



College of
Opticians
of Ontario

2022 ANNUAL REPORT



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LAND ACKNOWLEDGEMENT

The College of Opticians of Ontario (COO) operates on the traditional lands of many nations, including the Mississauga's of the Credit, the Anishnabeg, the Chippawa, the Haudenosaunee and the Wendat people.

The COO acknowledges and respects that these lands are now home to many diverse First Nations, Inuit and Métis peoples, who continue to experience the impact of colonization.

The COO also acknowledges that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaty signed with multiple Mississaugas and Chippewa bands. With the utmost respect and humility, we at the COO are grateful to live and work on these lands and are committed to educating ourselves in areas of cultural safety and humility in the delivery of equitable health care in Ontario.



REGULATING OPTICIANRY PRACTICE TO SERVE THE INTERESTS OF THE PUBLIC

The College of Opticians of Ontario is the registering and regulating body for the profession of opticianry in Ontario. The College's mandate is to protect the public interest and hold Ontario's opticians accountable to the established legislation, standards of practice, code of ethics, policies and guidelines relevant to opticianry practice.

ABOUT OPTICIANS

Opticians are health professionals trained to interpret prescriptions prepared by physicians and optometrists to supply, fit and dispense eyeglasses, contact lenses and other vision aids. Opticians are often referred to as the "pharmacists of eye care": they do not perform eye exams nor prescribe, but they can fill your prescription. Only registered opticians, medical doctors and optometrists are entitled to perform the controlled act of dispensing in Ontario.

BOARD OF DIRECTORS OF THE COLLEGE OF OPTICIANS OF ONTARIO 2022

Chair's Message

As the COO comes to the end of its 2020-2022 strategic plan, I am reflecting not only on the past year, but on the previous three.

As the COO comes to the end of its 2020-2022 strategic plan, I am reflecting not only on the past year, but on the previous three. These were years marked with unprecedented challenges, as the COVID-19 pandemic completely transformed the regulatory landscape and put a new spotlight on the COO's public protection mandate. But they were also years that demonstrated our registrants' unwavering resilience and commitment to delivering safe and competent opticianry care to Ontario patients.

As a college, we strived to support opticians as best we could during these challenging years. The COO developed and launched pandemic-specific practice guidelines and FAQs

and worked to keep registrants informed via regular email updates and social media posts. The COO also reduced registration fees in 2021 and 2022 to provide relief to registrants and ensure the public continued to have access to the services they needed.

While these challenges continued to permeate the past year, 2022 was also about looking forward and rekindling connections. Throughout the Spring, the COO engaged in extensive consultations with patients, registrants, professional associations, regulatory bodies, representatives of government agencies, and COO staff, Board and committee members to better understand the changing landscape of optical care and how the COO can



best carry out its mandate. In June, the board was able to come together in person for the first time since 2020 to review the feedback received from these stakeholder groups and begin the work of developing the 2023-2025 Strategic Plan. The new Strategic Plan was approved in December and focuses on safer and more inclusive patient care, governance excellence, and ensuring that COO services are relational, accessible and responsive to changing technology and patient expectations.

2022 also marked the launch of a new Industry Roundtable series that brought together over 60 representatives of optical stakeholder groups, including business owners, educators and associations, to discuss the key issues affecting the optical profession. This event provided a unique opportunity to build relationships and foster dialogue on mutual challenges as well as potential areas for collaboration.

Important governance milestones were also reached in 2022, including the board taking steps to reduce overlap between membership on board and

While these challenges continued to permeate the past year, 2022 was also about looking forward and rekindling connections.

committees and undergoing its first third-party review of the board's overall effectiveness. These steps demonstrate the board's ongoing commitment to good governance and to striving to be a leader in regulatory excellence.

At the College, staff and Board Directors attended, and were instructed in the following categories over the past two years: Indigenous health: Cultural Safety and Humility Workshops, Appreciative Inquiry and Communication Training, four Diversity, Equity, and Inclusion Sessions, and Monitoring and Financial Report Training.

While each segment on its own merits is important, the College continues to lead Health Regulatory Colleges in training to meet today's challenges, requirements, and expectations to better serve registrants, and above all, the public.

It has been a pleasure to serve as Chair of the College, and I personally thank each Board member, and all committee members and staff for their professionalism and respect over the past two years. I look forward to the work that lies ahead.

Stephen Kinsella
Chair

COLLEGE OF OPTICIANS OF ONTARIO

BOARD MEMBERS 2022



Stephen Kinsella
Chair,
Public Member



Neda Mohammadzadeh
Vice Chair,
RO, Elected Member



Diana Bristow
Public Member



Kevin Cloutier
RO, Elected Member



Omar Farouk
Public Member



Amber Fournier
RO
Elected Member



Peggy Judge
Public Member



Elsa Lee
RO
Elected Member



Samir Modhera
RO
Elected Member



Dorina Reiz
RO
Elected Member



Mike Smart
RO
Elected Member



Derick Summers
RO, Elected Member



Henry Wiersema
Public Member



Paul Wilk
Public Member

ADMINISTRATION

Fazal Khan
RO, Registrar, CEO

Amy Stein
Deputy Registrar and General Counsel

APPOINTED MEMBERS



Jamuna Balam
Public Appointed
Member



John Battaglia
RO, Appointed Member



Jay Bhatt
RO, Appointed Member



Elliot Borins
Public Appointed
Member



Tonya Nahambin
RO, Appointed Member



David Milne
Public Appointed
Member



Tapiwa Musewe
RO, Appointed Member



Dennis O'Hagan
RO, Appointed Member



Desire Petralito
RO, Appointed Member



Panos Petrides
Public Appointed
Member



Robert Quinn,
RO, Appointed Member



Daniela Schowalter
RO, Appointed Member



Gord White
Public Member



HIGHLIGHTS OF 2022

Strategic Plan

The 2023- 2025 Strategic Plan was approved in 2022. The plan identified the most important areas of activity for the College over the next several years, considering the evolving practice of Opticianry and healthcare regulation, including changing patient expectations and professional trends. Establishing and following a Strategic Plan ensures effective use of college resources and demonstrates our strong commitment to transparency, accountability, integrity and efficiency. This meaningful work strengthens confidence and trust in the College as a regulator.

2022 Summary Financial Statements

The summary financial statements include an overview of the College's financial position, cash flows, operations, and net assets for the fiscal year, prepared by an independent auditor.

Scan QR code to view College of Opticians of Ontario detailed Strategic Plan 2023-2025 ▼



Scan QR code to view College of Opticians of Ontario summary financial statements ▼





REGISTRATION PROFESSIONAL LICENSES

It's the College's responsibility to ensure that only qualified, competent, and ethical opticians are licensed to practice in Ontario. Whether they have completed their education and training in Ontario, in another province, or in another country.

When the College receives an application for licensure, we look at an applicant's education, training, and experience. We also ensure there are no concerns about behaviour, health or performance that could prevent the optician from providing safe, ethical and competent care to patients.

After registration the College works with opticians to ensure they maintain competence throughout their career.

In 2022, the focus was on streamlining processes, accessibility, and engagement. Some key achievements included:

- **Reducing registration** fees by 12.5% to offset the impact of COVID-19 and ensure opticians were not impeded from continuing to provide important services to patients.
- **Collaborating with Canadian Opticianry** regulators to develop and pilot a Pre-Arrival Readiness Tool for internationally educated / trained applicants.
- **Implementing database changes** to track application processing times at different stages.
- **Offering bilingual** (English and French) entry-to-practice exams for the first time in Ontario in March 2022
- **Engaging with students, applicants and registrants** at the following events:
 - » Seneca Student night
 - » Presentations to opticianry students at Seneca College and Georgian College
 - » A lunch for international students, which was co-hosted with the Ontario Opticians Association
 - » Presentations to registrants at the Ontario Opticians Association's (OOA) Annual General Meeting and The Academy of Ophthalmic Education (AOE) Continuing Education Conference
 - » Held a webinar for new opticians to welcome them to the profession

REGISTRATION STATISTICS

TOTAL REGISTRANTS

3,302
REGISTRANTS
IN 2022

3,090
REGISTRANTS
IN 2021



RENEWALS

3006

Renewals in 2022

COMPARED TO

2981

Renewals in 2021



RENEWED WITH LATE PENALTY

58 in 2022
COMPARED TO
47 in 2021



161
DID NOT RENEW
IN 2022



RENEWED BEFORE DEADLINE

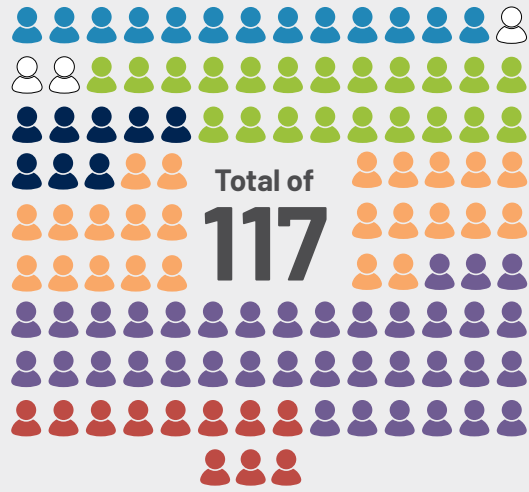
2948 in 2022
COMPARED TO
2981 in 2021

NATIONAL MOBILITY	2022	2021
Left Ontario for another province	13	7
Transferred registration to Ontario from another province	7	6



REASONS FOR NOT RENEWING IN 2022

- 13 left the province
- 3 left the country
- 21 went on a leave of absence
- 8 went on a medical leave
- 24 went on a parental leave
- 37 retired
- 11 changed profession





PERFORMANCE AND ACCOUNTABILITY

College Performance Measurement Framework

The CPMF is designed by the Ministry of Health to publicly share information about the performance of health regulatory colleges against a consistent set of standards. In 2022, the COO reported that it met, or partially met, all 50 measures. Of these measures, 94% were fully met, and 6% were partially met. This represents notable improvement over the 2021 report, where 88% of the measures were fully met, and 12% were partially met.

Key achievements from 2022:

- » Approval of the 2023- 2025 Strategic Plan. The plan identified the most important areas of activity for the College over the next several years, considering the evolving practice of Opticianry and healthcare regulation, including changing patient expectations and professional trends. This meaningful work strengthens confidence and trust in the College as a regulator.
- » The COO worked with opticianry regulators across Canada to organize and host an inaugural Professional Roundtable event where over 60 representatives of opticianry stakeholder groups met in Toronto to discuss mutual challenges and opportunities for collaboration.
- » Continued efforts to streamline registration processes, including working with Canadian Opticianry regulators to develop and pilot a Pre-Arrival Readiness Tool for internationally educated/trained applicants.



Read the 2022 CPMF Report ►

MAINTAINING STANDARDS OF THE PROFESSION

The COO supports opticians in lifelong learning through the Quality Assurance (QA) program where opticians evaluate their practice and engage in professional development.

The Competency Review and Evaluation (CRE) Process allows the QA Committee to monitor participation in the QA program. Randomly selected registrants have their previous years Professional Portfolio audited and where required, participate in a Peer and Practice Assessment.

Since the launch of the Quality Assurance portal, the College has observed significant improvements in overall compliance in registrants and has expedited the process for monitoring and evaluating compliance.

PROFESSIONAL PORTFOLIO TRENDS

The launch of the Quality Assurance portal in 2022 has steadily increased compliance with Professional Portfolio reporting requirements.



Registrants' Professional Portfolios were complete

72% in 2022
COMPARED TO
55% in 2019

PEER AND PRACTICE ASSESSMENT STATISTICS

10 Peer and Practice Assessment reviewed in 2022

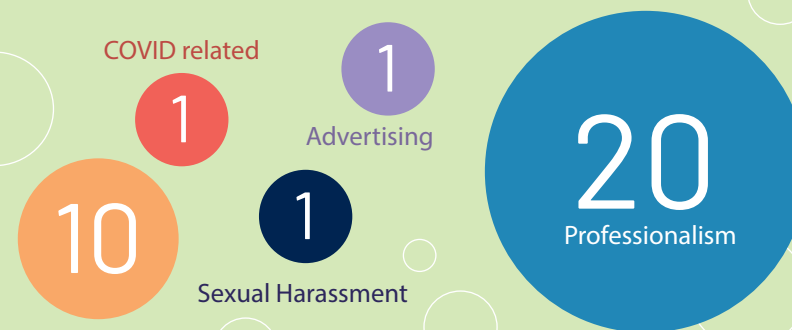
7 closed with no concerns identified

3 closed with recommendations.

PROFESSIONAL CONDUCT – INQUIRES COMPLAINTS AND REPORTS

The Inquiries, Complaints and Reports Committee (ICRC) reviews concerns about the conduct and actions of opticians. Complaints come to the committee directly as complaints, reports from the Registrar, or referrals from the College's Quality Assurance Committee.

The ICRC investigates all complaints, and considers all reports that are put before it, 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 ICRC also reviews information received by the College about unregistered individuals who may be practicing opticianry or referring to themselves as opticians.



	Complaints & Reports
Take no action	15
Advice/Recommendation	1
Referral to Discipline Committee	2

Discipline Decisions
 The College publishes decisions of the Discipline Committee on the college's website.

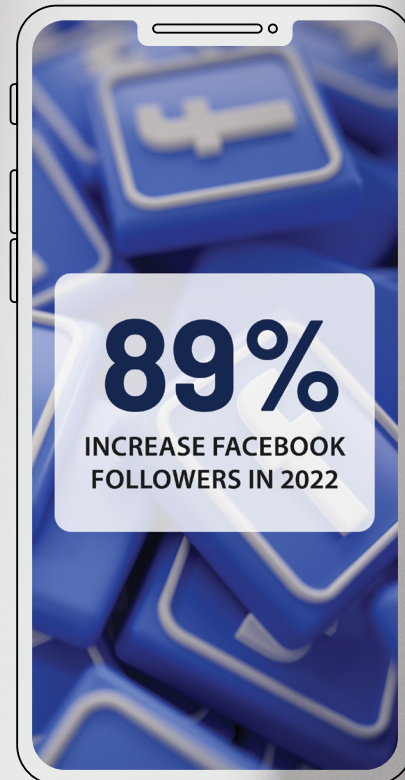
Scan QR code to visit the website and see recent decisions. ▶



MEANINGFUL ENGAGEMENT

We foster engagement through our stakeholder feedback page on our website, social media channels and regular eblasts. During 2022 we also have the following opportunities to engage with stakeholders and registrants:

- **Industry round table:** brought together over 60 representatives of optical stakeholder groups, including business owners, educators and associations, to discuss key issues affecting the optical profession. This event provided a unique opportunity to build relationships and foster dialogue on mutual challenges as well as potential areas for collaboration.
- **Webinars** including a welcome to the profession webinar, an elections information session, an appointed member information session engaging with students.
- **Engaging with Students**
 - » Students socials hosted by the professional association
 - » Presentations to opticianry students at Seneca College and Georgian College
 - » Lunch for international students, which was co-hosted with the Ontario Opticians Association
- **Engaging with Registrants**
Presentations to registrants at the Ontario Opticians Association's (OOA) Annual General Meeting and The Academy of Ophthalmic Education (AOE) Continuing Education Conference



SOCIAL MEDIA HIGHLIGHTS

Throughout the Covid 19 pandemic, healthcare stakeholders including the COO, were called on to disseminate information to registrants and the public as it became available. A key method of sharing information was through social media channels.





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