

REPORT

TO: Board of Directors

FROM: Fazal Khan, Registrar, CEO

DATE: September 28, 2026

SUBJECT: Registrar's Report

Highlights:

- Board Elections
- Registrant Support
- Public Appointments and Staffing Updates
- External Relations
- Administrative Projects

Board Elections:

Elections for three Board positions concluded successfully on September 24th. We are pleased to announce our three new in-coming Board Members who will join the Board effective January 1, 2027:

Melissa Campbell
Stephanie Kelly
Robert Quinn

Elections for these seats fall under the new, One-District elections model. Nominations opened April 23rd and closed on May 22nd. Interest was high and we are pleased to have received a record 8 applicants for the positions. Registrant participation was also higher than historical averages with 15% of the registrant base casting votes. This could be attributed to several factors including a longer window between nominations and elections, allowing candidates to campaign over the summer, a smooth voting experience on the updated Elections Voting Portal as well as the use of social media by the College and candidates, encouraging registrants to cast their vote.

All candidates have been contacted, and those who are eligible were encouraged to consider applying for an appointed member position and/or run in the next election period.

Registrant Support:

The College regularly hosts support webinars for our registrants to assist with understanding updated legislation and policies. The College held a New Registrant webinar on September 10th.

Considering recent developments with the Ontario Opticians Association suspending services, the College has been in touch with the OOA regarding continuing education and professional liability insurance (PLI) offered by them. PLI has been confirmed to be in effect until year end. There are some concerns with gaps in coverage between year-end and the 2027 renewal deadline on January 15th. There are also concerns with registrants receiving proof of attendance certificates. The College has sent out a e-blast to our registrants to bring this to these issues to their attention and to urge proactivity in these matters.

Public Appointments and Staff Updates:

We are pleased to announce that the Minister's office has appointed Rose Cavaliere and reappointed current board member, Omar Farouk to our Board of Directors. Congratulations to both.

After the departure of Ms. Raj Bhatti, Ms. Tertia van Jaarsveld is now Interim Director of the Professional Conduct Department. Ms. Caitlin Hase will be joining the team as a Coordinator on a contractual basis as we finalize the staffing in this department.

External Relations:

We are finalizing our Fall external event dates. Our in-person events tied to the OOA that included Toronto, Ottawa, London and Sudbury are likely not moving forward. The team is connecting with other CE providers to explore participation in live webinars as well as hosting our own events to deliver College Updates. On top of our New Registrant Webinar, we are planning to host webinars on:

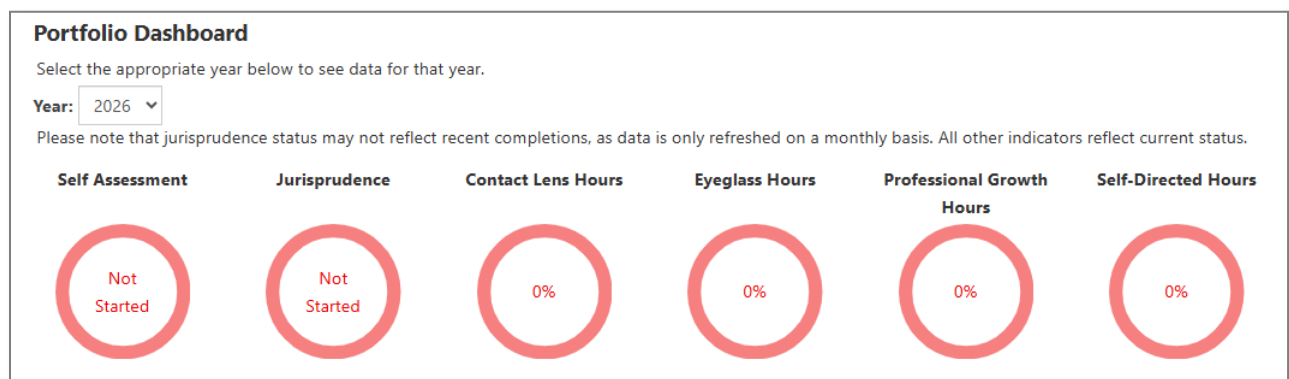
Running for an Elected Board of Directors Position Lunch and Learn Webinar
COO Standards of Practice Lunch and Learn Webinar
COO Renewal Season Webinar

Members of the staff team will be attending the CNAR regulatory symposium being held in Montreal on October 5th and 6th. The NACOR Administrator's National Meeting will follow October 7th.

Administrative Projects:

The administrative team has been working on various internal projects over the summer. Improvements in the way of automations of accounting processes has been underway to streamline our annual audit, improve efficiency and accuracy of financial posting and speeding up processing times. Efforts are underway to improve the user experience for board and appointed members expense submissions as well.

Registrant facing improvements have now been launched in the Quality Assurance area of the Registrant Portal. Registrants can now view a dashboard that provides a live status of the progress of their continuing education portfolio and remaining requirements.



Respectfully submitted,

Fazal Khan, RO Registrar, CEO