

## RESTRAINING ORDER

**Served by fax to 1-866-705-5276, e-mail to [rrdentalagency@yahoo.ca](mailto:rrdentalagency@yahoo.ca) and courier**

August 6, 2010

Cynthia Joy Christie  
o/a River Ridge Dental Placement Agency  
and River Ridge Professionals  
1111 Davis Drive Suite 1-233  
Newmarket Ontario  
L3Y 9E5

Attention: Cynthia Joy Christie

This is a **Restraining Order** issued under the authority of section 46 of the Private Career Colleges Act, 2005 (PCCA, 2005). As the Superintendent of Private Career Colleges, I HEREBY ORDER Cynthia Joy Christie o/a River Ridge Dental Placement Agency and River Ridge Professionals (River Ridge) TO STOP OPERATING IN CONTRAVENTION OF THE PRIVATE CAREER COLLEGES ACT, 2005 (PCCA, 2005).

The detailed reasons supporting my order are set out in Schedule A, attached. In brief, River Ridge is:

- operating as an unregistered private career college, contrary to section 7 of the PCCA, 2005;
- offering vocational programs that are not approved by the Superintendent of Private Career Colleges, contrary to section 8 of the PCCA, 2005;
- charging fees for an unapproved vocational program contrary to section 9 of the PCCA, 2005;
- advertising an unregistered private career college and advertising unapproved vocational programs, contrary to sections 11(1) and (2) of the PCCA, 2005, respectively; and
- Failure to refund all of the fees paid by students where you collected fees before the registration was issued for the college under the PCCA, 2005 and before the vocational program was approved by the Superintendent of Private Career Colleges within 30 days of the day the students delivered to the college

a written demand for the refund, contrary to subsections 25(1) paragraph 3 i. and 25(4)(b) of Ontario Regulation 415/06 made under the PCCA, 2005.

River Ridge must provide written confirmation signed by a person with authority to bind the school, together with all available supporting evidence, that the steps outlined below have been taken. This written confirmation must be delivered **immediately** by registered mail or courier to my attention and confirm that River Ridge:

- has stopped advertising an unregistered Private Career College and unapproved vocational programs that require approval;
- has stopped operating as a private career college;
- has stopped providing unapproved vocational programs that require approval;
- has stopped charging fees for unapproved vocational programs that require approval;
- has provided the ministry with a list including the names and addresses of all current students;
- has provided refunds to students who request refunds in writing and who were enrolled in unapproved vocational programs that require approval;
- is not holding, directly or indirectly, any monies owing to current, former, or prospective students of unapproved vocational programs that require approval;
- is holding student files to be available for the Superintendent's staff to review; and
- will not reopen as a private career college until such time, if any, as it has been registered.

### **Consequences of Failure to Comply with this Order**

Failure to comply with this order may result in any or all of the following actions by the Superintendent:

1. Application for a court order from the Superior Court of Justice to River ridge to comply;
2. The issuance of further Administrative Monetary Penalties;
3. Prosecution for offences under the Act. Upon conviction by a court of that offence
  - a. a corporation is subject to a fine of up to \$250,000;
  - b. an individual is subject to a fine of up to \$100,000, a prison term of up to one year, or both; and
  - c. an officer or director of a corporation who concurs in the commission of the offence, is subject to a fine of up to \$25,000, a prison term of up to one year, or both.

### **Obtaining a Copy of the PCCA, 2005**

As noted above, the applicable legislation is the *Private Career Colleges Act, 2005* and the regulations made thereunder. The legislation and regulations are available at <http://www.e-laws.gov.on.ca>. If you are unable to access any relevant information on e-

laws, you may contact our offices at (416) 314-0500 to request that a copy of the legislation and regulations be sent to you.

Sincerely,

ORIGINAL SIGNED BY

Allan Scott  
Superintendent  
Private Career Colleges

Attachments:        Schedule A – Detailed Reasons for Decision

## Schedule A – Detailed Reasons for Decision

### Contravention of section 7 of the PCCA, 2005 - Prohibition against operating a private career college

On Thursday July 29, 2010 a designate of the Superintendent contacted River Ridge Dental Placement agency (River Ridge) and spoke with Cindy Christie. Ms. Christie answered the phone and identified herself as “*River Ridge Professionals, Cindy Speaking*”. When the caller informed her that she was seeking information on the Dental Receptionist program, Ms. Christie revealed the following information:

- The program offered at River Ridge Professionals was Dental Receptionist/Admin program
- The program runs for 10 weeks (8 weeks full time and 2 weeks strictly co-op)
- The program would be from 9am -1pm (4 hours) from Monday-Friday for a total duration over 10 weeks of 400 hours
- The total cost of the program is \$2,500.00
- The next available start date would be either the end of August or beginning of September
- A class is currently running right now and is soon upon graduation
- A few candidates are ready to start this coming September.

On August 3, 2010 a former student submitted a copy of a letter from Cindy Christie in which Ms. Christie confirms that she is offering a program. Specifically the letter states:

*“I explained that the course was 10 weeks long of which the first 3 to 4 weeks they receive their academic training, computer usage, and terminology of dental practice. The next 4 weeks they are expected to work in a co-op placement for up to 6 hours for one day per week and the balance of the week is spent reviewing their training and a series of tests. The last 2 weeks they spend on a full time co-op experience applying the skills they have acquired....At this time she enrolled in the course and paid the seminar fee of \$2500.00*

By admitting that there are students currently enrolled in the Dental Receptionist/Admin program and confirming both the class schedule and future start dates, it is clear that River Ridge is operating an unregistered private career college in contravention of section 7 of the *Private Career Colleges Act, 2005*.

### Contravention of section 8 of the PCCA, 2005 - Prohibition against providing vocational programs

On Thursday July 29, 2010 a designate of the Superintendent contacted River Ridge Dental Placement agency (also known as River Ridge Professionals) and spoke with Cindy Christie. Ms. Christie answered the phone and identified herself as “*River Ridge Professionals Cindy Speaking*”. When the caller informed her that she was seeking information on the same program, Ms. Christie revealed the following information:

- The program offered at River Ridge Professionals was Dental Receptionist/Admin program

- The program runs for 10 weeks (8 weeks full time and 2 weeks strictly co-op)
- The program would be from 9am -1pm (4 hours) from Monday-Friday for a total duration over 10 weeks of 400 hours
- 
- The total cost of the program is \$2,500.00
- The next available start date would be either the end of August or beginning of September
- A class is currently running right now and is soon upon graduation
- A few candidates are ready to start this coming September.

On August 3, 2010 a former student submitted a copy of a letter from Cindy Christie in which Ms. Christie confirms that she is offering a program. Specifically the letter states:

*"I explained that the course was 10 weeks long of which the first 3 to 4 weeks they receive their academic training, computer usage, and terminology of dental practice. The next 4 weeks they are expected to work in a co-op placement for up to 6 hours for one day per week and the balance of the week is spent reviewing their training and a series of tests. The last 2 weeks they spend on a full time co-op experience applying the skills they have acquired....At this time she enrolled in the course and paid the seminar fee of \$2500.00*

On August 3, 2010 the Private Career Colleges Branch received a copy of an invoice from a former student who enrolled in the "Dental Reception/Office Administration Course". The invoice shows that the student paid \$2500.00 to River Ridge Dental Agency for a Dental Reception/ Office Administration program. A copy of the invoice is attached below:

**RIVER RIDGE**  
Dental Placement Agency

**INVOICE**  
#00509

please note current address:  
1111 Davis Drive, Suite #1-233  
Newmarket, Ontario  
L3Y 9E5  
416 876-2286 or 905 715-2160

Invoice Date: \_\_\_\_\_ STUDENT: \_\_\_\_\_  
HARP STAFFING & TRAINING - WE NOW Accept VISA & MC

Services Rendered: OFFICIAL TAX RECEIPT: TUITION \$2500.00  
Dental Reception / Office Administration Course  
Duration: 10 Week Full-time Program

PAID IN FULL \$2500.00  
Tuition from this Invoice: \$2500.00  
Balance from previous Invoice: \$0.00  
Total Balance Due: \$0.00

Thank you for your Business  
Payment due upon receipt  
Please make cheque payable to River Ridge Dental Placement Agency

By admitting that there are students currently enrolled in the Dental Receptionist/Admin program, confirming both the class schedule and future start dates, and through the gathering of evidence that includes an invoice for student, it is clear that River Ridge is providing an unapproved vocational program in contravention of section 8 of the *Private Career Colleges Act, 2005*.

### **Contravention of section 9 of the PCCA, 2005 – Charging Fees for Unregistered Private Career College and Unapproved Programs**

On August 3, 2010 a former student submitted a copy of a letter from Cindy Christie in which Ms. Christie confirms that she is charging a fee. Specifically she stated “*I explained that the course was 10 weeks long of which the first 3 to 4 weeks they receive their academic training, computer usage, and terminology of dental practice. The next 4 weeks they are expected to work in a co-op placement for up to 6 hours for one day per week and the balance of the week is spent reviewing their training and a series of tests. The last 2 weeks they spend on a full time co-op experience applying the skills they have acquired....At this time she enrolled in the course and paid the seminar fee of \$2500.00*”

On August 3, 2010 the Private Career Colleges Branch received a copy of an invoice from a former student who states that she was enrolled in the “Dental Reception/Office Administration Course”.

A copy of the invoice is attached below:

**RIVER RIDGE**  
Dental Placement Agency

**INVOICE**  
#00509

please note current address:  
1111 Davis Drive, Suite #1-233  
Newmarket, Ontario  
L3Y 9E5  
416 876-2286 or 905 715-2160

Invoice Date: \_\_\_\_\_ STUDENT: \_\_\_\_\_  
HARP STAFFING & TRAINING - WE NOW Accept VISA & MC

Services Rendered: OFFICIAL TAX RECEIPT: TUITION \$2500.00  
Dental Reception / Office Administration Course  
Duration: 10 Week Full-time Program

PAID IN FULL \$2500.00  
Tuition from this Invoice: \$2500.00  
Balance from previous Invoice: \$0.00  
Total Balance Due: \$0.00

Thank you for your Business  
Payment due upon receipt  
Please make cheque payable to River Ridge Dental Placement Agency

By admitting that a fee is charged in the Dental Receptionist/Admin program, and through the gathering of evidence that includes an invoice for student, it is clear that River Ridge is charging a fee for an unapproved vocational program in contravention of section 9 of the *Private Career Colleges Act, 2005*.

### **Contravention of section 11 of the PCCA, 2005 – Advertising Unregistered Private Career College and Unapproved Programs**

On Tuesday August 3, 2010 the Private Career Colleges Branch received a fax from a former student showing a copy of a complaint. Attached to the fax was a copy of an invoice and advertising material for River Ridge Dental Placement agency (also known as River Ridge Professionals), “Dental Reception Training”

A copy of the advertisement is attached below:



**RIVER RIDGE PROFESSIONALS  
1111 DAVIS DRIVE – SUITE 1-233  
NEWMARKET, ONTARIO L3Y 3E2**

Greetings,

River Ridge Professionals is a Dental Placement Agency providing Staffing, Training and Consulting services to all professionals in the dental industry.

For more than 5 years we have proudly placed dental staff locally within York Region, the Greater Toronto Area and province wide throughout Ontario. In addition to Full Time, Part Time, Temporary/Short Term Leave and Permanent Staffing we offer **Dental Reception Training**.

Our comprehensive program includes both classroom training and co-op experience. We have found that many dental offices are receptive to having additional support and have welcomed our students as they are well trained in dental office reception prior to starting their co-op placement including:

- Booking Appointments
- Dental Software Training
- Infection Control
- Effective Recall Systems
- Greeting Patients /Phone Etiquette
- Treatment Co-Ordinating
- Insurance/Billings/Payments
- Office Protocol/Patient Confidentiality

Students will commence their co-op placements during the month of June, in the interim we look forward to questions regarding assistance that our students can provide for your practice or further communication regarding co-op participation.

Kindly,  
Cindy Christie  
Executive Director, River Ridge Professionals

*rrdentagency  
@yahoo*

Phone: 905.715.2160/416.876.2286 Email: info@rrprofessionals.ca  
Web: www.riveridgeprofessionals.ca



RIVER RIDGE PROFESSIONALS  
1111 DAVIS DRIVE – SUITE 1-233  
NEWMARKET, ONTARIO L3Y 3E2

Greetings,

River Ridge Professionals is a Dental Placement Agency providing Staffing, Training and Consulting services to all professionals in the dental industry.

For more than 5 years we have proudly placed dental staff locally within York Region, the Greater Toronto Area and province wide throughout Ontario. In addition to Full Time, Part Time, Temporary/Short Term Leave and Permanent Staffing we offer **Dental Reception Training**.

Our comprehensive program includes both classroom training and co-op experience. We have found that many dental offices are receptive to having additional support and have welcomed our students as they are well trained in dental office reception prior to starting their co-op experience including:

- Booking Appointments
- Dental Software Training *record keeping*
- Infection Control
- Effective Recall Systems *dental tooth numbers & surfaces*
- Greeting Patients /Phone Etiquette *warm environment*
- Treatment Co-Ordinating *patient education*
- Insurance/Billings/Payments *←*
- Office Protocol/Patient Confidentiality *familiar with cancellation procedure to recall patients*

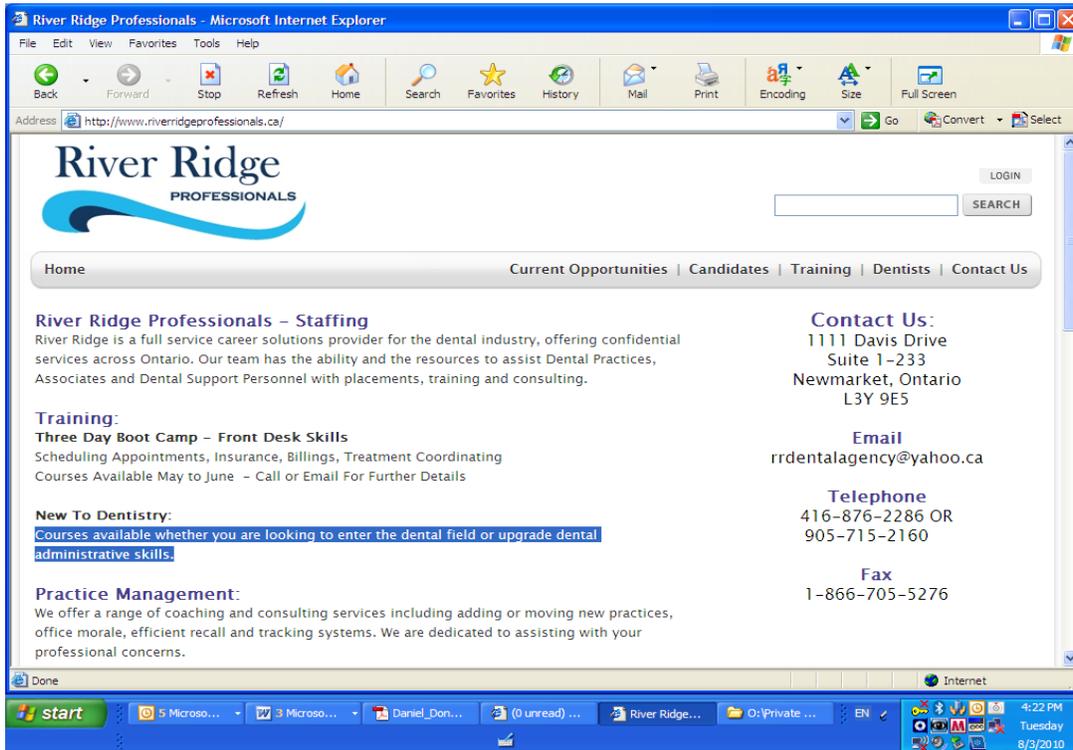
Students will commence their co-op placements during the month of April. In the interim we look forward to questions regarding assistance that our students can provide for your practice or further communication regarding co-op participation.

Kindly,  
Cindy Christie  
Executive Director, River Ridge Professionals

Phone: 905.715.2160/416.876.2286 Email: info@rrprofessionals.ca  
Web: www.riverridgeprofessionals.ca

On Thursday July 29, 2010 and Tuesday August 3, 2010, a designate of the Superintendent reviewed the website of River Ridge Professionals. The website clearly indicates that the school is advertising to individuals who are interested in entry level jobs in Dentistry. The website specifically states “New to Dentistry: Courses available whether you are looking to enter the dental field or upgrade dental administrative skills.” The information included on this website is consistent with information obtained directly from the school’s owner.

[www.riverridgeprofessionals.ca](http://www.riverridgeprofessionals.ca)



Based on the information noted earlier about the cost and length of the program, it fits the definition of vocational programs according to the PCCA, 2005 and corresponds to National Occupational Classification (NOC) code 1414 Receptionists and Switchboard Operators and is thus a vocational program within the meaning of the Private Career Colleges Act, 2005 and is required to be approved by the Superintendent pursuant to section 23 of the Act. Since this college is not registered, and this program is not approved, advertising either of them is prohibited in accordance with section 11 as noted above.

## Legal and Operating Entities

On July 29, 2010, Ministry staff conducted an ONBIS search and found that River Ridge Dental Placement agency (also known as River Ridge Professionals) was registered on January 16, 2010 with Cynthia Joy Christie as the sole proprietor.