felt adequately consulted about changes to patient care protocols.	#	39	47	29	37	28	11	191
	%	20.4	24.6	15.2	19.4	14.7	5.8	100
I felt adequately consulted about changes to the ordering of supplies and equipment.	#	37	37	41	29	23	24	191
	%	19.4	19.4	21.5	15.2	12.0	12.6	100
I felt adequately consulted about infection prevention and control protocols.	#	58	45	25	20	34	9	191
	%	30.4	23.6	13.1	10.5	17.8	4.7	100

### Job Responsibility – Decision Making Role

		Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Not applicable	Total
I had a decision-making role in the ordering of supplies and equipment.	#	42	49	17	16	34	30	188
	%	22.3	26.1	9.0	8.5	18.1	16.0	100
I had a decision-making role in the ordering of PPE.	#	26	34	32	27	29	40	188
	%	13.8	18.1	17.0	14.4	15.4	21.3	100
I had a decision-making role in the management of patient appointments.	#	25	49	32	24	32	26	188
	%	13.3	26.1	17.0	12.8	17.0	13.8	100
I had a decision-making role in the implementation of infection prevention and control protocols.	#	30	54	42	11	29	22	188
	%	16.0	28.7	22.3	5.9	15.4	11.7	100
I had a role in building trust and rapport with patients and making them feel comfortable.	#	104	41	13	12	7	11	188
	%	55.3	21.8	6.9	6.4	3.7	5.9	100

### Personal Satisfaction from Working as a Dental Assistant or in a Related Occupation

		Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Not applicable	Total
I enjoyed helping people.	#	181	28	11	16	2	0	238
	%	76.1	11.8	4.6	6.7	0.8	0.0	100
I enjoyed working with people and being part of a team.	#	165	40	17	20	1	1	244
	%	67.6	16.4	7.0	8.2	0.4	0.4	100
I gained a sense of accomplishment from the work that I did.	#	148	46	17	28	5	0	244
	%	60.7	18.9	7.0	11.5	2.0	0.0	100
My duties and responsibilities were important and meaningful.	#	146	47	25	13	10	0	241
	%	60.6	19.5	10.4	5.4	4.1	0.0	100
There were ongoing opportunities to learn and advance my skills.	#	80	63	40	23	32	2	240
	%	33.3	26.3	16.7	9.6	13.3	0.8	100
I had a good work / life balance.	#	71	56	39	48	25	1	240
	%	29.6	23.3	16.3	20.0	10.4	0.4	100

### Work-related Discomfort or Pain

Respondents were asked to indicate if they experienced any medical issues (including pain or discomfort) during the most recent 12 month period when they worked as a dental assistant and/or worked in a related occupation. Respondents were able to indicate more than one type of medical issue.

**Workplace Related Medical Issues**

	Number (n=185)	Percent
Muscle related pain (e.g., back pain, neck pain, shoulder pain)	124	67
Skeletal pain (e.g., bones, joints, ligaments, tendons)	68	36.8
Nerve pain (e.g., carpal tunnel)	57	30.8
Eyestrain	48	25.9
Covid-19 related stress	48	25.9
Chronic pain (e.g., pain remains six months after an injury and beyond the usual recovery time or the injury)	40	21.6
Psychological conditions and mental health disorders (non-Covid related)	40	21.6
I did not experience any work-related medical issues	30	16.2
Blurry vision	21	11.4
Trigger finger pain	19	10.3
Hearing loss both ears	14	7.6
Hearing loss one ear	11	5.9
Hearing discomfort in one or both ears	9	4.9
Vision loss	4	2.2
Prefer not to answer	6	3.2

Respondents who confirmed that they experienced a medical issue(s) during the most recent 12 month period when they worked as a dental assistant and/or worked in a related occupation were asked to indicate how the issue(s) impacted them. Respondents were able to indicate more than one type of impact.

#### Impacts of Workplace Related Medical Issues

	Number (n=155)	Percent
No impact	24	15.5
I experienced symptoms of stress (e.g., fatigue, sleepiness, sleeplessness)	86	55.5
I considered quitting my job / looked for other job opportunities	61	39.4
I experienced a loss of motivation	52	33.5
I experienced reduced efficiency and performance in the workplace	42	27.1
I experienced a loss of interest in work	38	24.5
I took a leave of absence from my workplace (e.g., sick leave)	37	23.9
I lost confidence in my ability	31	20.0
I resigned / quit my job	30	19.4
I lost all interest in the dental assisting profession	30	19.4
I reduced my hours at the workplace	20	12.9
I avoided participating in off-site / external work-related events such as off-site company organized meetings, training events, and social events	18	11.6
Not applicable	8	5.2
Prefer not to answer	4	2.6

#### Factors Influencing Exit from the Profession

Respondents were asked to identify the factors that they feel are having the greatest impact on dental assistants remaining in their occupation. Respondents were able to indicate more than one factor.

#### Factors Influencing Exit from the Profession

	Number (n=239)	Percent
Poor wages in dental assisting	154	64.4
Lack of sufficient employment benefits	152	63.6
Work related stress	134	56.1
Unprofessional behaviour	82	34.3
Lack of employment stability	50	20.9
Unsafe working conditions	43	18.0
Limited or no part-time job availability in the dental assisting profession	32	13.4
Limited or no full-time job availability in the dental assisting profession	27	11.3
Prefer not to answer	14	5.9



### **Additional Context on the Status of Respondents not Currently Working**

Respondents were asked to respond to a small number of questions specific to their current status.

### **Currently on Temporary Leave from Work**

Respondents who are on temporary leave from work were asked to indicate the form of leave that they have taken.

**Type of Leave from Work**

Type of leave from work	Number	Percent
Maternity and parental leave	62	66.0
Personal medical disability or health issue	20	21.3
Critical illness or injury leave	6	6.4
Compassionate care leave	1	1.1
Prefer not to answer	5	5.3
Total	94	100

### **Retired**

Respondents were asked to identify the factors that contributed to their decision to retire.

**Reasons for Retiring**

	Number (n=37)	Percent
Planned retirement (e.g., reached age 65)	11	29.7
Desire for early retirement	11	29.7
Pressure / stress related to Covid-19	8	21.6
Lack of interest / motivation to continue to work in dentistry	6	16.2
Work related injury or pain	6	16.2
Personal medical disability or health issues	6	16.2
Other family responsibilities	4	10.8
I was laid off and decided to retire	2	5.4
Dissatisfaction with working conditions	2	5.4
Stress and/or discomfort related to PPE requirements	1	2.7

### Currently in School or Training

Respondents who are currently in school or training were asked to indicate the type of diploma / degree / certificate that they are currently pursuing.

**Type of Diploma / Degree / Certificate being Pursued**

	Number	Percent
Dental assistant certificate / diploma	11	24.4
Associate degree	6	13.3
Baccalaureate degree	9	20.0
Master's degree	7	15.6
PhD	1	2.2
Other (e.g., university or non-university certificate or diploma)	7	15.6
Prefer not to answer	4	8.9
Total	45	100

Respondents who are currently pursuing a certificate / degree **other than** a dental assistant certificate / diploma were asked if they are interested in re-entering the workforce as a dental assistant or work in a related occupation at some point.

**Interest in Returning to Work as a Dental Assistant and/or in a Related Occupation**

	Number	Percent
Yes	20	74.1
No	7	25.9
Total	27	100

Respondents were asked to identify the factors impacting their ability and/or interest to work as a dental assistant and/or work in a related occupation.

**Factors Impacting the Ability and/or Interest of Respondents to Work as a Dental Assistant and/or Related Occupation**

	Number (n=32)	Percent
Lack of sufficient employment benefits	16	50.0
Poor wages in dental assisting and/or related occupations	11	34.4
Unprofessional behaviour in the dentistry workplace	11	34.4
Lack of employment stability	8	25.0
No full-time job availability in dental assisting or related occupations	2	6.3
No part-time job availability in dental assisting or related occupations	2	6.3
Unsafe working conditions in the dentistry workplace	2	6.3
Moved to a location where my certification is not recognized	2	6.3
Family responsibilities (e.g., caring for own child(ren) or relative(s))	2	6.3
Lack of accessible / affordable childcare	2	6.3
Pregnancy, or maternity or parental leave	1	3.1
Prefer not to answer	2	6.3

### About to Start a New Job as a Dental Assistant and/or Related Occupation

Respondents were asked to identify how they came to leave their most recent position as a dental assistant or related occupation. If they quit the position on their own initiative, they were asked to identify the factors that contributed to their decision to leave the job.

#### Manner in which Respondents left their Most Recent Position as a Dental Assistant or Related Occupation

	Number	Percent
I was laid off due to cost cutting / staff reduction	15	34.1
I quit the position on my own initiative	12	27.3
I was laid off due to personal performance related issues	6	13.6
I was laid off due to the business closing or relocating	4	9.1
I was laid off due to a business merger	4	9.1
Other	2	4.5
Prefer not to answer	1	2.3
Total	44	100

#### Factors that Contributed to the Decision to Leave Position as a Dental Assistant or Related Occupation

	Number (n=12)	Percent
Unprofessional behaviour in the workplace	8	66.7
Poor wages	4	33.3
Lack of sufficient employment benefits	4	33.3
Unsafe working conditions in the workplace	4	33.3
Work related stress	4	33.3
I wanted a switch to a part-time job but none were available	2	16.7
Lack of employment stability	2	16.7
Pressure / stress related to Covid-19	2	16.7
Lack of accessible / affordable childcare	2	16.7
Personal medical disability or health issues	2	16.7
Work related injury or pain	1	8.3
Family responsibilities (e.g., caring for own child(ren) or relative(s))	1	8.3
Lack of accessible or affordable training to advance my skills	1	8.3
Interest in change and renewal (need for new experiences / challenges)	1	8.3

### Currently Working in an Unrelated Profession

Respondents were asked to identify how they came to leave their most recent position as a dental assistant and/or work in a related occupation. If they quit the position on their own initiative, they were asked to identify the factors that contributed to their decision to leave the job.

#### Manner in which Respondents left their Most Recent Position as a Dental Assistant or Related Occupation

	Number	Percent
I quit the position on my own initiative	31	62.0
I was laid off due to cost cutting / staff reduction	5	10.0
Other	5	10.0
I was laid off due to personal performance related issues	4	8.0
I was laid off due to the business closing or relocating	1	2.0
Prefer not to answer	4	8.0
Total	50	100

#### Factors that Contributed to the Decision to Leave Position as a Dental Assistant or Related Occupation

	Number (n=31)	Percent
Personal choice	14	45.2
Poor wages	13	41.9
Lack of sufficient employment benefits	13	41.9
Work related stress	11	35.5
Lack of interest / motivation to continue to work in dentistry	10	32.3
Interest in change and renewal (need for new experiences / challenges)	9	29.0
Unprofessional behaviour in the workplace	7	22.6
Moved to a new community	5	16.1
Pressure / stress related to Covid-19	4	12.9
Unsafe working conditions in the workplace	3	9.7
Work related injury or pain	3	9.7
Family responsibilities (e.g., caring for own child(ren) or relative(s))	3	9.7
Personal medical disability or health issues	3	9.7
Return to school (retraining / continuing education)	3	9.7
Lack of accessible or affordable training to advance my skills	3	9.7
I wanted a switch to a part-time job but none were available	1	3.2
Stress and/or discomfort related to PPE requirements	1	3.2

Respondents were asked if they would consider returning to work again as a dental assistant and/or in a related occupation at some point. Respondents were also asked to identify the factors impacting their ability and/or interest to return to work as a dental assistant and/or in a related occupation.

**Interest in Returning to Work as a Dental Assistant and/or in a Related Occupation**

Are you interested in working again as a dental assistant and/or in a related occupation?	Number	Percent
Yes	31	66.0
No	16	34.0
Total	47	100

**Factors Impacting the Ability and/or Interest of Respondents to Return to Work as a Dental Assistant and/or Related Occupation**

	Number (n=45)	Percent
Poor wages in dental assisting and/or related occupations	24	53.3
Lack of sufficient employment benefits	18	40.0
Unprofessional behaviour in the dentistry workplace	10	22.2
Family responsibilities (e.g., caring for own child(ren) or relative(s))	10	22.2
No part-time job availability in dental assisting or related occupations	6	13.3
Lack of employment stability	6	13.3
Unsafe working conditions in the dentistry workplace	5	11.1
No full-time job availability in dental assisting or related occupations	4	8.9
Pregnancy, or maternity or parental leave	3	6.7
Personal medical disability or health issues	3	6.7
Lack of accessible / affordable childcare	2	4.4
Moved to a location where my certification is not recognized	1	2.2
Prefer not to answer	2	4.4

## Currently Unemployed

Respondents were asked to identify how they came to leave their most recent position as a dental assistant and/or work in a related occupation. If they quit the position on their own initiative, they were asked to identify the factors that contributed to their decision to leave the job.

### Manner in which Respondents left their Most Recent Position as a Dental Assistant or Related Occupation

	Number	Percent
I quit the position on my own initiative	28	56.0
I was laid off due to cost cutting / staff reduction	9	18.0
I was laid off due to personal performance related issues	5	10.0
I was laid off due to a business merger	4	8.0
Other	3	6.0
Prefer not to answer	1	2.0
Total	50	100

### Factors that Contributed to the Decision to Leave Position as a Dental Assistant or Related Occupation

	Number (n=26)	Percent
Unprofessional behaviour in the workplace	7	26.9
Work related injury or pain	7	26.9
Work related stress	7	26.9
Lack of employment stability	6	23.1
Family responsibilities (e.g., caring for own child(ren) or relative(s))	5	19.2
Lack of sufficient employment benefits	4	15.4
Personal medical disability or health issues	4	15.4
Moved to a new community	4	15.4
Poor wages	3	11.5
Pressure / stress related to Covid-19	2	7.7
Personal choice	2	7.7
I wanted a switch to a part-time job but none were available	1	3.8
Interest in change and renewal (need for new experiences / challenges)	1	3.8

Respondents were asked if they would consider returning to work again as a dental assistant and/or in a related occupation at some point.

### Interest in Returning to Work as a Dental Assistant and/or in a Related Occupation

Are you interested in working again as a dental assistant and/or in a related occupation?	Number	Percent
Yes	52	92.9
No	4	7.1
Total	56	100

Respondents were asked to identify the factors impacting their ability and/or interest to return to work as a dental assistant and/or in a related occupation.

**Factors Impacting the Ability and/or Interest of Respondents to Return to Work as a Dental Assistant and/or Related Occupation**

	Number (n=58)	Percent
Lack of sufficient employment benefits	29	50.0
Family responsibilities (e.g., caring for own child(ren) or relative(s))	19	32.8
Poor wages in dental assisting and/or related occupations	18	31.0
Unsafe working conditions in the dentistry workplace	13	22.4
Unprofessional behaviour in the dentistry workplace	12	20.7
No part-time job availability in dental assisting or related occupations	10	17.2
No full-time job availability in dental assisting or related occupations	5	8.6
Lack of employment stability	4	6.9
Moved to a location where my certification is not recognized	4	6.9
Personal medical disability or health issues	4	6.9
Pregnancy, or maternity or parental leave	3	5.2
Lack of accessible / affordable childcare	1	1.7
Prefer not to answer	2	3.4