

CLINICAL PRACTICE COMMITTEE REPORT

March 2026 Committee Report to the Board of Directors

Committee Members:

Stephanie Kelly, RO, Chair, Professional Appointee
Parneet Dhillon, RO, Chair, Professional Appointee
Robert Quinn, RO, Professional Appointee
Johanna Whalen, RO, Professional Appointee
Elliot Borins, Community Appointee

Number of meetings to date: 1

- February 19, 2026

Report:

Committee members were provided with orientation and training which included:

- the role of the committee
- an overview of the Standards of Practice, Joint Record Keeping Guidelines and Patient Personal Health Information
- what to expect in the year ahead

Submitted by:

Stephanie Kelly, RO, Chair, Professional Appointee
Peggy Dreyer, Director, Professional Practice and Quality Assurance

DISCIPLINE COMMITTEE REPORT

March 2026 Discipline Committee Report to the Board of Directors

2026 Discipline Committee Members:

Committee Members:

Elected Members

Kevin Cloutier, RO
Derick Summers, RO
Paul Imola, RO
Carlos Pacheco, RO
Parminder Kalsi, RO
John Battaglia, RO
Johanna Whalen, RO

Public Members

Omar Farouk
Stephen Kinsella
Alicia Munian
Carlo Sicoli
Mark Priddle
Greg Chitilian

Appointed Members

Stephanie Kelly, Chair, RO
Jay Bhatt, RO
Robert Quinn, RO
Parneet Dhillon, RO
Elisabeth Roche, RO
Lindsay Beriault, RO
Melissa Campbell, RO
Maximilian Savorini, RO
Audric Beauschene, RO
Patricia Raymond, RO
Elliot Borins, Non-RO
Panos Petrides, Non-RO
Patrick Mott, Non-RO
David Milne, Vice Chair, Non-RO
Elyse Jackson, Non-RO
Rebecca Forte, Non-RO

Number of meetings since last Board Meeting: n/a

Report:

The Discipline Committee anticipates sending its new members to the Health Profession Regulators of Ontario (HRPO) Discipline Orientation Workshops in the Spring.

The upcoming sessions will be held on April 29, 2026 (Basic) and June 9, 2026 (Advanced).

The following matters have been referred to the Discipline Committee:

Matter

College of Opticians v. David Gallo
College of Opticians v. Gopal Puri

Hearing Date

TBD
February 24, 2026

Submitted by:

Stephanie Kelly, Chair, RO Appointed Member

Tertia van Jaarsveld, Senior Coordinator, Professional Conduct

GOVERNANCE COMMITTEE REPORT

March 2026 Committee Report to the Board of Directors

Committee Members:

Carlo Sicoli, Board (Public) Member, Chair
Lindsay Beriault (RO), Professional Appointee, Vice-Chair
Elyse Jackson, Community Appointee
Carlos Pacheco, (RO), Board (Professional) Member
Panos Petrides, Community Appointee

Number of Meetings since December 2025:

- January 16, 2026
- February 12, 2026

Report:*Chair and Vice-Chair Elections*

On January 16, 2026, the committee met to elect its Chair and Vice-Chair for 2026. Carlo Sicoli was elected as Chair, and Lindsay Beriault was elected Vice-Chair.

Orientation and Training

At its February meeting, the committee received orientation and training, including an overview of its role, a review of the board's Policy Governance Framework and Manual, and a briefing on the College's ongoing governance reforms.

Governance By-laws and Policies

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

1. Strategic Outcomes Policy 1-01
2. Vendor Relations & Procurement Management Policy 2-05
3. Role of Board Officers Policy 4-05
4. Appointed Members Policy 4-06

Updates will be proposed to these policies at the upcoming board meeting.

Proposed Amendments to By-Laws – Signing Authorities

The committee reviewed proposed amendments to the by-laws regarding signing authorities for cheques and contracts.

The committee recommended that the Finance Committee advise the board that they approve the proposed amendments.

Pre-Election Training Module Policy (4-18)

The committee reviewed the Pre-Election Training Module Policy and recommended designating *Chapter 4: Introduction to the Regulated Health Professions Act (RHPA)* as the pre-election training module, with this designation to be reviewed every three years.

The proposed amendments will be presented at the upcoming board meeting.

Registrar, CEO Performance Evaluation & Compensation Process Policy (3-06)

At its December meeting, the board requested a review of this policy. The committee recommended amendments requiring the Performance Evaluation/Compensation Sub-Committee to include at least one government-appointed board member to ensure both professional and public perspectives are represented in the performance evaluation process.

The proposed amendments will be presented for consideration at the upcoming board meeting.

Submitted by:

Carlo Sicoli, Board (Public) Member, Chair
Sarah Scott, Director, Policy and Governance

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

March 2026 Committee Report to the Board of Directors

Committee 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
Rebecca Forte, Chair, Appointed Member	Elizabeth Roche, RO, Vice Chair
Alicia Munian, Public Member	Stephen Kinsella, Public Member
Jay Bhatt, RO, Appointed Member	Mark Priddle, Public Member
Audric Beauchesne, RO, Appointed Member	Melissa Campbell, RO, Appointed Member
John Battaglia, RO, Elected Member	Kevin Cloutier, RO, Elected Member

Number of meetings since December 2025 Board Meeting:

The ICRC holds full committee meetings for the purpose of orientation and training, as well as to 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.

Number of Meetings in 2026	
Full Committee Meeting	1
Panel Meetings	0

Number of Meetings Since Last Board Meeting in December 2025	
Full Committee Meeting	1
Panel Meetings	0

Report: On January 26, 2026, the committee had a general orientation and training session, which included presentations by Raj Bhatti, Director, Professional Conduct and Amy Stein, Deputy Registrar. The Committee will be meeting again as a group later this year to meet with Anastasia-Maria Hountalas, Partner, Steinecke Maciura LeBlanc Barristers & Solicitors, for mid-year training.

Committee panel meetings are scheduled for February 27, 2026, and March 23, 2026, in which members will review investigations.

Additionally, the Board of Directors identified areas for the College to explore strategies for early resolutions for conduct matters in the 2023-2025 Strategic Plan (item 1.4.2). Thus, the College has now developed Early Resolution Process which will allow for low-risk identified concerns to be handled and resolved without engaging the formal complaints process. The goal is to satisfactorily address the public's concerns that may not benefit from entering the formal complaint stream. Information for the

public and registrants can be found on the College's website. College staff began to implement this process in 2026, will track its progress and will provide updates in each quarter.

Submitted by:

Rebecca Forte, Chair, Appointed Member
Raj Bhatti, Director, Professional Conduct

INQUIRES, COMPLAINTS & REPORTS COMMITTEE

Q1 Report

Complaints

of Complaints Received (2026 YTD): **2**
of Complaints Open (TOTAL) : **32**

Processing Times

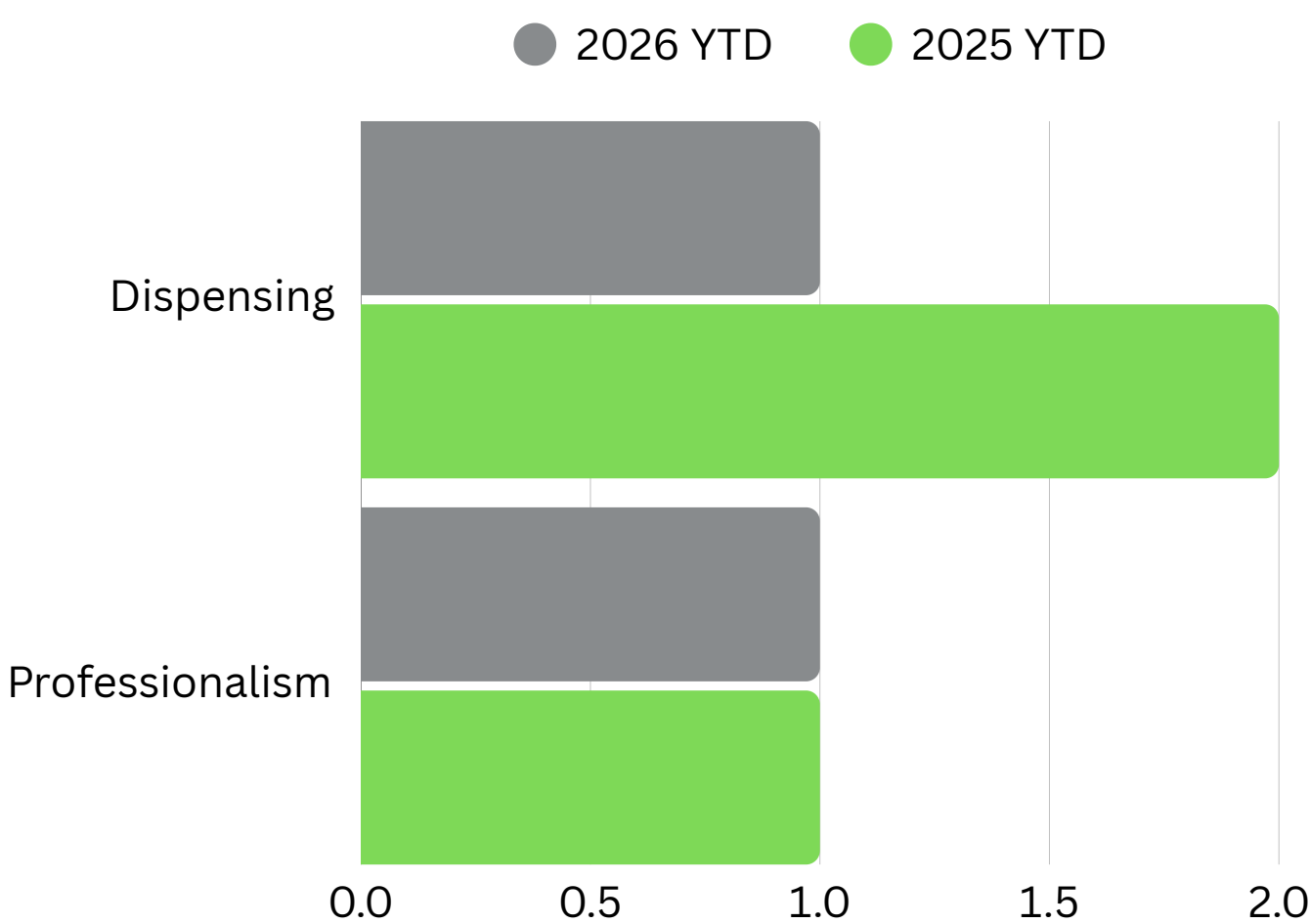
Avg. Days 2023: **368**
Avg. Days 2024: **254**
Avg. Days 2025: **225**

Complaint Themes

Trends

The themes in Q1 2026 YTD are generally consistent with the themes observed in Q1 2025.

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



Reports

of Reports Received (2026 YTD): **3**
of Reports Open (TOTAL): **18**

Unauthorized Practice (UAP)

of UAP Reports Received (2025): **17**
of UAP Reports Closed (2024): **10**
of UAP Reports Received (2026 YTD): **0**

*2 reports are in the court injunction phase

Total Open Matters

	2026 YTD	2025 YTD
Number of Open Complaints & Reports	50	52

PATIENT RELATIONS COMMITTEE REPORT

March 2026 Committee Report to the Board of Directors

Committee Members:

David Milne, Community Appointee, Chair
Paul Imola (RO), Board (Professional) Member, Vice-Chair
Patrick Mott, Community Appointee
Patricia Raymond (RO), Professional Appointee
Maximilian Savorani (RO), Professional Appointee

Number of Meetings since December 2025:

- January 29, 2026

Report:

Chair and Vice-Chair Elections

On January 29, 2026, the committee met to elect its Chair and Vice-Chair for 2026. David Milne was elected as Chair, and Paul Imola was elected Vice-Chair.

Submitted by:

David Milne, Community Appointee, Chair
Sarah Scott, Director, Policy and Governance

QUALITY ASSURANCE COMMITTEE REPORT

March 2026 Committee Report to the Board of Directors

Committee Members:

Stephanie Kelly, RO, Professional Appointee, Chair
Parminder Kalsi, RO, Board Professional Member, Vice Chair
Greg Chitlian, Board Public Member
Omar Farouk, Board Public Member
Patricia Raymond, RO, Professional Appointee

Accreditation Panel Members

John Battaglia, RO, Board Professional Member
Audric Beauschene, RO, Professional Appointee
Lindsay Beriault, RO, Professional Appointee
Melissa Campbell, RO, Professional Appointee
Elisabeth Roche, RO, Professional Appointee
Derick Summers, RO, Board Professional Member
David Milne, Community Appointee

Number of meetings to date: 3

January 15, 2026 – Accreditation Panel Training; Committee Meeting
February 23, 2026

Report:

Chair and Vice Chair Elections

On January 15, 2026, committee members met to elect the Chair and Vice Chair of the 2026 committee.

Orientation and Training

On January 15, 2026, members of the Accreditation Panel were provided with orientation and training related to the Accreditation Policy, reviewing continuing education activities and accreditation categories.

Members of the Quality Assurance (QA) Committee received orientation on the role of the committee, the Competency Review and Evaluation Process, and commonly reviewed files at their meeting
February 20, 2026

The Committee received additional training on the principles of right touch regulation from Ahmad Mozaffari of Steinecke, Macura, Leblanc, and on the powers of the QA Committee from Amy Stein, Deputy Registrar and General Counsel.

QA Portal

Ahead of the 2026 Competency Review and Evaluation (CRE) process, registrants identified as not completing some or all their 2025 Professional Portfolio through their Registrant portal were notified that they may have some deficiencies that required their attention.

Staff were able to identify registrants in the following categories:

- Completed their requirements in their registrant portal but did not upload certificates of completion for the accredited hours reported
- Completed some, but not all, of their professional portfolio requirements in the registrant portal
- Did not complete/upload any professional portfolio requirements in their registrant portal

Competency Review and Evaluation Process

Registrants randomly selected to participate in the 2026 Competency Review and Evaluation process will be notified by email no later than March 16, 2026. In addition to an audit of their 2025 Professional Portfolio, some of these registrants will be selected at random to undergo a Peer and Practice Assessment.

Peer and Practice Assessment Training

The Committee is welcoming back 4 assessors and welcoming 4 new peer assessors. Peer Assessor training is scheduled to take place in March.

Submitted by:

Stephanie Kelly, RO, Chair, Professional Appointee
Peggy Dreyer, Director, Professional Practice & Quality Assurance

QUALITY ASSURANCE COMMITTEE

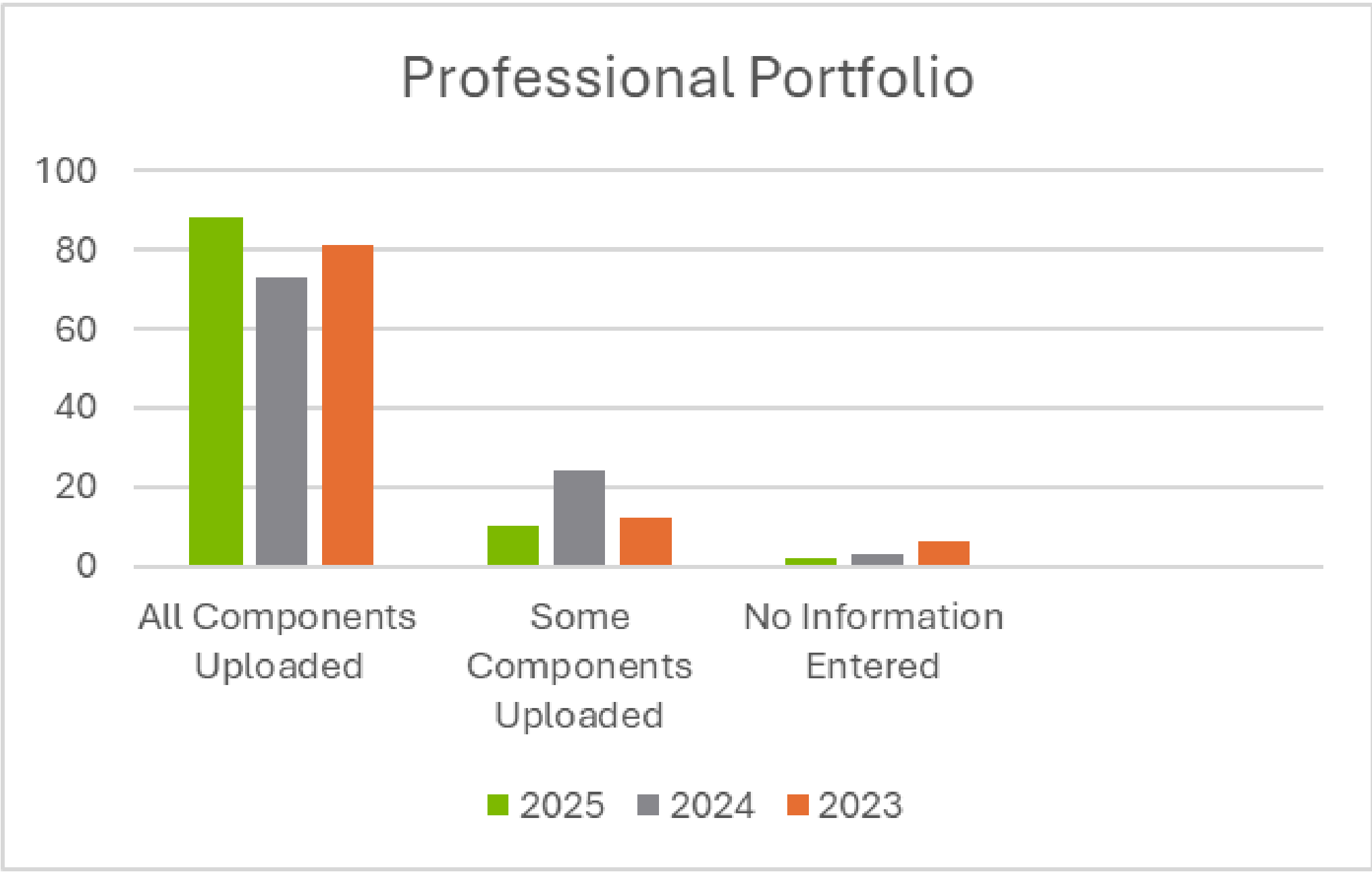
Q1 Report

2025 Professional Portfolio Trends

Registrants were required to upload their 2025 Professional Portfolio by January 15, 2026.

Notable Points

- the number of registrants who uploaded all components of their 2025 professional portfolio has increased by 20%
- the number of registrants who have not uploaded any information has decreased by 33%



Accreditation Requests

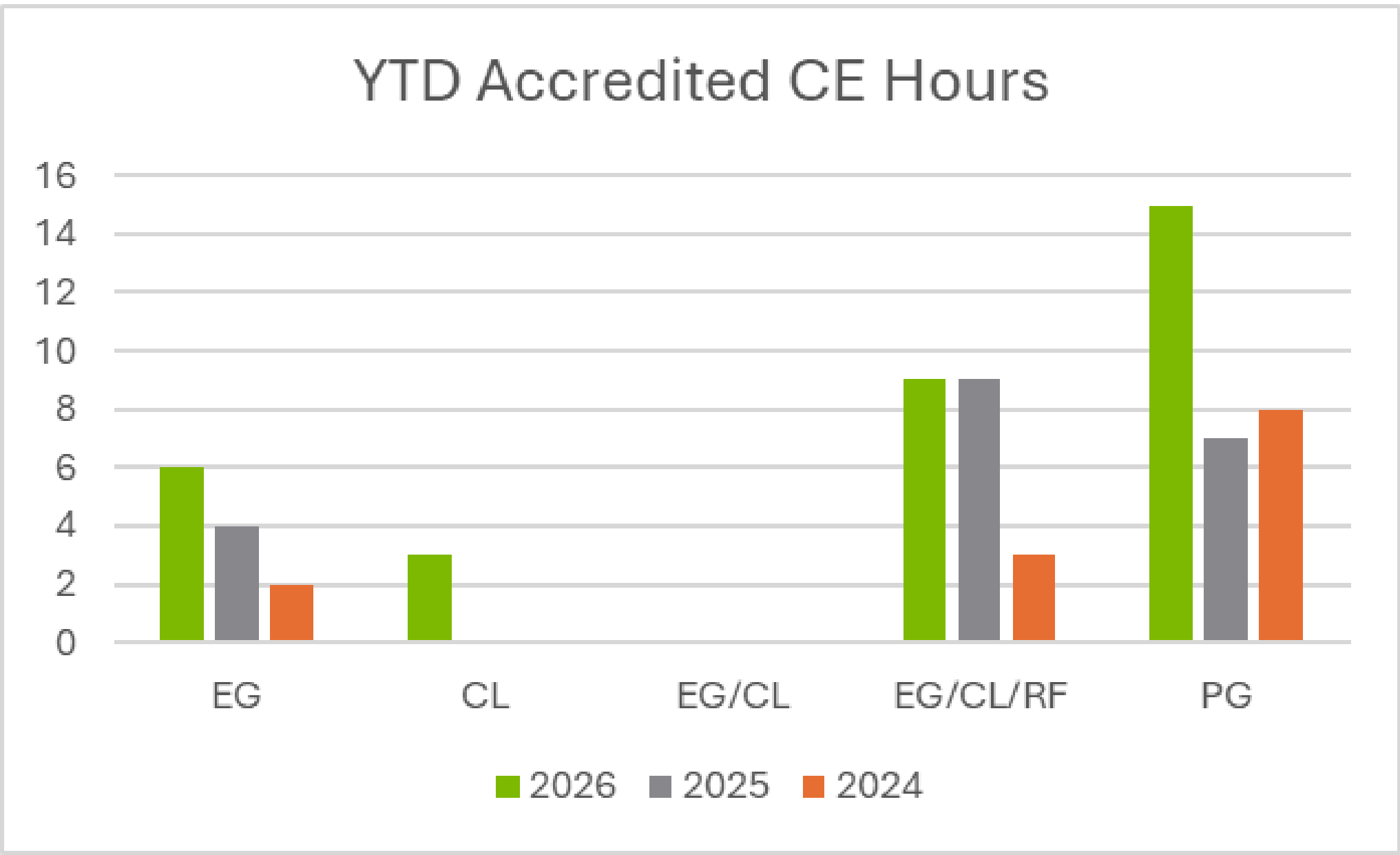
Notable Points:

- 57% of the continuing education activities approved to date have been accredited in the professional growth category
- there is a 33% increase in accreditation requests over this same time period in 2025

Legend*

Eyeglass Hours - EG
Contact Lens Hours - CL
Eyeglass/Contact Lens Hours - EG/CL
Eyeglass/Contact Lens/Refracting Hours - EG/CL/RF
Professional Growth Hours - PG

**Reported in hours*



REGISTRATION COMMITTEE REPORT

March 2026 Report to Board of Directors

Committee Members:

Derick Summers, RO (Chair), Board Professional Member
Parneet Dhillon, RO (Vice Chair), Professional Appointed Member
Alicia Munian, Board Public Member
Robert Quinn, RO, Professional Appointed Member
Maximilian Savorani, RO, Professional Appointed Member

Number of meetings since December Board Meeting:

- January 22, 2026
- February 2, 2026

Report:

Registration Committee Orientation and Training

The Committee received an orientation on the role of the College and the Registration Committee, an overview of the types of commonly reviewed applications, the appeal process, the role of the Office of the Fairness Commissioner (OFC), and fair access law.

The Committee received additional training on the Prior Learning Assessment and Recognition (PLAR) process and the national exams from Julie Therou Zechel, Executive Director of the National Alliance of Canadian Optician Association (NACOR), and on the principles of right-touch regulation from Natasha Danson, partner with Steinecke Maciura Leblanc.

The Committee also confirmed a meeting calendar for 2026.

File Review

There were no files for the Committee to review.

Submitted by:

Derick Summers, Chair, RO
Stephanie Jung, Director Registration

REGISTRATION COMMITTEE

Q1 Report

Registrant Numbers (at February 17, 2026)

3,384

Registered Opticians



2%
From Q4

118

Intern Opticians



38%
From Q4

309

Inactive Opticians



25%
From Q4

- Registration numbers fluctuate throughout the year depending on factors such as the timing of National Examinations & graduation dates. The movement of Intern to the Registered Optician class are the results of the October & November 2025 exam sittings being released.
- The increase to the Inactive class is from movement during the 2026 renewal season.

New registrations in each category (YTD)

97

Registered Opticians



20%

31

Interns



6%
From same
period last year

National Mobility (YTD)

Left Ontario for
another province

4

Registered in
Ontario from
another province

1

2026 Renewal at a Glance (as of February 17, 2026)

3530

Renewals

3273

Registered
Opticians
Renewed

257

Inactive
Opticians
Renewed

94.8% renewal rate

36

Notified the College Not Renewing

26

Resigned

Renewal rate is
in align with
projections

Inactive → RO
17

RO → Inactive
90

- Renewal Deadline was January 15, 2026.
- Suspension occurred on February 17, 2026.
- 2026 is the first year that the Inactive class is renewing.