

EXECUTIVE COMMITTEE REPORT

December 2024 Executive Committee
Report to the Board of Directors

2024 Committee Members:

Derick Summers, RO, Chair, Elected Member
Kevin Cloutier, RO, Vice-Chair, Elected Member
Stephen Kinsella, Chair, Public Member
Peggy Judge, Public Member
Tonya Nahmabin, RO, Elected Member

Number of meetings since the September Board Meeting:

- November 18, 2024.

Report:

1. General Business

The Executive Committee heard the Registrar's Report and reviewed the Board Agenda. The Executive reviewed the meeting dates for 2025 and the board survey results regarding virtual and in-person meetings and will make recommendations to the board at the December meeting.

2. Exercise of Board Powers in Between Meetings

Under section 12 of the Health Professions Procedural Code, the Executive Committee has all of the powers of the Board for any matter that, in the Committee's opinion, requires immediate attention, other than the power to make, amend, or revoke a regulation or by-law. Where the Executive Committee exercises this power, it must report on its actions to the Board at its next meeting.

The Executive Committee has not exercised its powers to act as the Board since the last meeting.

3. Finance Committee

Financial Statements

The Executive reviewed the 2024 financial variance reports to October 31, 2024, and the 2025 draft budget.

Submitted by:

Derick Summers, RO, Chair, Elected Member

CLINICAL PRACTICE COMMITTEE REPORT

December 2024 Report to the Board of Directors

Committee Members:

Parneet Dhillon, RO, Chair, Appointed Member
Grazyna Sepczynska, RO, Vice-Chair, Elected Member
Elliot Borins, Appointed Member
Parminder Kalsi, RO, Appointed Member
Stephanie Kelly, RO, Appointed Member

Number of meetings since the September Board Meeting: 0

Report:

This year, the Committee carried out a scheduled review of the Standards of Practice and Practice Guidelines. An initial consultation took place in Spring 2024 to gather feedback from registrants and other sources on areas where more guidance or clarity is needed.

The Committee reviewed the feedback and provided direction to the administration team who continue to work on the areas identified as needing:

- updating
- clarification
- additional guidance

A draft of the proposed updates will be reviewed by the Committee in early 2025 and then circulated for feedback.

Submitted by:

Parneet Dhillon, RO, Chair, Appointed Member
Peggy Dreyer, Director, Professional Practice and Quality Assurance

GOVERNANCE COMMITTEE REPORT

December 2024 Committee Report to the Board of Directors

Committee Members:

Elliot Borins, Appointed Public Member, Chair
Carlos Pacheco, Elected Member, Vice-Chair
Jamuna Balaram, Appointed Public Member
Lindsay Beriault, Appointed Member
Angelia Brown, Appointed Member

Number of Meetings since September 2024:

- November 8, 2024

Report:

Governance By-laws and Policies

The committee reviewed the following policies as per the Policy Review Schedule set out in the Governance Manual:

1. Relationship with Public and Stakeholders Policy 2-09
2. Registrant Relations Policy 2-10
3. Vote Majority for Termination of a Registrar Policy 3-09
4. Board and Committee Principles Policy 4-07

The committee agreed to recommend that the policies be approved by the board with no changes at its upcoming meeting.

Proposed Governance Reform: Electoral Districts – Stakeholder Feedback

The committee reviewed and discussed the stakeholder feedback which had been gathered from registrants and other system partners during a consultation which took place from June 21 to August 19, 2024 (60 days). The committee considered three options for electoral reform and discussed which would best help to further the college's public interest mandate.

The committee agreed to make a recommendation to the board that Option 1 (A single all-province district) should be adopted. This recommendation and the rationale for this will be presented to the board at its upcoming meeting.

Submitted by:

Elliot Borins, Appointed Public Member, Chair
Sarah Scott, Director, Policy and Governance

PATIENT RELATIONS COMMITTEE REPORT

December 2024 Committee Report to the Board of Directors

Committee Members:

David Milne, Public Appointed Member, Chair
Parneet Dhillon, Appointed Member, Vice-Chair
Paul Imola, Elected Member
Paul Wilk, Public Member
Melissa Campbell, Appointed Member

Report:

Number of Meetings since September 2024 board meeting: 0

Submitted by:

David Milne, Chair, Public Appointed Member
Sarah Scott, Director, Policy and Governance

QUALITY ASSURANCE COMMITTEE REPORT

December 2024 Committee Report to the Board of
Directors

Committee Members:

Tanya Nahmabin, RO, Elected Member, Chair
 Omar Farouk, Public Member, Vice Chair
 Henry Wiersema, Public Member (until June 24, 2024)
 Angelia Brown, RO, Appointed Member
 Melissa Campbell, RO, Appointed Member
 Panos Petrides, Appointed Member

Accreditation Panel Members:

John Battaglia, RO, Appointed Member, Chair
 Robert Quinn, RO, Appointed Member, Vice Chair
 Derick Summers, RO, Elected Member
 Janice Mallette, RO, Appointed Member
 Lindsay Beriault, RO, Appointed Member
 Elisabeth Roche, RO, Appointed Member
 David Milne, Appointed Member

Number of meetings since the September Board Meeting: 1

Report:

Policies and Guidelines

The following policies in the QA Internal Policy Manual were reviewed and updated at the November meeting:

Policy	Amendments
1.2 Defining Professional Portfolio Requirements	Updating the professional portfolio cycle Removing the requirement that “current and inactive” registrants must maintain a professional portfolio Outlining portfolio requirements for registrants who change their status throughout the year
1.4 Maintaining Records	Include that all components of the professional portfolio are to be completed online Remove the requirement all records must be kept for 6 years except for verification of attendance for

	accredited activities
2.1 Defining the Components of the Competency Review and Evaluation Process	<ul style="list-style-type: none"> Updating the CRE selection criteria
2.6 Defining the Competency Review and Evaluation Components and Selection Process	<ul style="list-style-type: none"> Eliminated as it is a duplicate of policy 2.1
2.8 Request for Deferral, Extension or Exemption – Peer and Practice Assessment	<ul style="list-style-type: none"> A provision for staff to grant the deferral or extension provided it meets the criteria of the policy Outlining when the Committee will review an extension or deferral request

Competency Review and Evaluation Selection Process

In November, the Committee made updates to the selection criteria for the Competency Review and Evaluation (CRE) process, which is the mechanism used by the Committee to monitor participation in the QA Program.

The previous selection criteria divided registrants into two risk categories based on their degree of compliance with the QA Program, and then selected a fixed percentage from each group. This has proven difficult to administer in practice because group sizes can fluctuate significantly and, as a result, it is difficult to work toward a target number of audits to carry out.

The new selection criteria will eliminate this challenge by first establishing a target number of audits to carry out in the year and then selecting an equal number of registrants for each risk group to participate in the CRE. For 2025, the Committee has directed that 20% of registrants be selected to participate in the CRE; half will be from the lower risk group and half from the higher risk group.

The Committee considered that the updated criteria would maintain the risk-based approach to the CRE selection by focusing on registrants who did not meet the deadlines established under the QA Program.

Peer and Practice Assessment

Beginning in 2024, the College began randomly selecting registrants to participate in PPAs as part of the Competency Review and Evaluation (CRE) process. Additionally, opticians who fail to complete their annual professional portfolio requirements may be required to participate in a PPA.

The PPA consists of 2 steps:

- Step 1 Chart Review and Practice Profile
- Step 2 Professional Practice Interview

A registrant may be selected to participate in one or both steps of the PPA.

In 2024 the number of registrants selected/ordered to undergo a PPA can be summarized as follows:

PPA Requirement	Randomly Selected	Ordered by QAC
Step 1	8	0
Step 1 & 2	12	2

Of these:

- 5 registrants have been deferred as they are not currently dispensing
- 12 assessments have been completed
- 2 assessments are in progress
- 3 assessments are outstanding

The Committee reviewed the 12 completed assessments; record keeping has been identified as an area of opportunity for all registrants who have completed the PPA to date.

Of the 12 completed assessments:

- 7 were closed with recommendations
- 5 were directed to complete specified learning activities

Respectfully submitted,

Tonya Nahmabin, RO, Chair, Elected Member
Peggy Dreyer, Director, Professional Practice & Quality Assurance

QUALITY ASSURANCE COMMITTEE

Q4 Report

Peer and Practice Assessments

Notable Points:

- Record Keeping has been identified as an area of opportunity for all registrants who have completed a PPA

Outcome	Completed Assessments
No Concerns Identified	0
Closed with Recommendations	7
Specified Continuing Education or Remediation Program Ordered	5

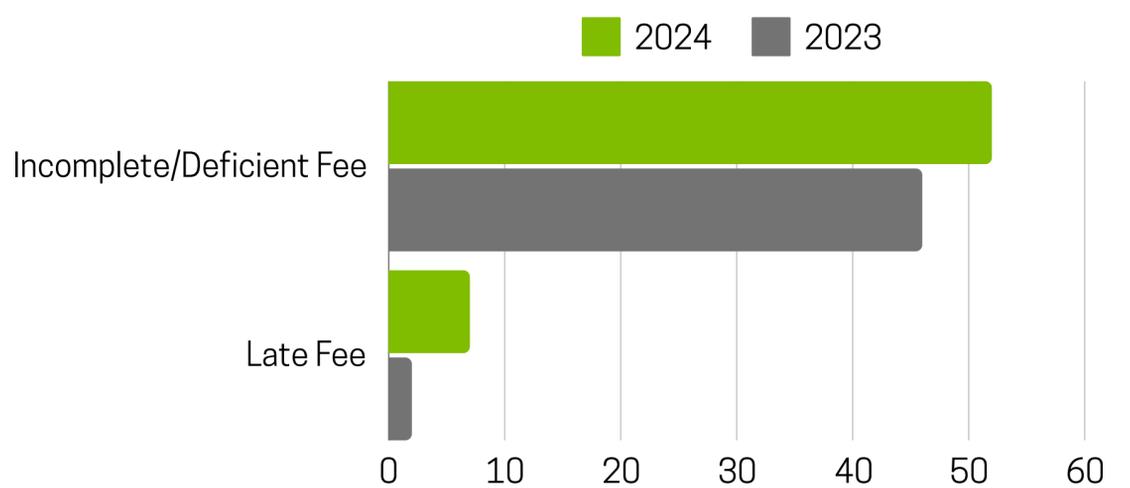
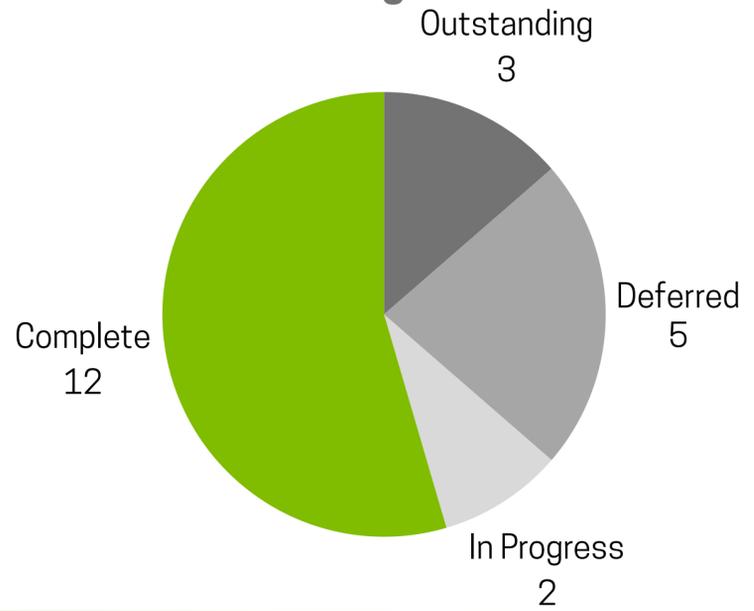
Competency Review and Evaluation Related Fees

Deficient/Incomplete fees are charged where all the required information is not completed. Late fees are charged where the required information is not uploaded by the due date.

Notable Points:

- Beginning in 2024, registrants were charged a fee if their portfolio was either incomplete or deficient.
- 8 Registrants were charged a late fee in 2024 versus 2 in 2023.

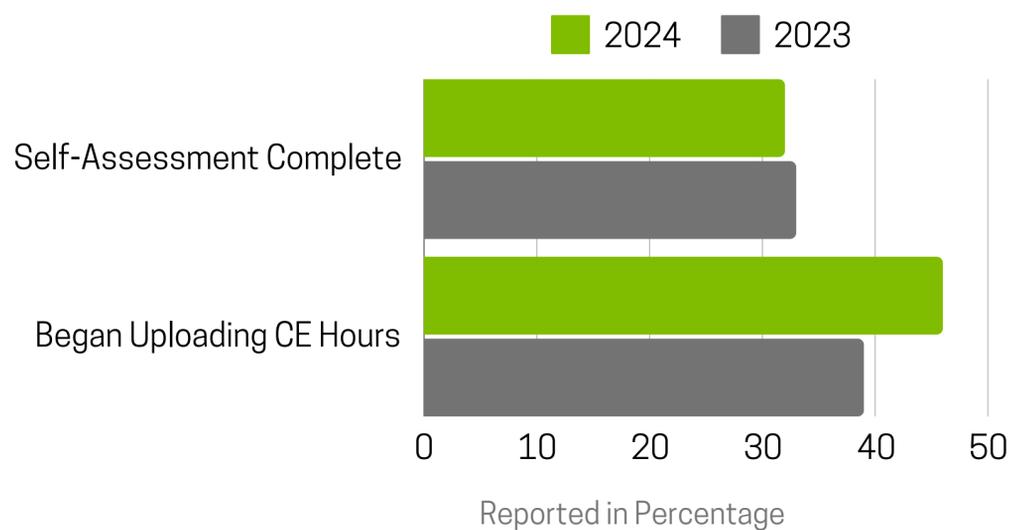
PPA Progress



2024 Professional Portfolio Upload Progress

Notable Points:

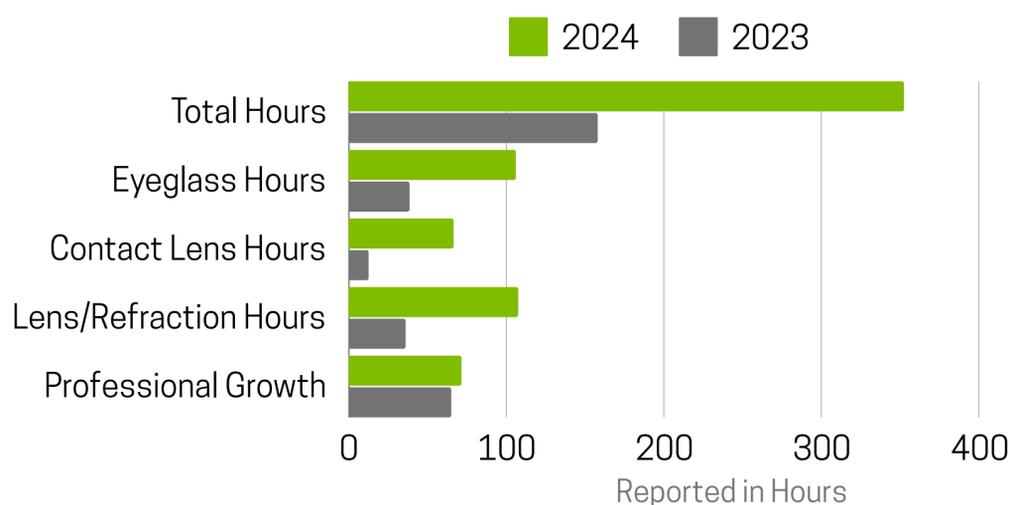
- Registrants have until January 15th to complete and upload their requirements
- Uploads appear to be on trend with last year.



Accreditation Requests

Notable Points:

- YTD 210 Continuing Education Activities have been accredited.
- This represents a 44% increase over the same period in 2023.



DISCIPLINE COMMITTEE REPORT

December 2024 Discipline Committee Report to the Board of Directors

2024 Discipline Committee Members:

<i>Elected Members</i>	<i>Public Members</i>	<i>Appointed Members</i>
David Milne, Chair , Non-RO	Omar Farouk	Jay Bhatt, RO
Tonya Nahmabin, Vice Chair , RO	Stephen Kinsella	John Battaglia, RO
Derick Summers, RO	Henry Wiersema	Robert Quinn, RO
Paul Imola, RO	Peggy Judge	Janice Mallette, RO
Kevin Cloutier, RO	Paul Wilk	Stephanie Kelly, RO
Rob Vezina, RO	Alicia Munian	Angelia Brown, RO
Samir Modhera, RO		Parneet Dhillon, RO
Grazyna Sepczynska, RO		Elizabeth Roche, RO
Carlos Pacheco, RO		Lindsay Beriault, RO
		Melissa Campbell, RO
		Parminder Kalsi, RO
		Elliot Borins, Non-RO
		Jamuna Balaram, Non-RO
		Panos Petrides, Non-RO

Number of meetings since last Board Meeting: n/a

REPORT:

Seven members of the Discipline Committee completed the Health Profession Regulators of Ontario's Discipline Orientation Workshop in the Spring.

The following matters have been referred to the Discipline Committee:

Matter	Hearing Date
<i>College of Opticians v. Janmohamed</i>	TBD

Decisions were issued in the following matters and are available on the College's website:

College of Opticians v. Mitchell

Submitted by:

David Milne, Chair, Appointed Member
Tertia van Jaarsveld, Coordinator, Professional Conduct

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

December 2024 Committee Report to the Board of Directors

The role of the Inquiries, Complaints and Reports Committee (ICRC) is to review concerns about the conduct and actions of opticians. These concerns come to the ICRC's attention in several ways, including formal complaints, reports from the Registrar, or referrals from the College's Quality Assurance Committee. The ICRC investigates all complaints and reports and determines whether it is appropriate to refer a matter to the Discipline Committee or Fitness to Practice Committee for a hearing, require some form of remedial or educational activity, or take no action. The Committee and Panel composition in 2024 is tabled below.

ICRC Members:

When reviewing cases, the ICRC sits as two independent panels. When necessary, the Chair of the ICRC strikes additional special panels to review appropriate cases.

Panel 1	Panel 2
Samir Modhera, RO, Chair, Elected Member	Alicia Munian, Vice Chair, Public Member
Omar Farouk, Public Member	Peggy Judge, Public Member
Stephen Kinsella, Public Member	Jamuna Balaram, Appointed Member
Elizabeth Roche, RO, Appointed Member	Jay Bhatt, RO, Appointed Member
Robert Quinn, RO, Appointed Member	Kevin Cloutier, RO, Elected Member
	Janice Mallette, RO, Appointed Member

REPORT

Number of ICRC meetings:

The ICRC holds full committee meetings to provide orientation and training and discuss committee policies and other issues of common concern. The balance of ICRC meetings are held as panel meetings to review and dispose of cases.

	2024 YTD	Since Last Board Meeting
Full Committee Meetings	1	0
Panel Meetings	9	3

Panel 1 of the ICRC met on October 18, 2024, to review six complaints. Panel 2 met on September 20, 2024 and November 20, 2024 to review a total of eight complaints. Panel 2 also approved a recommendation to the Executive committee to approve legal proceedings into unauthorized practice.

Complaints

In 2024, the Committee has closed 21 complaints in 2024 year to date, with 1 referral to the Discipline Committee. Additionally, 9 more complaints are in the final stages of completion in which staff are finalizing the Decision and Reasons of the ICRC to send to the parties before the end of the year. In comparison, the ICRC closed 14 complaints by the fourth quarter in 2023.

Registrar's Reports

There are currently 17 ongoing reports, including four opened this year. Year-to-date, the College has closed one report.

Referrals from the Quality Assurance Committee

Currently, 22 referrals from the Quality Assurance Committee are being processed.

Unauthorized Practice (UAP) Reports

Table 4: UAP Reports		
Description	2023	2024 YTD
UAP Reports Received	13	21
Reports Closed	13	18
Reviews On-going	0	3

In 2024, the College has received 21 UAP reports year to date and have managed to successfully close 18. Of the 18 closed, three highlight the right touch approach such as reaching out to the optical store's upper management to ensure documentation they are providing patients and customers are accurate and not misleading, reminding multidisciplinary settings such as big box stores that only registered opticians are performing opticianry duties and confirming student opticians are working under the supervision of either a registered optician or optometrist.

One report opened in 2024 has been escalated to the Executive Committee to approve legal proceedings against unauthorized persons.

Submitted by:

Samir Modhera, RO, Chair, Elected Member

Raj Bhatti, Director, Professional Conduct

INQUIRES, COMPLAINTS & REPORTS COMMITTEE

Q4 Report

Complaints

of Complaints Received (2024 YTD): **18**
 # of Complaints Open (TOTAL) : **28**
 # of Complaints Closed* (2024 YTD) : **21**
 # of Complaints Awaiting** Decisions : **9**

Reports

of Reports Opened (2024 YTD): **4**
 # of Reports Open (TOTAL YTD) : **17**
 # of Reports Closed (2024 YTD) : **1**
 # of Reports Awaiting Decision : **1**

* complaints in which the decision and reasons have been sent to both parties

** complaints in which the ICRC has met and reviewed the files and the decision and reasons is being finalized

Complaint Processing Times

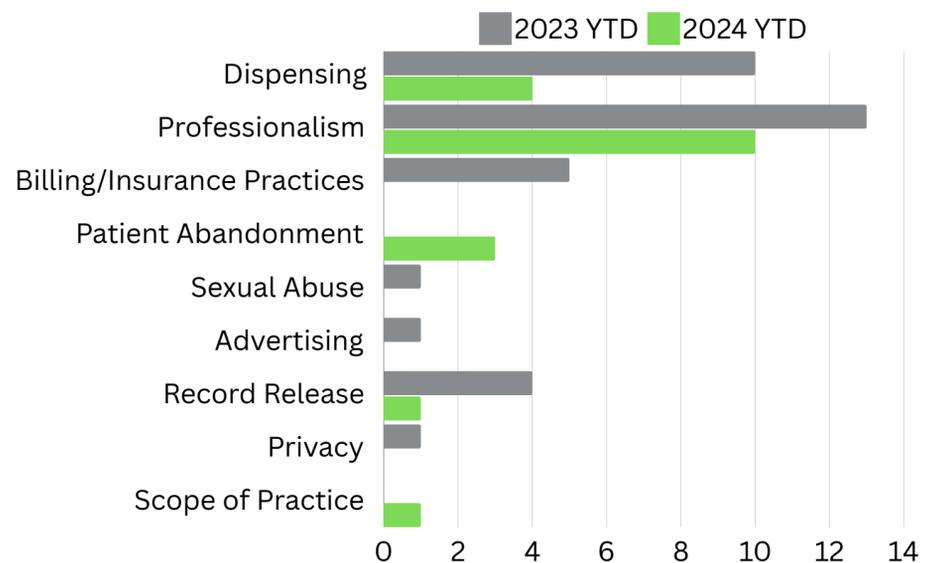
Avg. Days to Process a 2022 Complaint : **351**
 Avg. Days to Process a 2023 Complaint (YTD) : **256**
 Avg. Days to Process a 2024 Complaint : **163**

Complaint Themes

Trends

The themes in Q4 2024 YTD are generally consistent with the themes observed in Q3 2023. However, we are trending to receive a few less total complaints this year.

More than one area of concern may be identified within a complaint.



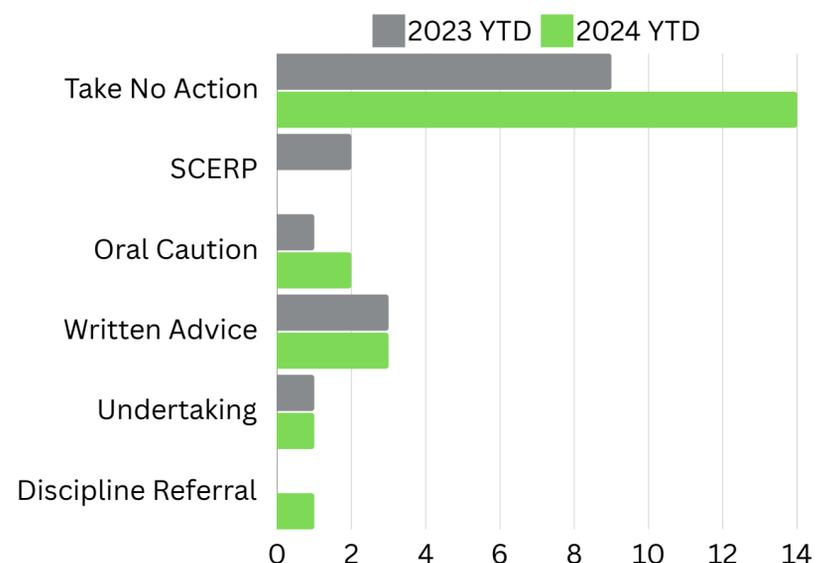
Complaint Dispositions Themes

Trends

Between Jan 2023 to Dec 2023, the College issued 14 decisions.

Between Jan 2024 to Sept 2024, the College issued 21 decisions.

A complaint may have more than one disposition.



Total Open Matters

Number of Open Complaints & Reports

2024 YTD

45

2023 YTD

55

REGISTRATION COMMITTEE REPORT

December 2024 Report to Board of Directors

Committee Members:

Rob Vezina, Chair, RO, Elected Member
Alicia Munian, Vice-Chair, Public Member
Stephanie Kelly, RO, Appointed Member
Jay Bhatt, RO, Appointed Member
Panos Petrides, Public Member

Number of meetings since the October Board Meeting:

- October 2, 2024
- November 13, 2024
- November 27, 2024

Report:

Policy Review

Addendum to the Contact Lens Mentor Policy

The Registration Committee reviewed the temporary addendum to the Contact Lens Mentor policy that addressed the challenges being posed to students in obtaining the requisite number of contact lens fits.

The Committee noted that students in certain opticianry programs continued to face challenges in finding preceptors to supervise the required Rigid Gas Permeable (RGP) lens fits. The Committee further noted that, in early 2025, the College of Opticians of Ontario (COO) is planning to engage in consultations to review the current entry to practice practicum requirements.

For the practicality of finding mentorship, the Committee recommended that the temporary provision to permit contact lens course instructors to act as contact lens mentors remains in effect until the review is completed and the new practicum requirements are put in place.

Life Member Status

The Committee reviewed the impact of the automatic revocation provision under the new Registration Regulation on registrants currently holding Life Member status.

The Committee deliberated on whether Life Member designations should be discontinued, or an alternative mechanism should be implemented to recognize service to the profession. To inform their

decision making, the Committee reviewed an environmental scan regarding life membership or comparable status offered by other Ontario health regulatory colleges.

The Committee subsequently proposed an alternative to the current process that would balance protection of public interest and recognition of service to the profession.

The alternative process proposed by the Committee included renaming the Life Member title to “Honorary Retired Status”; granting the title upon resignation (as opposed to administrative suspension) due to retirement; listing the honorary title holders on a designated webpage instead of the public register; and removing voting privileges to align with other opticians who no longer hold registration with the College.

The Committee’s proposal will be circulated for feedback from registrants and other system partners in January 2025. The results will be presented to the Board for consideration at its meeting in March 2025.

2025 Renewal Enhancements

This renewal year, several enhancements were implemented to assist registrants in understanding the changes introduced by the new Registration Regulation, enabling them to make informed decisions regarding their registration status, and to streamline the renewal process.

Among these improvements were:

- The option to apply to change class in the renewal portal
- Increased messaging throughout the renewal forms and registrant communication pieces, including the COO social media platforms
- Enhancements to the website content, including an expanded FAQ section; and
- An informational webinar to help registrants navigate the changes in the renewal process. The webinar had nearly 500 registrants in attendance.

In addition, a new feature, Online Mentor Renewal, was added to the renewal portal to streamline the renewal process for Contact Lens Mentors.

File Review

The Committee reviewed three initial reinstatement applications (over three years), and one upgrading proposal.

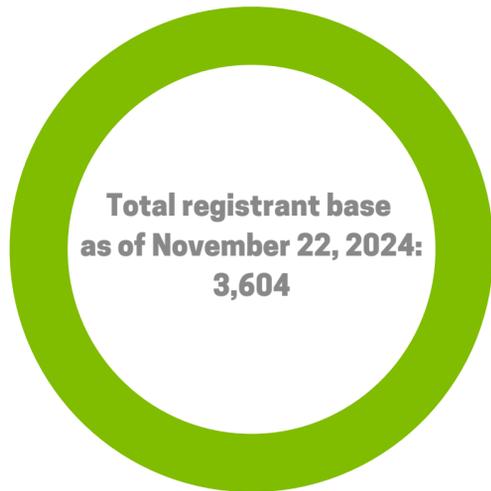
Submitted by:

Rob Vezina, Chair, RO

Anna Jeremian, Director, Registration

REGISTRATION COMMITTEE

Q4 Report



New registrants in each registration category:

A comparison of year-to-date (Jan.1 - November 22, 2024) registrant numbers vs same time periods in 2023 and 2022

Key Trends:

- Intern Optician registration numbers in 2024 and 2023 are consistent with the pre-pandemic registration numbers
- 2024 saw an increase in new RO registrations, which accounted for those who deferred registration in 2023 due to the exam being held later than usual
- The number of internationally trained registrants increased in 2024

