

BRIEFING NOTE

TO: Board of Directors

FROM: Derick Summers, Chair, Registration Committee

DATE: September 22, 2025

SUBJECT: Refresher Program
Appendix A: Proposed Refresher Program
Appendix B: Refresher Program Survey Responses
Appendix C: Reinstatement and Changing from Inactive to Active Practice Policy

☒ For Decision

☐ For Information

☐ Monitoring Report

Purpose:

To review the proposed Refresher Program and approve for implementation.

Background:

Amendments to the College of Opticians of Ontario's (the "College") [Registration Regulation](#) came into effect on July 1, 2024, and the new regulation states that individuals who fall into one of the following three categories must complete a refresher program in order to maintain, transfer to, or be granted a certificate of registration with the College as a Registered Optician ("RO"):

- 1) **Registered Opticians who do not meet currency requirements.** Registered Opticians (RO) who do not fulfil the currency requirement will have the option of transferring into the Inactive Class, completing a refresher program or resigning their registration.
- 2) **Registrants wishing to change from the Inactive Class to the Registered Optician class.** As per the [Reinstatement and Changing from Inactive to Active Practice Policy](#), in order to resume active practice, Inactive Opticians will be required to demonstrate that their knowledge and skills are current. Inactive registrants who cannot demonstrate recent practice hours (gained before going inactive or in another jurisdiction), have the option of completing a refresher program that has been set and approved by the Registration Committee.
- 3) **Intern Opticians who have not completed their opticianry program or the examinations within 18 months of the date of their application** and who have not practiced in a manner that would demonstrate they would meet the standards of practice. In this case, in order to be granted a certificate of registration as an RO, the applicant must successfully complete a refresher program or undergo a professional competency assessment.

The Registration Committee reviewed a proposed Refresher Program (Appendix A) at their May 12, 2025 meeting. Upon review and discussion, the Committee agreed that it was important to seek feedback from registrants. The proposed Refresher Program was posted on the College's consultations webpage along with an explanatory note and a survey link for feedback to be provided. The proposed model was circulated via e-blast to registrants (Registered Opticians, Inactive Opticians, Intern Opticians) on July 25, 2025. Individuals were invited to answer survey questions and to provide any comments by 11:59pm August 24, 2025 (31 days). The invitation was also extended to suspended opticians.

A total of 42 responses were received. A summary of the survey results together with comments received, is attached for the Board's review as Appendix B.

Stakeholder Feedback

29 of those who completed the survey identified as a Registered Optician (69.05%). Other respondents included 12 Inactive Opticians (28.57%), and 1 who identified as "other" (2.38%) – an Intern optician.

When asked what their overall opinion of the proposed refresher program was, 30 respondents thought it was a good idea, 5 disliked it, 5 would like changes, and 2 responses fell in the other bucket.

Comments from those who like the proposed refresher program included:

- *This is a through program that will ensure that the public is protected through maintain a high level of skill set in opticians returning to practice after a break. I appreciate that there are different levels of upgrading based on time out of practice.*
- *I like the proposed refresher program, it's a good idea.*
- *I think the proposed refresher program is a fair and practical approach. I appreciate the tiered system based on how long someone has been out of practice, and I like that the modules are online and can be done at my own pace. It's good to see the focus on public safety without making the process too difficult or expensive. Overall, it feels supportive and reasonable*
- *Seems logical.*
- *After reading the refresher program description, it seems to be well thought out in terms of knowledge required after specific time periods of absence from the profession.*

Comments from those who disliked the proposed refresher program included:

- *Too costly*
- *i think it is silly to have to take a refresher program if you are an inactive member. you're still paying the college your yearly dues, and have to complete your CE credits to maintain that status. this sounds like an absolute money grab, especially since you're already brushing up on your opticianary skills doing those said CE credits.*
- *I was incredibly disappointed in this decision.*

- *For interns it is a good idea , for licensed audits, whether they have been practicing or not it's absolutely ridiculously stupid, you're going to have a 50-year-old optician who's probably being licensed for 25 years who maybe had to take a couple years off for a illness go through a Reef refresher course? And let me guess this is gonna cost people money, right?*

Comments from those who would like changes to the proposed refresher program included:

- *Programs should only be implemented after five years. 3-5 years don't erase what you've done most of your life. The first level can be started after 5 years. Upon registering, members should be welcomed and emailed a newsletter with any changes to our standards.*
- *Are the NACOR courses substantive enough for those that have been out of practice for a period of time. Considering adding product knowledge and fitting techniques for new products.*
- *If the Optician can prove they practiced in another Canadian province they should not need to take any refresher to be an RO again in Ontario (just pay the relevant registration fee, pro-rated to the time in the year they requested) as well as any administration fees. Additionally if you can prove you worked in another country in the field of Optics and had core competencies like dispensing, no need to do refresher courses.*
If the Optician or intern has been out of the profession for 12 months or longer then yes a refresher course should be required.

The majority of respondents (26 respondents or 61.90%) felt that the proposed refresher program is fair and reasonable. 8 (19.05%) were unsure and 8 (19.05%) indicated "No". Respondents were encouraged to provide comments if they believed that the proposed refresher program is unfair and/or unreasonable.

Comments included:

- *Former Registered optician already has the ability to practice.*
- *it is unreasonable for someone who is stepping away from being an optician but still paying dues and doing CE credits to keep the status of inactive optician. your knowledge doesn't just magically go away after a year, 5 years, or 10 years of inactivity. regulations don't change often if not at all. it sounds like a complete money grab and a waste of someone's time.*
- *Its not fair for someone whose on maternity leave to come back having to take refresher course again adds more stress as its already is.*

27 (69.23%) respondents agreed that the topics covered in Refresher Level 1 are appropriate for those looking to return to the Registered Optician class from Inactive status after a short period (under 3 years). 3 (7.69%) respondents were unsure. Respondents who disagreed were asked what changes should be made.

Comments included:

- *if someone is inactive for a short amount of time but still doing ce credits to keep their inactive status they should not have to do the refresher course at all. as i said earlier someone's knowledge doesn't just magically disappear.*
- *Start the 1st level after 5 years.*
- *No need to take refresher program as long as they complete the QA credits annually.*

- *In addition to the topics covered in Refresher Level 1, there should also be CE credits from each of the four categories required.*

25 (67.57%) respondents agreed that the topics covered in Refresher Level 2 are appropriate for those looking to return to the Registered Optician class from Inactive status after 3 – 6 years. 8 (21.62%) respondents were unsure. Respondents who disagreed were asked what changes should be made.

Comments included:

- *Not have it.*
- *No change.*

23 (65.71%) respondents agreed that the topics covered in Refresher Level 3 are appropriate for those looking to return to the Registered Optician class from Inactive status after 6 – 10 years. 7 (20%) respondents were unsure. Respondents who disagreed were asked what changes should be made.

Comments included:

- *Refresher Level 3 consider swapping our anatomy and optics for DEI and Communication/Professional Practice.*
- *More than refresher courses on site experience is the best.*
- *When someone is close to 10 years absent from the profession, I believe that they should also have to complete practical on the job hours as part of their reentry that are verified by a current licensed optician.*

The majority of respondents (20 respondents or 57.14%) think the cost of the proposed Refresher Program is fair and reasonable. 9 (25.71%) respondents were unsure. Respondents who disagreed were asked what changes should be made.

Comments included:

- *Cost should only apply to a non practicing or non current status. I dont think an optician currently practicing in another province, whom has paid their dues and provided their yearly required credits should have to pay nor take any type of refresher to obtain or transfer their license with the COO.*
- *You need hands on and in person skills to get back into shape, not go through a college course program that we already spent years completing.*
- *the program is very expensive or time-consuming, making it hard for someone who's already unemployed. If it's being used as a barrier to rehiring rather than genuinely helping you.*

Additional comments received included:

- *Not only should this be considered for inactive but any optician who hasn't practiced in an area for a number of years, for example someone who has not fit contact lenses for many years who is going to be fitting again due to a change in practice environment.*

- *With a practice absence of more than 10 years, assuming there is no CE or other optical study done during this absence, the CGA and modules to fill in the gaps are a good start. However, the College should consider having an individual in this situation complete a semester of the optical program and retake provincial licensing exams as well.*
- *Concerned that entry level may be too easy for an experienced optician and the refresher may be perceived poorly.*
- *I think the programs should be kept to a minimum necessary, basically to new jurisprudence and the College's newer regulations. It should also reflect how many years had one actively dispensed, any complaints or disciplinary actions. Maybe there should be some hours of supervised practice.*
- *Please do it.*
- *stop being greedy. a refresher course is not needed for most professionals. people are just going to want to drop their license if they have to do this meaning less dues and less money for the college. total money grab.*

The Committee inquired whether the response rate was typical for stakeholder consultation and noted that it seemed low. College staff noted that the response rate was lower than expected, and that it may be partially due to registrants not grasping how they may be affected by the program and that responses tend to be lower in the summer.

Addressing Concerns Raised in the Feedback

The Committee examined each concern raised in the feedback to confirm whether the proposed Refresher Program needed to be adjusted based on those concerns.

Concern: Out-of-province hours not counted.

- Out-of-province practitioners will not be affected as experience obtained outside Ontario may be used.

Concern: It is unnecessary for Opticians who have been in practice for a long time and inactive for a brief period of time to complete a Refresher Program.

- it is a standard requirement for health care practitioners to demonstrate currency.

Concern: Cost.

- The program is priced at cost-recovery levels to ensure accessibility and is free for registrants out of practice for less than 3 years. This cost is significantly reduced as under the previous regulation, any individual who was out of practice for less than 3 years automatically had to undergo the competency gap analysis at the cost of approximately \$700. The Inactive class is also now available as a cost-saving option to those who plan to be inactive for a longer period of time. Moving to the Inactive class instead of using the Refresher Program to maintain currency is another way for registrants to keep their costs down.

Concern: Unfair to have the Refresher Program in addition to CE requirements.

- The Refresher Program will only apply to registrants practicing under the currency requirement of 500 hours in 3 years.

Concern: Refresher Program Level 1 threshold should be 5 years and not 3 years

- Three years was selected as the threshold based on environmental scans of other health regulatory bodies. The Refresher program is tiered to account for the different degrees of skill loss.

Concern: Travel expenses

- The Refresher Program is on-demand and can be completed on the registrant's schedule, from whatever location they wish, as it is virtual.

Concern: Seasoned practitioners shouldn't have to do the Refresher Program.

- Healthcare practitioners are expected to keep their skills and knowledge current.

For Consideration:

As noted above, the new regulation requires the College to create a refresher program in order to maintain, transfer to, or be granted a certificate of registration with the College as a Registered Optician.

Based on the feedback received, the Board is asked to consider whether they would like to approve the proposed Refresher Program.

Public Interest Considerations:

The majority of respondents supported the proposed Refresher Program and its aim at making sure that if a registrant is listed as "Entitled to Practice" on the public register, the public can trust that the optician's skills and knowledge are current.

Diversity, Equity, and Inclusion Considerations:

Respondents did not identify any accessibility issues with the proposed Refresher Program.

19 (54.29%) respondents didn't foresee any challenges in completing the proposed program. 4 (11.43%) respondents indicated they foresaw challenges and 12 respondents (34.29%) were unsure. Those who foresaw challenges were invited to elaborate.

Comments included:

- *Babysitting and cost of travel expenses and being out of work.*

The Refresher Program is on-demand and can be completed on the registrant's schedule, from whatever location they wish, as it is virtual. The program is priced at cost-recovery levels to ensure

accessibility and is free for registrants out of practice for less than 3 years. This cost is significantly reduced as under the previous regulation, any individual who was out of practice for less than 3 years automatically had to undergo the competency gap analysis at the cost of approximately \$700.

Risk Management Considerations:

From a risk management perspective, public protection remains at the forefront of this proposed Refresher Program. The program will help ensure that registrants who are looking to return to active practice are current in their knowledge. The tiered Refresher Program is designed so that the longer the registrant is away from practice, the more topics they would need to familiarize themselves with. The Refresher Program is not designed to be an income generating stream but a program to assist registrants in maintaining their professional knowledge.

Action Required:

That the Board approve the proposed Refresher Program for implementation.

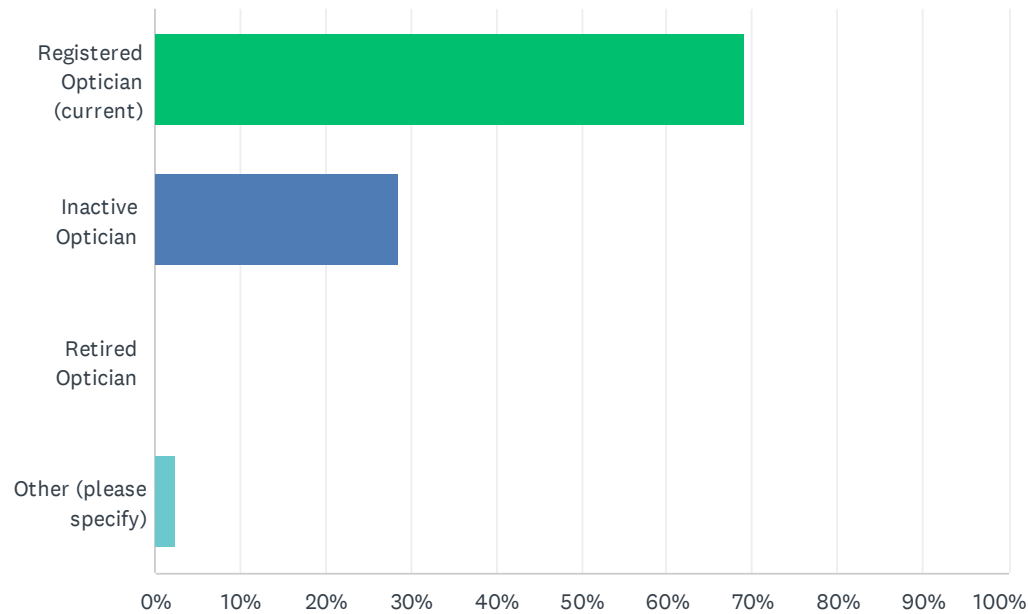
Details of the Proposed Refresher Program

The following chart provides a detailed overview of each level of the proposed refresher program. The chart also identifies those who will be required to undergo a Competency Gap Analysis instead of completing a refresher program, due to a lengthy passage of time since they were last actively practising.

	Required For	Components	Cost
Refresher Level 1	<ul style="list-style-type: none"> Opticians returning from Inactive Status (0 to under 3 years) 	<ul style="list-style-type: none"> Review Standards of Practice and Practice Guidelines (SOP), Code of Ethics Complete one module (written materials and assessment): <ul style="list-style-type: none"> <i>Jurisprudence: Record Keeping</i> 	None
Refresher Level 2	<ul style="list-style-type: none"> Opticians seeking to maintain currency (3 to under 6 years since current) Opticians returning from Inactive Status (3 to under 6 years) Applicants seeking initial registration (Under 6 years since program/exam completion) 	<ul style="list-style-type: none"> Review SOP, Code of Ethics Complete three modules (written materials and assessments): <ul style="list-style-type: none"> <i>Jurisprudence: Record Keeping</i> <i>Dispensing Contact Lens #2 (NACOR)</i> <i>Dispensing Eyeglass #2 (NACOR)</i> 	\$100
Refresher Level 3	<ul style="list-style-type: none"> Opticians seeking to maintain currency (6 years or more since current) Opticians returning from Inactive Status (6 to under 10 years) Applicants seeking initial registration (6 to under 10 years since program/exam completion) 	<ul style="list-style-type: none"> Review of SOP, Code of Ethics Complete six modules (written materials and assessments): <ul style="list-style-type: none"> <i>Jurisprudence: Record Keeping</i> <i>Dispensing Contact Lens #2 (NACOR)</i> <i>Dispensing Eyeglass #2 (NACOR)</i> <i>Anatomy (NACOR)</i> <i>Critical Thinking (NACOR)</i> <i>Optics (NACOR)</i> 	\$250
Competency Gap Analysis	<ul style="list-style-type: none"> Opticians returning from Inactive Status (10 years or more) Applicants seeking initial registration (10 years or more since program/exam completion) 	Complete a virtual competency gap analysis (CGA) via NACOR. The CGA will help determine any gaps in the individual's knowledge. Based on the assessment, they will be assigned modules to bridge the gap in knowledge.	\$700

Q1 Please indicate if you are a:

Answered: 42 Skipped: 0



ANSWER CHOICES		RESPONSES	
Registered Optician (current)		69.05%	29
Inactive Optician		28.57%	12
Retired Optician		0.00%	0
Other (please specify)		2.38%	1
TOTAL			42

#	OTHER (PLEASE SPECIFY)	DATE
1	Intern optician	7/25/2025 3:56 PM

Q2 What is your overall opinion of the proposed refresher program?

Answered: 42 Skipped: 0

#	RESPONSES	DATE
1	I was incredibly disappointed in this decision.	8/21/2025 8:13 PM
2	A refresher program of some type should be provided by not only the regulatory college but other sources like associations.	8/20/2025 8:18 AM
3	Not sure someone out for under 3 years would need a refresher however given what is listed is easy, I don't have an issue with it. Seems to intensify the longer you're out. Is entry to practice enough for seasoned opticians? What will they gain from it?	8/19/2025 4:47 PM
4	I think in general it looks good but cannot comment fully until I am able to review the content of the modules required.	8/19/2025 12:13 PM
5	It will be needed for anyone moving to inactive with intention of returning	8/19/2025 12:12 PM
6	It seems fair and reasonable.	8/13/2025 11:30 AM
7	This is a through program that will ensure that the public is protected through maintain a high level of skill set in opticians returning to practice after a break. I appreciate that there are different levels of upgrading based on time out of practice.	8/12/2025 2:45 PM
8	I like the proposed refresher program, it's a good idea	8/8/2025 4:17 PM
9	I think it will greatly assist the profession by keeping the doors open to those who had to leave for a time for one reason or another.	8/8/2025 10:59 AM
10	A good idea	8/7/2025 11:21 PM
11	Good idea	8/7/2025 11:11 PM
12	i know of many opticians who aren't actually practicing but keeping up with the CE courses. for those that are not up to date, it's very fair to offer the refresher.	8/7/2025 10:07 AM
13	The proposed Refresher Program by the College appears to be a well-structured, accessible, and fair approach to ensuring opticians returning to or maintaining their registration are up to date with current standards. By tailoring requirements based on how long an individual has been out of practice, the program supports both public safety and registrant accessibility. The use of online modules, tiered pricing, and elimination of unnecessary delays helps streamline the process while maintaining accountability and competency. Overall, this initiative reflects a balanced commitment to professional quality and practical implementation.	8/6/2025 6:49 PM
14	I think the proposed refresher program is a fair and practical approach. I appreciate the tiered system based on how long someone has been out of practice, and I like that the modules are online and can be done at my own pace. It's good to see the focus on public safety without making the process too difficult or expensive. Overall, it feels supportive and reasonable	8/6/2025 6:42 PM
15	It seems quite reasonable	8/5/2025 11:00 PM
16	Glad that it's on demand.	7/31/2025 9:04 PM
17	Too costly	7/31/2025 7:53 PM
18	If the Optician can prove they practiced in another Canadian province they should not need to take any refresher to be an RO again in Ontario (just pay the relevant registration fee, pro-rated to the time in the year they requested) as well as any administration fees. Additionally if you can prove you worked in another country in the field of Optics and had core competencies like dispensing, no need to to do refresher courses. If the Optician or intern has been out of the profession for 12 months or longer then yes a refresher course should be required.	7/31/2025 2:50 PM
19	It appears to be reasonable.	7/30/2025 12:41 PM

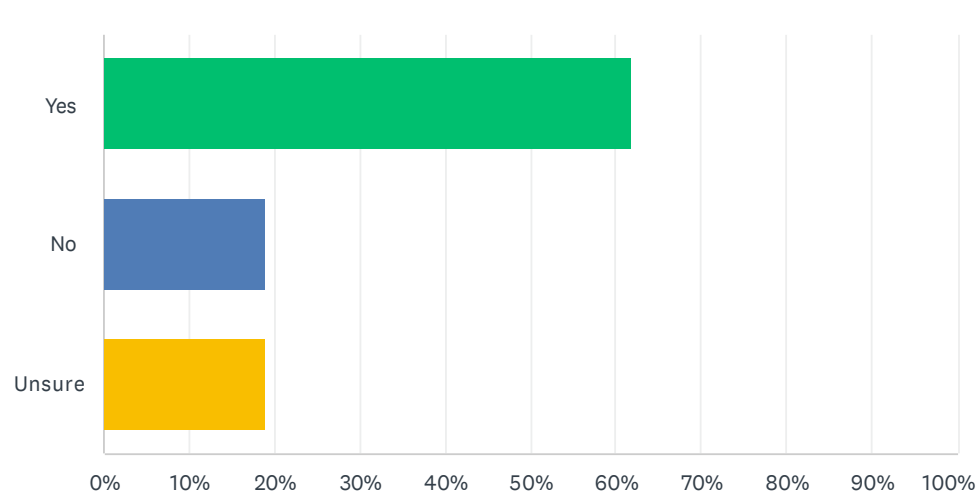
Refresher Program Consultation Survey

Appendix B

20	Refresher is absolutely necessary but for those who hold licence	7/29/2025 10:30 AM
21	Fair. Suggestion: for Refresher Level 3 consider swapping our anatomy and optics for DEI and Communication/Professional Practice.	7/28/2025 4:09 PM
22	Seems logical.	7/28/2025 3:07 PM
23	After reading the refresher program description, it seems to be well thought out in terms of knowledge required after specific time periods of absence from the profession.	7/26/2025 9:40 PM
24	I think it needs to be based on how many years you have been inactive.	7/26/2025 7:04 AM
25	Bad	7/26/2025 5:16 AM
26	Acceptable	7/25/2025 11:37 PM
27	Love it	7/25/2025 3:56 PM
28	It is difficult for me to answer this accurately until I have undergone the process.	7/25/2025 2:33 PM
29	In favor, would like to see the refresher added to more categories	7/25/2025 2:11 PM
30	It is fair	7/25/2025 1:35 PM
31	I basically agree.	7/25/2025 1:33 PM
32	Programs should only be implemented after five years. 3-5 years don't erase what you've done most of your life. The first level can be started after 5 years. Upon registering, members should be welcomed and emailed a newsletter with any changes to our standards.	7/25/2025 1:19 PM
33	I love all of it, what a great opportunity! Some of us as we approach retirement would like to work relatively part-time and remain active with upgrading etc. and have the capacity to do that. I am all for it 110%.	7/25/2025 1:16 PM
34	Should only apply to those who dont practice or in another field	7/25/2025 12:35 PM
35	For interns it is a good idea , for licensed audits, whether they have been practicing or not it's absolutely ridiculously stupid, you're going to have a 50-year-old optician who's probably being licensed for 25 years who maybe had to take a couple years off for a illness go through a Reef refresher course? And let me guess this is gonna cost people money, right?	7/25/2025 12:23 PM
36	i think it is silly to have to take a refresher program if you are an inactive member. you're still paying the college your yearly dues, and have to complete your CE credits to maintain that status. this sounds like an absolute money grab, especially since you're already brushing up on your opticianary skills doing those said CE credits.	7/25/2025 11:29 AM
37	I think is is a good way to keep access to registration/re-registration for individuals whose life circumstances have pulled them in a temporary direction away from the field. ie, a student who was unable to complete a national exam immediately following the program of study	7/25/2025 11:27 AM
38	Super great concept	7/25/2025 11:26 AM
39	Are the NACOR courses substantive enough for those that have been out of practice for a period of time. Considering adding product knowledge and fitting techniques for new products	7/25/2025 11:20 AM
40	refresher program can be reasonable and fair for opticians who lost their job depends on how the structured and why is for that ? It's a great idea for skills update, patient care and safety, professional credibility. But, if an affordable program with subsidies, short and focused ,clear benefits.	7/25/2025 11:08 AM
41	Great! It makes complete sense and I 100% agree with the program.	7/25/2025 10:52 AM
42	Fair	7/25/2025 10:37 AM

Q3 Do you feel that the proposed program is fair and reasonable?

Answered: 42 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.90%	26
No	19.05%	8
Unsure	19.05%	8
TOTAL		42

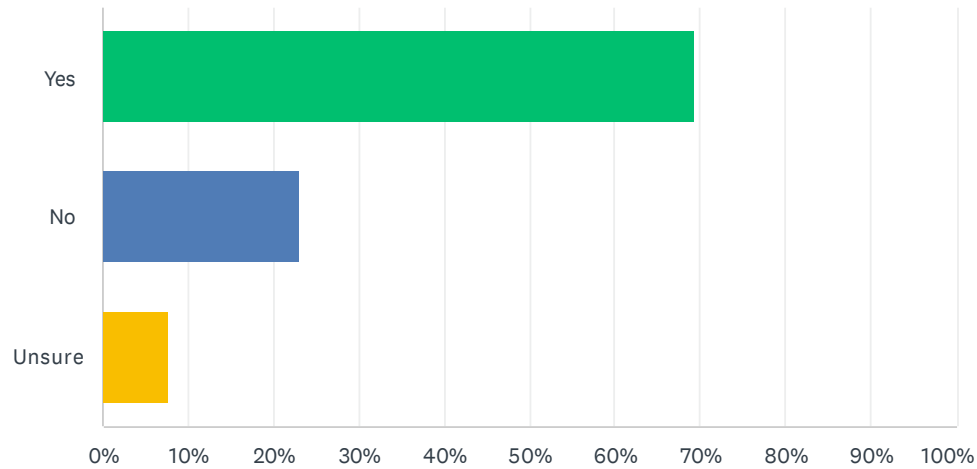
Q4 Why do you feel that the proposed program is unfair and/or unreasonable?

Answered: 7 Skipped: 35

#	RESPONSES	DATE
1	I think it is quite unfair that I would be asked to write a refresher when or if I chose to move to Ontario again in the future. I have been a practicing optician for 10 years now, consecutively! I am currently practicing full time in New Brunswick, I pay dues like everyone else and do my continued education credits as requested by all provinces to keep my license valid. I dont this it is reasonable to ask me for a refresher simply to transfer a license to another province!	8/21/2025 8:13 PM
2	Money making scam	7/31/2025 7:53 PM
3	Because it needs to be dependant on how many years you have not been working as an Optician	7/26/2025 7:04 AM
4	Former Registered optician already has the ability to practice.	7/26/2025 5:16 AM
5	Its not fair for someone whose on maternity leave to come back having to take refresher course again adds more stress as its already is.	7/25/2025 12:35 PM
6	Read my comment above., again you're going to have opticians instead of ben licensed 10: 20 30 years. I've had to take some time off for whatever reason she's none of anybody's business have to do a Reef refresher course and I'll bet any money you guys are gonna charge for it., in terms I agree with who have not been licensed yet.	7/25/2025 12:23 PM
7	it is unreasonable for someone who is stepping away from being an optician but still paying dues and doing CE credits to keep the status of inactive optician. your knowledge doesn't just magically go away after a year, 5 years, or 10 years of inactivity. regulations don't change often if not at all. it sounds like a complete money grab and a waste of someone's time.	7/25/2025 11:29 AM

Q5 Do you think the topics covered in Refresher Level 1 are appropriate for those looking to return to the Registered Optician class from Inactive status after a short period (under 3 years)?

Answered: 39 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	69.23%	27
No	23.08%	9
Unsure	7.69%	3
TOTAL		39

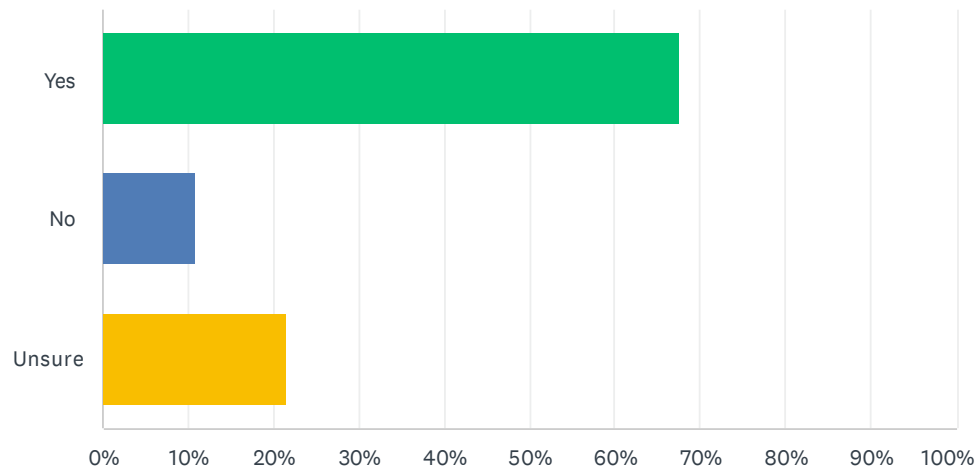
Q6 What changes should be made to the Refresher Level 1 so that it is more appropriate for those looking to return to the Registered Optician class from Inactive status after a short period (under 3 years)?

Answered: 9 Skipped: 33

#	RESPONSES	DATE
1	I dont think a refresher should be asked at all from a practicing optician. I think a refresher should only be asked from an optician who was not currently practicing during the time of reinstatement.	8/21/2025 8:15 PM
2	Na	7/31/2025 7:54 PM
3	In addition to the topics covered in Refresher Level 1, there should also be CE credits from each of the four categories required.	7/26/2025 9:40 PM
4	I feel completing our credits is enough for a 3 year period of being inactive	7/26/2025 7:04 AM
5	No change	7/26/2025 5:16 AM
6	No need to take refresher program as long as they complete the QA credits annually.	7/25/2025 11:37 PM
7	Start the 1st level after 5 years	7/25/2025 1:19 PM
8	It shouldn't even be a thing to talk about or make anybody do unless you're an intern.,	7/25/2025 12:23 PM
9	if someone is inactive for a short amount of time but still doing ce credits to keep their inactive status they should not have to do the refresher course at all. as i said earlier someone's knowledge doesn't just magically disappear	7/25/2025 11:29 AM

Q7 Do you think the topics covered in Refresher Level 2 are appropriate for those who have been out of practice/not current for a moderate period (3 - 6 years)?

Answered: 37 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	67.57%	25
No	10.81%	4
Unsure	21.62%	8
TOTAL		37

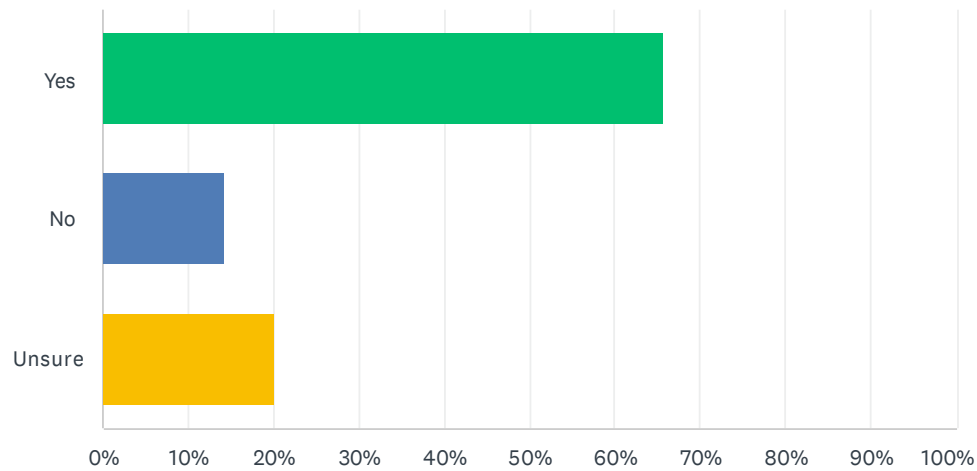
Q8 What changes should be made to the Refresher Level 2 so that it is more appropriate for those who have been out of practice/not current for a moderate period (3 - 6 years)?

Answered: 3 Skipped: 39

#	RESPONSES	DATE
1	Na	7/31/2025 7:54 PM
2	No change	7/26/2025 5:16 AM
3	Not have it	7/25/2025 12:23 PM

Q9 Do you think the topics covered Refresher Level 3 are appropriate for those who have been out of practice/not current after an extended absence (6 - 10 years)?

Answered: 35 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	65.71%	23
No	14.29%	5
Unsure	20.00%	7
TOTAL		35

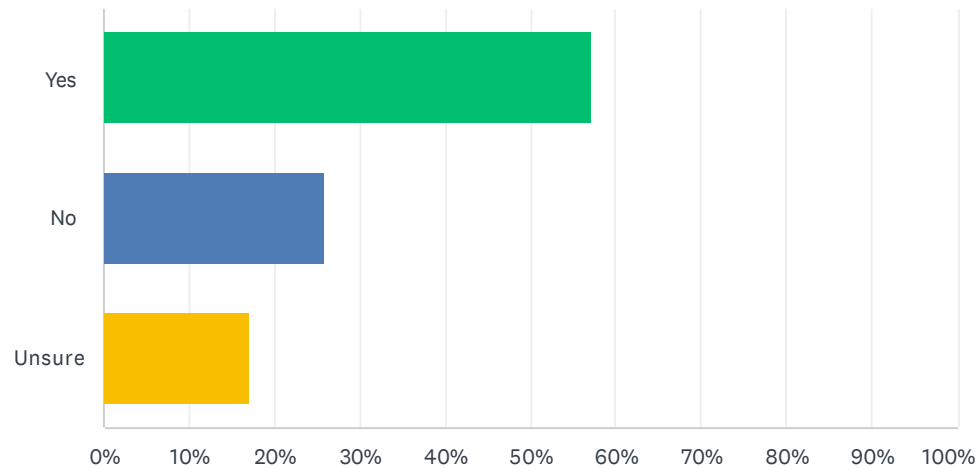
Q10 What changes should be made to the Refresher Level 3 so that it is more appropriate for those who have been out of practice/not current after an extended absence (6 - 10 years)?

Answered: 5 Skipped: 37

#	RESPONSES	DATE
1	More than refresher courses on site experience is the best.	7/31/2025 7:54 PM
2	Refresher Level 3 consider swapping our anatomy and optics for DEI and Communication/Professional Practice.	7/28/2025 4:10 PM
3	When someone is close to 10 years absent from the profession, I believe that they should also have to complete practical on the job hours as part of their reentry that are verified by a current licensed optician.	7/26/2025 9:40 PM
4	No change	7/26/2025 5:16 AM
5	It's redundant	7/25/2025 12:23 PM

Q11 Do you think the costs of the proposed refresher course are fair and reasonable?

Answered: 35 Skipped: 7



ANSWER CHOICES		RESPONSES	
Yes		57.14%	20
No		25.71%	9
Unsure		17.14%	6
TOTAL			35

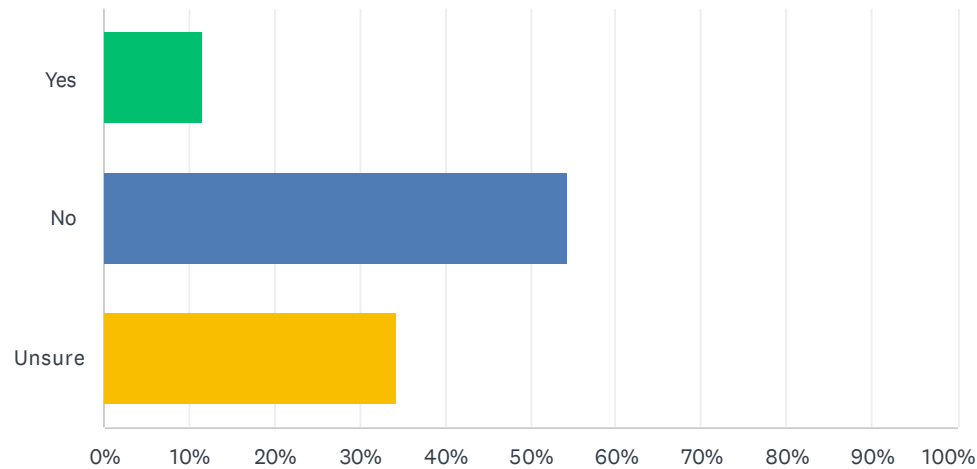
Q12 Why do you think the costs of the proposed refresher course are not reasonable?

Answered: 9 Skipped: 33

#	RESPONSES	DATE
1	Cost should only apply to a non practicing or non current status. I dont think an optician currently practicing in another province, whom has paid their dues and provided their yearly required credits should have to pay nor take any type of refresher to obtain or transfer their license with the COO.	8/21/2025 8:20 PM
2	You need hands on and in person skills to get back into shape, not go through a college course program that we already spent years completing.	7/31/2025 7:55 PM
3	We pay one of the highest fees already for a medical profession and whenever I have called the college I get voicemail and sometimes it has taken a week to get a call back. That's unacceptable especially during renewal season.	7/26/2025 7:04 AM
4	No need for refresher course	7/26/2025 5:16 AM
5	The \$700 cost for the CGA is to high given what expected wage is for the occupation.	7/25/2025 2:33 PM
6	It's online. Computers can do it all. Small fees are reasonable.	7/25/2025 1:19 PM
7	It's an absolute cash grab, seriously how much more are we supposed to be paying for everything?	7/25/2025 12:23 PM
8	because it sounds like a complete money grab. our wages aren't substantial enough to warrant having to do a refresher course like this. our dues constantly go up, many of us have to pay for liability insurance, and many of us make about \$30/h. again this sounds like a total money grab and unnecessary. it's just going to be a deterrent for opticians to not want to come back if they were inactive. that would effectively give the college less money instead of more. make the refresher course optional for people not mandatory. this refresher course hasn't been needed before-and guess what nothing bad happened. it is a solution to a problem that was never there to begin with	7/25/2025 11:29 AM
9	the program is very expensive or time-consuming, making it hard for someone who's already unemployed. If it's being used as a barrier to rehiring rather than genuinely helping you.	7/25/2025 11:08 AM

Q13 If you need it, do you foresee any challenges in being able to complete the proposed refresher program?

Answered: 35 Skipped: 7



ANSWER CHOICES		RESPONSES	
Yes		11.43%	4
No		54.29%	19
Unsure		34.29%	12
TOTAL			35

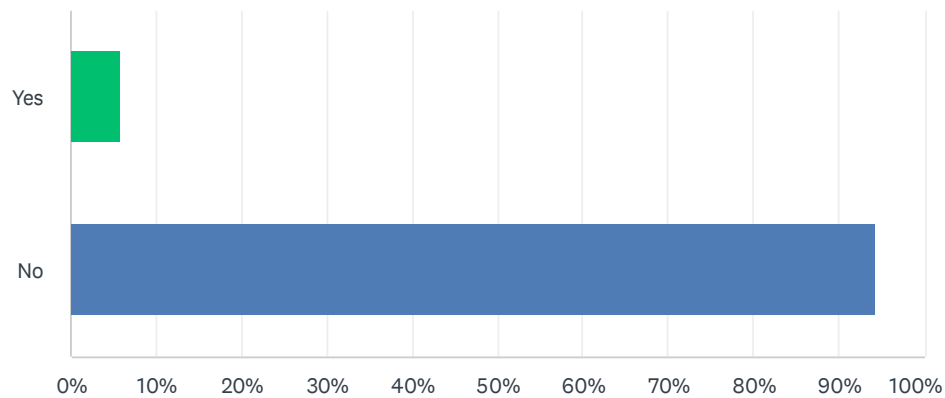
Q14 If yes, what are those challenges?

Answered: 4 Skipped: 38

#	RESPONSES	DATE
1	Its ridiculous	7/31/2025 7:56 PM
2	A registered Ontario Optician should be able to move within Canada to other provinces and prove they are working in the profession without needing to retake courses to prove their knowledge.	7/31/2025 2:51 PM
3	The former has the ability to practice without getting any refresher courses.	7/26/2025 5:16 AM
4	Babysitting and cost of travel expenses and being out of work	7/25/2025 12:35 PM

Q15 Are there any accessibility issues you would like to raise that might relate to your ability to complete the proposed refresher program?

Answered: 35 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	5.71%	2
No	94.29%	33
TOTAL		35

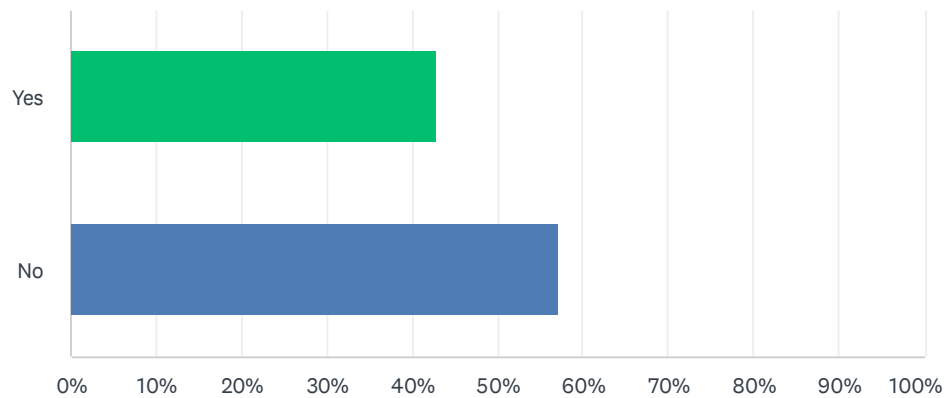
Q16 What accessibility issues would you like to raise?

Answered: 2 Skipped: 40

#	RESPONSES	DATE
1	Does not make nay sense	7/31/2025 7:56 PM
2	Easy online access through the COO to the refresher material required	7/25/2025 11:27 AM

Q17 Do you have any additional comments or concerns regarding the refresher program?

Answered: 35 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	42.86%	15
No	57.14%	20
TOTAL		35

Q18 If yes, what additional comments or concerns would you like to provide?

Answered: 15 Skipped: 27

#	RESPONSES	DATE
1	I think it is truly insulting for a province, whom I have practiced in before for almost 6 years, with a perfect record- to ask or question my ability to work as an optician in your province again in the future. I have paid my dues for 10 years and have worked everyday in the field since 2016. I find it rather insulting that you would make me pay money to get a refresher to practice in your province again. We have talked about returning to Ontario in the future and this change has greatly impacted my decision to return. Your dues are one of the highest of all provinces, and now you are asking us to pay additional cost for a refresher program although we are currently licensed outside of your province. I don't find this reasonable at all.	8/21/2025 8:31 PM
2	Concerned that entry level may be too easy for an experienced optician and the refresher may be perceived poorly	8/19/2025 4:49 PM
3	Full accurate commenting cannot happen without reviewing the content of the modules required.	8/19/2025 12:17 PM
4	Not only should this be considered for inactive but any optician who hasn't practiced in an area for a number of years, for example someone who has not fit contact lenses for many years who is going to be fitting again due to a change in practice environment.	7/30/2025 12:44 PM
5	Please explain step by step the process, timeframe and cost to become an RO again in one simple document to make it achievable with ease.	7/28/2025 3:10 PM
6	With a practice absence of more than 10 years, assuming there is no CE or other optical study done during this absence, the CGA and modules to fill in the gaps are a good start. However, the College should consider having an individual in this situation complete a semester of the optical program and retake provincial licensing exams as well.	7/26/2025 9:40 PM
7	I think that this is being implemented as just another money grab in a time when Canadians are struggling to make ends meet. We pay enough for our registration & credits now. We don't need another cash grab.	7/26/2025 7:04 AM
8	Under the pretext of protecting patients, coo is making the unnecessary changes, which causes time and cost.	7/26/2025 5:16 AM
9	Lets try and keep the questions limited to practical application of an opticians role (not multiple complex formulas used on board exams decades ago) that were never used on the job.	7/25/2025 2:33 PM
10	Some chain opticals that are limited to a small selection of products lose there skills over time , they should be included	7/25/2025 2:11 PM
11	I think the programs should be kept to a minimum necessary, basically to new jurisprudence and the College's newer regulations. It should also reflect how many years had one actively dispensed, any complaints or disciplinary actions. Maybe there should be some hours of supervised practice.	7/25/2025 1:33 PM
12	Please do it.	7/25/2025 1:16 PM
13	stop being greedy. a refresher course is not needed for most professionals. people are just going to want to drop their license if they have to do this meaning less dues and less money for the college. total money grab	7/25/2025 11:29 AM
14	When will the refresher program become available? I am currently an inactive class optician looking to return to practice in the near future and am keen on completing the course.	7/25/2025 11:26 AM
15	Financial and time support. Also, College can help to find job for those seeking for position with connections to companies. Like "worksite "in Colleges .	7/25/2025 11:08 AM

REGISTRATION POLICY

Reinstatement and Changing from Inactive to Active Practice

This policy applies to all registrants who wish to reinstate a certificate of registration that has been suspended for non-payment of fees (non-renewal), or to change their status from Inactive to Registered Optician.

Reinstatement

Reinstatement refers to the process for re-issuing a certificate of registration that has been suspended for non-payment of fees/non-renewal.

The process for reinstatement of a certificate of registration that has been suspended for non-payment of fees is outlined below. It is important to note the following:

- **Registrants must meet all requirements and pay fees:** For reinstatement to occur, registrants must meet the requirements for reinstatement outlined below and pay any required fees. This includes demonstrating that their knowledge and skills are current. A refresher program is available for registrants who are not able to demonstrate the minimum number of recent practice hours.
- **Reinstatement must be to the same class as before:** A registrant may only be re-issued the same certificate that they held prior to being suspended. In other words, a registrant who held a certificate of registration in the Registered Optician class must be reinstated into the Registered Optician class and a registrant who held a certificate of registration in the Inactive class must be reinstated into the Inactive class. Once reinstated, registrants will be permitted to change into a different registration class.
- **Certificates suspended for more than 3 years will be revoked:** Under the Registration Regulation, opticians whose certificates of registration have been suspended for non-payment of fees have a three-year window in which they can apply for reinstatement. Opticians who do not reinstate their registration within the three-year period will have their certificate of registration revoked and will be required to re-apply for registration and go through the same process as new applicants.

Registered Optician certificate suspended for non-payment of fees (under 3 years)

This section applies to registrants who held a certificate of registration as a **Registered Optician** and that certificate was suspended for non-payment of fees/non-renewal within the last 3 years.

Registrants in this category are only eligible to reinstate back into the Registered Optician class. Opticians wishing to transfer to the Inactive class may do so after they reinstate their certificate of registration as a Registered Optician.

In order to have the suspension lifted, Registered Opticians whose certificate of registration has been suspended for less than three years must:

1. Submit a completed application form to the College.
2. Be in compliance with any outstanding orders of the College's Committees or Board of Directors.
3. Provide proof of professional liability insurance.
4. Provide any outstanding information and pay any outstanding fees to the College.
5. Pay the reinstatement fee and the registration fee for the Registered Optician class of registration.

Inactive Class certificate suspended for non-payment (under 3 years)

This section applies to registrants who held a certificate of registration as an **Inactive Optician** and that certificate was suspended for non-payment of fees/non-renewal within the last 3 years.

Registrants in this category are only eligible to reinstate back into the Inactive registration class. Once their Inactive certificate is re-issued, any opticians wishing to transition to the certificate of registration as a Registered Optician may follow the process outlined below for returning to active practice from Inactive to Registered Optician class.

In order to have the suspension lifted, Inactive Class registrants whose certificate of registration has been suspended for less than three years must:

1. Submit a completed application form to the College.
2. Be in compliance with any outstanding orders of the College's Committees or Board of Directors.
3. Provide any outstanding information and pay outstanding fees to the College.
4. Pay the reinstatement fee and the registration fee for the Inactive class of registration.

Registered Optician certificate Suspended for non-payment of fees (over 3 years) - TRANSITION POLICY

This section applies to registrants who held a certificate of registration as a **Registered Optician** and that certificate was suspended for non-payment of fees/non-renewal more than 3 years ago.

Under the Registration Regulation, opticians whose certificate of registration has been suspended for non-payment of fees may remain suspended for a maximum of three years. Opticians who do not reinstate their registration will have their certificate of registration revoked at the end of the three-year period.

As a transitional provision, the College will accept applications for reinstatement from individuals whose certificate of registration was suspended more than 3 years ago and who wish to avoid revocation. Individuals who are not reinstated by July 1, 2025 will be revoked.

Registrants in this category are only eligible to reinstate back into the Registered Optician class.

Registrants who wish to remain in the Registered Optician class must take the following steps to have their suspension lifted:

1. Submit a completed application form to the College.

2. Complete a competency assessment as set or approved by the Registration Committee.
3. Be in compliance with any outstanding orders of the College's Committees or Board of Directors.
4. Provide proof of professional liability insurance.
5. Provide any outstanding information and pay outstanding fees to the College.
6. Pay the reinstatement fee and the registration fee for the Registered Optician class of registration.

Registrants who wish to immediately transfer to the Inactive class must take the following steps to have their suspension lifted:

1. Submit a completed application form to the College.
2. Be in compliance with any outstanding orders of the College's Committees or Board of Directors.
3. Sign an undertaking not to practise opticianry while holding a certificate of registration as Inactive Optician.
4. Provide any outstanding information and pay outstanding fees to the College.
5. Pay the reinstatement fee and the registration fee for the Inactive Optician class of registration.

This Transition Policy will remain in effect until July 1, 2025.

Changing from the Inactive Class to the Registered Optician Class

This section applies to registrants who hold a certificate as an **Inactive Optician**. The certificate must be current and cannot be suspended for non-payment of fees/non-renewal. Inactive Opticians holding a certificate that has been suspended must first reinstate their certificate before requesting to change to the Registered Optician class (see the section on Reinstatement, above).

To change from the Inactive Class to the Registered Optician class, registrants must:

1. Submit a completed application form to the College.
2. Demonstrate that their opticianry knowledge and skills are current (see *Knowledge and Skill Requirement* section below).
3. Pay any outstanding fees to the College.
4. Provide evidence of professional liability insurance.
5. Pay a status change fee and registration fee (a prorated Registered Optician fee will apply).

Knowledge and Skill Requirement

In order to resume active practice, Inactive Opticians will be required to demonstrate that their knowledge and skills are current. This can be demonstrated by meeting at least one of the following requirements:

1. **Practice Hours:** Providing evidence of having engaged in at least 500 practice hours within the last three years. Opticians who have been inactive for less than 3 years can include practice hours that were acquired while they held a certificate as a Registered Optician.

Practice hours acquired as a Registered Optician in Ontario within the last 3 years can include:

- a. Dispensing of eyeglasses, contact lenses and subnormal vision devices, and related duties (e.g. record keeping, laboratory work, cleaning and disinfecting eyewear, optical appliances, tools or equipment).
- b. Teaching opticianry at an accredited opticianry program in Canada.
- c. Supervising student and/or intern opticians.
- d. Directly supervising, managing or assuring the quality of services of opticianry staff engaged in dispensing.
- e. Completing advanced learning courses (including certificate programs) in opticianry or optical sciences at an educational institution accredited by the College (see [website](#) for a list of institutions).
- f. Completing continuing education activities accredited by the College.
- g. Presenting continuing education activities that have been accredited by the College (presentations that are delivered on multiple occasions may only be counted once).
- h. Completing up to a maximum of 4 hours per year of self-directed continuing education activities annually.

Practice hours acquired as an Inactive Optician* can include:

- a. Dispensing of eyeglasses, contact lenses and subnormal vision devices, and related duties (e.g. record keeping, laboratory work, cleaning and disinfecting eyewear, optical appliances, tools or equipment) in another jurisdiction.
- b. Teaching opticianry at an accredited opticianry program in Canada.
- c. Supervising student and/or intern opticians in another jurisdiction
- d. Directly supervising, managing or assuring the quality of services of opticianry staff engaged in dispensing in another jurisdiction.
- e. Completing advanced learning courses (including certificate programs) in opticianry or optical sciences at an educational institution accredited by the College (see [website](#) for a list of institutions).
- f. Completing continuing education activities accredited by the College.
- g. Presenting continuing education activities that have been accredited by the College (presentations that are delivered on multiple occasions may only be counted once).
- h. Completing up to a maximum of 4 hours per year of self-directed continuing education activities annually.

2. **Refresher/Upgrading:** Completing a refresher or upgrading program that the Registration Committee has set and approved.
3. **Professional Competency Assessment:** Undergoing a professional competency assessment and completing any refresher or upgrading courses assigned by the Registration Committee as a result of the competency assessment.

*In Ontario, Inactive Opticians are not permitted to dispense prescription eyewear (including under the supervision or delegation of another optician, optometrist or ophthalmologist) or supervise student/intern opticians.