

COO Strategic Plan 2020 – 2022

Strategic End – Accountable Professionals

Practice standards and guidelines exist which are reflective of technology and changing patient preferences.

1.0 Goal Statement

To modernize how the College regulates the dispensing of eyewear in light of changing technology in the practice environment and changing patient preferences.

Strategies:

- 1.1 Update the Standards of Practice, which Include Guidelines for Online Dispensing, Emerging Technologies and Telepractice
- 1.2 Review and Update the Quality Assurance Program and practice resources for Opticians to ensure they reflect the competencies that opticians need to dispense safely in the changing practice environment
- 1.3 Build on risk of harm research to inform risk-based policy and decision making

Strategic End – Public Trust

Public trust exists through an excellent governance framework and effective organizational processes.

2.0 Goal Statement

To transform our governance framework and organizational processes to increase efficiency and public trust.

Strategies:

- 2.1 Create and explore synergies among Ontario health regulators and regulatory functions
- 2.2 Transform and streamline Board Governance in accordance with Provincial, Canadian and global best practices

Strategic End – Public Trust

Collaborative relationships with stakeholders exist that demonstrate effectiveness and trustworthiness.

3.0 Goal Statement

To enhance the College’s effectiveness and trustworthiness through improved stakeholder awareness and engagement.

Strategies:

- 3.1 Ensure that College communications are transparent, relational and accessible
- 3.2 Increase opportunities to engage the public
- 3.3 Enhance College Board and Committee Effectiveness and Trustworthiness
- 3.4 Enhance QA program in order to improve trust and confidence in the College
- 3.5 Improve the College’s stakeholder engagement process