

# **COO Strategic Plan 2026 – 2028**

## **1.0 – Public Pillar**

**Goal Statement/End:** Safer and more inclusive patient care.

### **Detailed Outcomes:**

- 1.1 Patients have access to resources and information on the role of registered opticians as healthcare providers.
- 1.2 A reduction in risk to patients as a result of unauthorized practice.
- 1.3 Patient care is more inclusive and culturally safe.
- 1.4 Concerns about the conduct of opticians are addressed in a manner that is proportionate to the relative risk, transparent, accessible and timely.
- 1.5 There is a sufficient number of qualified opticians to meet the needs of Ontario patients.

## **2.0 – Registrant Pillar**

**Goal Statement/End:** The College is relational, accessible and responsive to changes in technology and evolving patient expectations.

**Detailed Outcomes:**

- 2.1 Standards, guidelines, policies and processes are in place that support opticians in responding to changing patient expectations with respect to services (e.g. myopia management), products, technologies (e.g. artificial intelligence) and modes of dispensing (e.g. remote and mobile).
- 2.2 College processes and services are fair, relational and accessible to all registrants, applicants and members of the public.
- 2.3 Registrants have access to high quality continuing education resources, including resources on diversity, equity and inclusion and cultural safety and humility.
- 2.4 Professionalism, critical thinking and communication skills are prioritized in the provision of opticianry services.
- 2.5 The College facilitates the interprovincial mobility of registered opticians in Canada.

## **3.0 – Organization Pillar**

**Goal Statement/End:** The College demonstrates regulatory leadership through governance excellence.

**Detailed Outcomes:**

- 3.1 The College continues to embrace proactive governance practices that foster efficiency and public trust.
- 3.2 Diversity, equity and inclusion are integrated within the College's internal governance structure and decision-making processes.
- 3.3 Board and committee selection is carried out in a manner that is competency-based and barrier-free.
- 3.4 The College is seen as a leader amongst regulators in terms of efficiency, collaboration and public trust.
- 3.5 The College builds capacity toward ensuring Indigenous and other equity deserving voices are represented at the board and committee level.