



Board of Dental Examiners of Alabama

2229 Rocky Ridge Road, Birmingham, AL 35216

205.985.7267

www.dentalboard.org

PLS.org (Professional Learning Services)

The Dental Hygiene Remediation Program (DHRP) was started in 1988. Since that time, they have helped more than 1000 re-enter their dental careers.

*Hybrid learning experience (combines asynchronous, didactic, and clinical practice) 20 hours – 2 days for the clinical practice, 25 hours for didactic

*Student/Teacher ratio is 3/1

*All instructors are Dental Hygiene Educators

The DHRP has been accepted, as an alternative to retaking a DH Board exam, by the authorized governing entity in the following states:

Colorado
Connecticut
Florida
Georgia
Kentucky
Massachusetts
Virginia
New Jersey
New York
Oregon
Vermont
+several pending

*The program is 45 CEUs.

*Training is conducted in Connecticut and Florida. (Florida is at Palm Beach State College.)

*Cost between \$3200-\$3600 for training only (depends on Connecticut or Florida location)
Program also approved by ADA CERP and AADH (American Academy of Dental Hygiene).
Registered as a CE provider on CE Broker.

Course objectives, course outline, and resume attached.

Contact: Joyce Turcotte, 203-261-2857 www.pls.org



Professional Learning Services, LLC

TITLE: Dental Hygiene Refresher Program

CONTACT: Joyce Ann Turcotte, RDH, M.Ed.; FAADH, PLS Program Director
203-261-2857; Fax: 203-459-2911; jturcotte@pls.org; www.pls.org

PROVIDER APPROVAL: ADA CERP (November 1, 2021 – December 31, 2025)
American Academy of Dental Hygiene (December 2026)

COURSE LOCATIONS: Connecticut and Florida

SCHEDULE: Dates throughout the year

METHOD: Didactic (classroom/online assignments) and clinical practice

COURSE LENGTH: 45+ hours

QUALIFICATIONS: Who can attend:
1. Eligible candidate for the DH Boards
2. State Board authorization for license reinstatement and in good standing
3. DH Licensed candidate

INSTRUCTORS: Instructors are dental hygiene educators with extensive clinical and leadership experience.
Joyce Turcotte RDH, M.Ed., FAADH, Clinical instructor, Dental Hygiene Services, Nova Southeastern University, Pre-Doc Program, FL
Claudia Turcotte CDA, RDH, MS, MSOSH, FADHA, Professor Emerita, Tunxis Community College, CT
Cristina Petonito, RDH, MS, Clinical Instructor, Goodwin College, CT
Kristin Minihan-Anderson RDH, MSDH, Adjunct Faculty, University of New Haven, CT

DESCRIPTION

Current philosophies, theories and practices are incorporated into an intense concentration of didactic and clinical instruction. Direct clinical practice on manikins is a major component of the program with individualized coaching. An initial assessment determines the individual focus of clinical instruction. Appropriate instruments and equipment are provided at a modern dental facility for the clinical component of the course.

General topics include but are not limited to:

- infection control, CDC guidelines, OSHA, HIPAA, legal issues
- cultural diversity, medical history and vital signs, medications, and illnesses
- oral assessment and disease detection, digital x-rays, data collection; Oral pathology
- periodontal health assessment, AAP current staging and grading
- treatment planning, documentation and record keeping, computer software training.
- oral health education, promotion, and disease prevention; CAMBRA
- manual and ultrasonic instrumentation, care, and maintenance; ergonomics
- professional, career and continual learning resources
- new dental products and technologies

PROGRAM OBJECTIVES:

1. Interpret and discuss medical histories and vital signs relevant to patient/client health risks.
2. Recognize HIPAA violations in the context of Dental/DH services.
3. Always demonstrate professionalism.
4. Adhere to the ADHA code of ethics.
5. Discuss the DH scope of practice and legal implications for violations.
6. Understand a patient's bill of rights and treat clients equally.
7. Operate dental equipment in a safe and efficient manner.
8. Apply current concepts in infection control abiding by the CDC guidelines.
9. Follow OSHA safety rules.
10. Explain and justify the importance of a sequential extra and intra oral exam.
11. Produce a diagnostic set of x-ray images and apply safe operating techniques.
12. Identify normal and abnormal radiographic findings.
13. Explain caries management by risk assessment.
14. Accurately document findings in client records including recommended consults and referrals.
- 15.: Interpret a dental and periodontal chart and discuss a treatment plan.
16. Perform services in an ergonomically acceptable manner.
17. Demonstrate the use of dental hygiene diagnostic instruments and technology.

18. Select and apply periodontal instruments appropriate to treatment needs.
19. Demonstrate clinical competency in preparation for DH practical examination and licensure.
20. Perform a DH prophylaxis and evaluate completion using diagnostic and adjunctive aides.
21. Discuss a plan to educate a patient for preventive home care based on assessed needs.
22. Sharpen scalers and curets to preserve original cutting edge.
23. Be current in CPR & AED Healthcare Provider certification.

Note: Course participants practice with partners alongside dental hygiene clinical educators to ensure safety when using new techniques and equipment. Participants should be cautioned of the risks of using limited knowledge when integrating new techniques into their practices.

PLS DENTAL HYGIENE REFRESHER PROGRAM

Due to the maldistribution of practicing registered dental hygienists, creating a shortage in the country, retraining inactive hygienists for employment is essential. Providing efficient, quality retraining accelerates the process of re-education to current standards of care.

GOALS

Dental hygienists shall have an opportunity to return to active dental hygiene practice or pursue public health care setting employment.

Following a prescribed 40-hour course, the dental hygienist will qualify for license reinstatement in select states. This course also prepares a candidate for clinical board exams. Currently licensed hygienists will be able to return to clinical practice with updated skills and knowledge of current techniques and earn CEUs.

PROCESS

I. ASSESSMENT

For tailoring a retraining program, both knowledge and skills are analyzed to identify areas that need development and competence. A self-assessment tool provides insight into the areas requiring the most attention. This is done during the course application process.

II. INSTRUCTIONAL PLAN

Based on the assessments, a recommended individualized retraining program is planned. The program will include the following:

- A. a suggested number of instructional hours and dental science topics
- B. clinical prerequisites and reading assignments relative to the course agenda
- C. number of clinic hours and patient/client classifications
- D. an observation and practice time schedule-self designed
- E. recommended target dates for completion

III. TYPE OF INSTRUCTION

Individualized and small group instruction facilitates an ideal learning environment. Strategies for teaching include lectures and visual presentations, discussion, peer interaction, coaching, demonstrations, activities, and hands on practice. Continuing education courses that support the goals may be recommended in conjunction with this Program. Audio visual aids, typodont models, products and technology, and patients/clients support the learning process.

JAT/2025



Joyce Ann Turcotte, RDH, BS DH Ed., M. Ed, FAADH

B: 203.261.2857 M: 203.218.8233 jturcotte@pls.org www.pls.org

Current Experiences:

Professional Learning Services, Inc., Florida

President and Founder (1987-current)

Develop, manage, and direct dental/dental hygiene continuing education

Responsible for the operations of a small business.

Direct and teach dental hygiene refresher and remediation training programs.

Educational consultant, Dental Hygiene coach and national speaker.

Recognized CE provider by ADA CERP, AADH, LLC, CE Broker.

Coordinate and teach BLS CPR, American Heart Association.

Nova SE University School of Dental Medicine, Department of Periodontology, Davie, FL

Adjunct Faculty, Dental Hygiene (2013-current)

Provide dental hygiene clinical instruction to dental students

Previous Experiences: (1977 – 2022)

Dynamic Dental Education (2015 -current)

Co-founder and developer for an online study guide in dental hygiene exam preparation for candidates and continuing education for dental hygienists

Tunxis Community College, Dental Hygiene, Farmington, CT

Adjunct Faculty, Dental Hygiene

Clinical instructor, education workshops

University of Bridgeport, Fones School of Dental Hygiene, Bridgeport, CT

Adjunct Faculty, online course

Assistant Professor and Student Teacher Coordinator

Community College of Philadelphia, Dental Hygiene, Philadelphia, PA

Instructor and first and second year Clinic Coordinator

Fairleigh Dickinson University, Hackensack, NJ

Adjunct Faculty, Dental Hygiene

Private practice Dental Hygienist, general, periodontal, and pediatric practices (1973 – 2017)

Professional Presentations:

Present nationally on the following topics to small and large groups.

Are you Current in Dental Hygiene and what is the Future?

Educator's Workshop - Faculty Calibration

Life after Dental Hygiene School

New Instrument Design

Advanced DH Clinical Instrumentation

Tips for Delivering Professional Presentations

Teaching Strategies to Improve Patient Education and Motivation

Adult Learner
Patient Adherence/Compliance
Professional Development and EBDM (Oral B program)
Evidence Based Decision Making (Oral B program)

Publications

Author, *Returning to Clinical Practice, Inside Dental Hygiene 2023e*
Co-author, *Highlights of the HIPAA Final Rule, Dimensions, 2013*
Author, *Russia and Poland: An Experience of a Lifetime*, RDH EVillage online, 2008
Author, *Choose Wisely: Which CE is worth your time?* Modern Dental Hygienist, 2008
Lead-author, *Dental Hygiene Refresher and Re-entry*, Contemporary Oral Hygiene, 2006
Author, *The Academy*, RDH Magazine, 2004
Co-author, *What Does It Take for Patient Adherence*, CE course/feature, COH, 2003

Consultant/KOL/Advisory Board

Professional Learning Services, Chair, current
Procter and Gamble/Oral B; current
Hu-Friedy Mfg. Co; current
3M ESPE/OMNI Oral Pharmaceuticals, past
Kuraray; past
Crown Seating; past
Surgitel; current
Private businesses, as needed

Honors/Recognition:

Mentor of Distinction, Philips and RDH national award
American Academy of Dental Hygiene Fellow in Education
Certificate of Appreciation, awarded for teaching contributions to Tunxis Community College
Sigma Phi Alpha, faculty induction
Mabel C. McCarthy CDHA award (promoting dental hygiene in an outstanding manner)
Recognized: *Professional Saavy, Saavy Success, vol. I, ACCESS, Journal of Dental Hygiene, Career Directions Guide, and RDH National Magazine*
Quoted in articles, *JDH ACCESS, Practice Management, Patient Motivation*

Professional Membership/Leadership:

American Dental Hygienists' Association, Awarded life membership.
American Academy of Dental Hygiene, past president
Connecticut Dental Hygiene Association, past president, newsletter editor, State and local delegate, local trustee
Permanent Commission on the Status of Women CDAC, past
DH Forum Moderator, over 5000 members worldwide, current
DH licenses in Connecticut and Florida, current

Education:

Local Anesthesia Certification, University of Bridgeport, CT
CPR Instructor Trainer-Faculty, American Heart Association
M. Ed. Psycho-educational Processes, Temple University, PA
B.S. Dental Hygiene Education, University of Bridgeport, CT
A.A.S. Dental Hygiene, New York City Community College, NY

References and details available upon request



Professional Learning Services

Periodontal Instrument Set Up

Replace instruments in the following sequence: Left to Right

1. Double sided magnified mirror
2. ODU 11/12 perio explorer
3. UNC12 – 12mm periodontal probe
4. SN1379 anterior sickle scaler
5. SCNEVI39 - posterior sickle scaler
6. SBH 5/6 - universal curette
7. Gracey 1/2 – anterior curette
8. Gracey 11/12 or 15/16 mesial posterior curette
9. Gracey 13/14 distal posterior curette

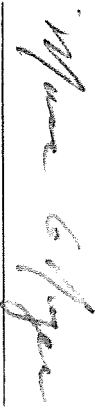
Diamond Sharpening Card & testing stick for sharpness

ADA C.E.R.P.[®] | Continuing Education
Recognition Program

Professional Learning Services, LLC
is an ADA CERP Recognized Provider.

The provider has been reviewed by the Commission for Continuing Education Provider Recognition and has been
awarded a 4-year term as an ADA CERP Recognized Provider of continuing dental education.

11/1/25 - 12/31/29



Marc G. Nugger, DDS
2024-2025 Chair
Commission for Continuing Education Provider Recognition

CCEPR COMMISSION FOR
CONTINUING EDUCATION
PROVIDER RECOGNITION

American Dental Association
401 North Michigan Ave, Suite 3300
Chicago, IL 60611-4250
<https://ccepr.ada.org/>



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CRDTS – CARE Remediation (Calibrate-Administrative-Remediate-Educate)

- *CRDTS has been in business for over 50 years.
- *Program is approved by PACE – Academy of General Dentistry – Program Approval for Continuing Education
- *Custom for licensee and custom for Board
- *Two full days of program – 15 hours onsite
- *Covers Perio, staging and grading Perio, recordkeeping, and hand skills practice.
- *Homework component for didactic.
- *There are five subject matter experts.
- *For private remediation, \$5150 which does not include an exam.
- *Groups of 3 or more, \$3605 and also does not include an exam.
- *All work is completed on simulated manikins
- *Training is done in Topeka, Kansas

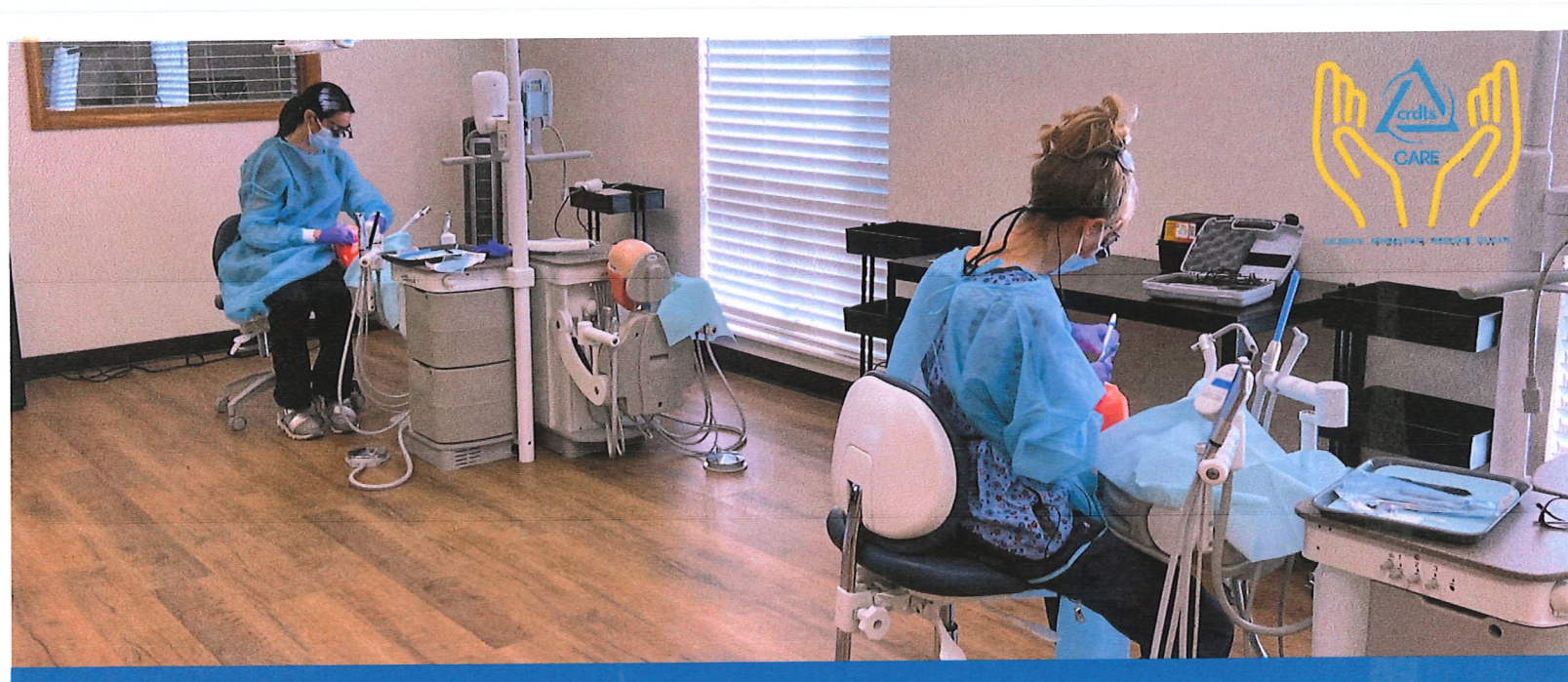
Our CARE program offers comprehensive dental remediation, dental hygiene remediation, and re-education for state boards and individual licensees or students. Covering both dental and dental hygiene, our experts offer professional evaluations and instruction tailored to your needs.

CRDTS' Professionals are highly educated and trained to assist state dental and dental hygiene boards as well as practicing professionals.

www.crdtscore.com

785-273-0380

Contact: Catrice Opichka <Catrice@crdts.org>



CRDTS Programming for Wyoming Hygienists

One Day & Two Day Programs that meet the 8 hour and 16 hour Wyoming hands-on continuing education requirements.

CRDTS custom education is approved by the Wyoming Dental Board to meet their requirements for individuals returning to dental hygiene after a lapse of practice. This program is held in our Topeka Learning/Testing Center in Topeka, Kansas. Continuing education credits are given at the completion of the course.

Hands-On Continuing Education Topics

General Topics

- Medical Emergency Preparedness
- Treating Complex Patients
- Recordkeeping
- Ethics in Dentistry

Periodontal Coursework

- Periodontal Assessment Technique Exercises
- Periodontal Assessment Documentation Exercises
- Periodontal Staging and Grading Exercises
- Attached Gingiva and CAL Exercises

Oral Cancer Exam

- Head and Neck Exam
- Review of Palpation Techniques
- Oral Cancer Risk Factors

Hand-Skills Assessment

- Calculus Detection
- Calculus Removal
- Universal Curette
- Gracey Curette
- Ultrasonic Scaler

Contact Us

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