

## EXECUTIVE COMMITTEE REPORT

July 2020 Executive Committee  
Report to the Board of Directors

---

### **Committee Members:**

Bryan Todd, Chair, RO, Elected Member  
Stephen Kinsella, Vice Chair, Public Member  
Jacalyn Cop-Rasmussen, Public Member  
Ingrid Koenig, RO, Elected Member  
Dorina Reiz, RO, Elected Member

Number of meetings since May Board Meeting:

- May 13, 2020
- June 26, 2020 by email
- July 6, 2020
- July 10, 2020 by email

### **Report:**

#### *COVID-19 Return to Work Guidelines*

The Executive Committee reviewed the Return to Practice Guidelines developed by the Clinical Practice Committee, to address practice considerations during COVID-19, in anticipation of opticians receiving notification from the government to return to practice on Thursday May 14, 2020.

As this guidance was critical and time sensitive to the registrants, the Executive Committee decided to use its authority between Board meetings to approve the guidelines. An email with this information was sent to the Board and an eblast was sent to registrants.

On June 26<sup>th</sup> the Executive Committee once again used its authority between Board meetings to approve changes to the Return to Practice Guidelines regarding new contact lens fittings. The changes were made to ensure congruity between the COO's guidelines and those of the College of Optometrists, which recently amended its own guidelines to allow for greater discretion in performing new contact lens fittings. An email was sent to the Board and to registrants to notify everyone of the changes.

#### *COVID-19 Accommodation: Registration Fee Adjustment*

The Executive Committee reviewed preliminary stakeholder feedback from the survey on the proposed by-law change which would provide fee relief to the registrants. Based on the feedback received, the Committee is recommending to the Board proceed with a fee reduction in 2021, and that this fee reduction be applied to all registered opticians regardless of their registration status in 2021. The Board is furthermore recommending that the Board consider increasing the fee reduction from \$200 to \$250. The recommendation will be before the Board for consideration at the July meeting.

### *CEO Engagement and Compensation Policy*

The Executive Committee reviewed the CEO Engagement and Compensation Policy 3-09, which is proposed as a new policy to be included in the COO Governance Manual. The policy was developed by the Governance Committee. The Committee also reviewed an accompanying chart setting out the criteria that would be an internal document that will be used by the Executive sub-committee responsible for conducting the Registrar, CEO's annual compensation review. The Executive Committee is recommending that the CEO Engagement and Compensation Policy 3-09 and the Compensation Merit Increase and Performance Bonus Assessment Criteria be adopted by the board. The recommendation will be before the Board during the in-camera session of the July meeting.

### *External Auditor Assessment*

The Executive Committee reviewed the performance of the external auditor following presentation of the 2019 audited financial statements using an external auditor assessment tool.

### *Public Member Committee Recommendation*

The Executive Committee was notified that Jack Zwicker and Omar Farouk's appointment on the board will end on September 12, 2020 and October 21 respectively.

In addition, two new public members, Henry Wiersema, and Margaret (Peggy) Judge have been appointed for 1 and 3 year terms, respectively. The Executive Committee is making recommendations for placement on committees for Henry and Peggy for consideration at the July board meeting.

### *Virtual July Board Meeting*

The Committee discussed the agenda for the virtual July board meeting.

### *Draft Audited Financial Statements*

The Executive Committee reviewed the Draft Audited Financial Statement.

### **Submitted by:**

Bryan Todd, RO, Chair, Elected Member

## GOVERNANCE COMMITTEE REPORT

July 2020 Committee Report to the Board of Directors

---

### Committee Members:

Stephen Kinsella, Chair, Public Member  
Diana Bristow, Vice-chair, Public Member  
Kevin Cloutier, RO, Appointed Member  
Margaret Osborne, RO, Appointed Member  
Ingrid Koenig, RO, Elected Member  
Mike Smart, RO, Elected Member

Number of Meetings since the May Board Meeting:

- June 9, 2020
- July 7, 2020

### Report:

#### *2019 Committee Self-Evaluations*

The Committee reviewed the results of the 2019 Committee Self-Evaluations. Based on the committee responses, action plans were recommended for those committees who required further access to resources and more increase opportunities for growth. The report will be presented to the Board for information only at the July 27<sup>th</sup> meeting.

#### *Governance By-laws and Policies:*

The Committee reviewed the following by-law amendments and governance manual policies and recommended that they go to the Board for approval at the July 27<sup>th</sup> meeting.

1. Executive Committee Mandate and Terms of Reference 4-08
2. Governance Committee Mandate and Terms of Reference 4-09
3. Appointed Member Policy Amendment 4-06
4. Pre-Election Training Module Policy 4-18
5. Registrar, CEO Engagement Compensation Policy 4-09
6. Review of Committee Self- Evaluations
  1. Amendments to By-law 1 and 6
  2. Amendments to By-law Article 9

### Submitted by:

Stephen Kinsella Chair, Public Member  
Deidre Brooks, Manager, Patient Relations & Governance

## PATIENT RELATIONS COMMITTEE REPORT

July 27, 2020 Committee Report to the Board

---

### **Committee Members:**

Behzad Safati, Chair, Appointed Member  
Stephen Kinsella, Vice-Chair, Public Member  
Amber Fournier, Elected Member  
Samir Modera, Elected Member  
Neda Mohammadzadeh, RO, Elected Member  
Jack Zwicker, Public Member

Number of Meetings since May Board Meeting:

- May 27, 2020

### **Report:**

#### *Jurisprudence Handbook Updates*

The Committee reviewed and finalized the questions relating to the Regulated Health Professions Act (RHPA) chapter of the Jurisprudence Handbook. The module was submitted to the Quality Assurance Committee for administration of this project going forward. The RHPA chapter and test questions will be uploaded to the online jurisprudence tool. The Committee is anticipating adding new chapters to the jurisprudence tool in the future.

#### *Preventing Sexual Harassment Guideline*

In 2018, the Board approved updated Sexual Abuse Prevention Guidelines which pertain to addressing and preventing the sexual abuse of patients by opticians. At its May 27, 2020 meeting, the Committee reviewed and discussed a new guideline for the prevention of sexual harassment of non-patients. The proposed guideline addresses opticians' professional responsibility to prevent and address all forms of sexual harassment, including with respect to colleagues, employees, students, interns and any other member of the public. The Committee is recommending that this new guideline go before the Board for approval at its October meeting.

### **Submitted by:**

Behzad Safati, Chair, Appointed Member  
Deidre Brooks, Manager, Patient Relations & Governance

## CLINICAL PRACTICE COMMITTEE REPORT

July 2020 Committee Report to the Board of Directors

---

**Committee Members:**

Bryan Todd, RO, Chair, Elected Member  
Daniela Schowalter, RO, Vice Chair, Appointed Member  
Omar Farouk, Public Member  
Dennis O'Hagen, RO, Appointed Member  
Behzad Safati, RO, Appointed Member

Number of meetings since May Board Meeting:

- May 12, 2020

**Report:***Return to Practice Guidelines*

The Committee met on May 12, 2020 for the purpose of developing practice guidelines for opticians who would be returning to practice once restrictions on non-essential opticianry care were lifted.

The purpose of the practice guidelines was to provide additional information on how opticians should interpret the Standards of Practice, and in particular Standard 4 which pertains to safety and infection control, in the context of the continued risks posed by the COVID-19 pandemic.

The committee requested that the Executive Committee exercise their authority to act between Board meetings in order to review and approve the guidelines in order to ensure they were in place by the time the Province lifted restrictions on non-essential care.

**Submitted by:**

Bryan Todd, RO, Chair  
Peggy Dreyer, RO, Manager, Professional Practice

## DISCIPLINE COMMITTEE REPORT

July 2020 Discipline Committee Report to the Board of Directors

---

### Committee Members:

#### *Elected Members*

Ingrid Koenig, RO  
Neda Mohammadzadeh, RO  
Dorina Reiz, RO  
Samir Modhera, RO  
Bryan Todd, RO  
Mike Smart, RO  
Amber Fournier, RO  
Edward Viveiros, RO

#### *Public Members*

Jacalyn Cop-Rasmussen  
Omar Farouk  
Stephen Kinsella  
Diana Bristow  
Jack Zwicker

#### *Appointed Members*

Derick Summers, Chair, RO  
Daniela Schowalter, Vice-Chair, RO  
Kevin Cloutier, RO  
Margaret Osborne, RO  
Tonya Nahmabin, RO  
Behzad Safati, RO  
Dennis O'Hagan, RO

Number of meetings since May Board Meeting: n/a

### Report:

On May 11, 2020, an election was held and Daniela Schowalter was elected to the role of Vice-Chair.

On June 12, 2020, five Committee members attended the basic Discipline Committee training workshop via videoconference put on by the Health Profession Regulators of Ontario (HPRO). The basic and advanced training workshops will be held again in November of 2020 and any Committee members who have not completed the training will be enrolled in the fall sessions.

The following matters have been referred to the Discipline Committee and are currently awaiting a hearing:

#### **Matter**

*College of Opticians v. Sanger*  
*College of Opticians v. Tsan*  
*College of Opticians v. Truong*

#### **Hearing Date**

TBD  
TBD  
TBD

The hearing in the following matter remains ongoing:

*College of Opticians v. Sanger*

### Submitted by:

Derick Summers, Chair, RO  
Daniël Jansen, Manager, Professional Conduct

## INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

July 2020 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 for the purpose of reviewing appropriate cases.

Panel 1	Panel 2
Omar Farouk, Chair, Public Member	Kevin Cloutier, Vice Chair, RO
Neda Mohammadzadeh, RO	Ingrid Koenig, RO
Ed Viveiros, RO	Margaret Osborne, RO
Amber Fournier, RO	Jacalyn Cop-Rasmussen, Public Member
Daniela Schowalter, RO	Jack Zwicker, Public Member

Number of meetings since May 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 for the purpose of reviewing and disposing of cases.

Number of Meetings in 2020	
Full Committee Meetings (in-person)	1
Full Committee Meetings (teleconference/webinar)	1
<b>Total Full Committee Meetings</b>	<b>2</b>
Panel Meetings (in-person)	1
Panel Meetings (teleconference/webinar)	8
<b>Total Panel Meetings</b>	<b>9</b>

Number of Meetings Since Last Board Meeting	
<b>Total Full Committee Meetings</b>	<b>1</b>
Panel Meetings (in-person)	0
Panel Meetings (teleconference/webinar)	4
<b>Total Panel Meetings</b>	<b>4</b>

### Report:

On May 11, 2020, the ICRC held an election and Kevin Cloutier was elected to the role of Vice-Chair.

**Submitted by:**

Omar Farouk, Chair, Public Member

Daniël Jansen, Manager, Professional Conduct



**ICRC Statistical Report 2020**  
(Statistics accurate as of July 10, 2020)

<b>Complaints Dispositions</b>	<b># of Files</b>
<b>Inquiries:</b>	
Total number of complaint inquiries received in 2020	45
Covid-19 related inquiries	20
Inquiries that became a formal complaint in 2020	8
<b>Formal Complaints:</b>	
Complaint files opened in 2020	8
Cases brought forward from 2019 (1 from each of 2017 and 2018)	23
Frivolous and vexatious	-
Complaints disposed of in 2020:	12
No further action	5
Written advice	5
Oral caution	1
Specified Continuing Education or Remediation Program (SCERP)	1
Undertaking	-
Referral to Discipline Committee	1
Withdrawn by Registrar	-
Open complaints pending further investigation	20
Open complaints awaiting decisions	4

<b>Quality Assurance Committee (QAC) and Registrar's Reports Dispositions</b>	<b># of Files</b>
<b>Registrar's Reports:</b>	
Registrar's Reports referred to ICRC in 2020	3
Registrar's Reports brought forward from 2019 (4 from 2018)	9
<b>QAC Reports:</b>	
QAC Reports referred to ICRC in 2020	0
QAC Reports brought forward from 2019 (1 from 2018)	4
Reports disposed of in 2020:	1
No further action	-
Written advice	-
Oral caution	-
Specified Continuing Education and Remediation Program (SCERP)	-
Undertaking	-
Referral to Discipline Committee	1
Open Registrar's Reports pending further consideration	11
Open Registrar's Reports awaiting decisions	-

<b>HPARB Reviews</b>	<b># of Files</b>
HPARB reviews requested in 2020	3
HPARB matters carried over from 2019	1
HPARB reviews pending	3
HPARB matters disposed of in 2020	0
Committee decisions confirmed	0
Committee decisions returned for further investigation and reconsideration	0

<b>Unauthorized Practice</b>	<b># of Files</b>
Total number of UPC inquiries in 2020	10
UPC files carried over from 2019	10
Inquiry abandoned – not enough information / outside jurisdiction / not unauthorized practice	-
Inquiry pending – further information needed	0
Inquiry – formal file	-
Open files pending further investigation	20

## QUALITY ASSURANCE COMMITTEE REPORT

July 2020 Committee Report to the Board of Directors

---

### **Committee Members:**

Derick Summers, Chair, RO, Appointed Member  
Bryan Todd, Vice-Chair, RO, Elected Member  
Diana Bristow, Public Member  
Stephen Kinsella, Public Member  
Tonya Nahmabin, RO, Appointed Member  
Dorina Reiz, RO, Elected Member

Number of meetings since May Board Meeting:

- June 5, 2020
- June 25, 2020 – Deferral/Extension Requests

### **Report:**

#### *Continuing Education (CE) Accreditation Policy*

The committee recommended revisions to the Accreditation Policy to reinforce the requirements for accredited course content to be objective and evidence based. The committee also recommended the adoption of a comprehensive checklist for the professional members of the committee to refer to when reviewing materials submitted for accreditation.

At its meetings April 30 and June 5, 2020, the QAC reviewed proposed updates to the Accreditation Policy and the comprehensive checklist. The committee sought feedback from several key stakeholders on the proposed changes.

The updated Draft Accreditation Policy and checklist are before the board at this meeting.

#### *Competency Review and Evaluation Process*

In February 2020, 592 registrants received notice that they had been randomly selected to participate in this year's Competency Review and Evaluation (CRE) process:

- Stream One – 314 registrants were required to submit their 2019 Professional Portfolio to the College by May 4, 2020.
- Stream 2 - 278 registrants were required to submit their 2019 Professional Portfolio to the College by May 4, 2020 and participate in the Multi-Source Feedback (MSF) process.

An additional 123 ROs were re-selected from the 2019 CRE to participate in the 2020 CRE. These registrants were either granted a deferral in 2019 or demonstrated deficiencies in their 2019 portfolio.

Due to the COVID-19 pandemic, the 2020 Multi-Source Feedback (MSF) process was suspended by the QAC on March 20, 2020. 29 registrants completed the process prior to it being suspended. Registrants who were originally required to complete the MSF process in 2021 and who did not do so before the process was suspended will be contacted in 2021 to complete the process at that time.

On June 18<sup>th</sup>, reminders were sent to 57 opticians who had not submitted their professional portfolio by the due date.

Received portfolios are in the process of being assessed. All registrants participating in this year's CRE process will receive an update by August 31, 2020.

### *Deferrals*

As self-regulated professionals, it is critical to public protection that registrants participate in the QA Competency Review and Evaluation (CRE) Process. The QAC recognizes that illness, extenuating circumstances and leave of absences from practicing may affect a member's ability to participate in the CRE process.

The QAC granted 31 deferrals to RO's who were to participate in this year's CRE process.

### *Accreditations*

Since May 2019, the Committee has accredited 22 continuing education activities. There have been 59 continuing activities accredited to date.

### *Peer and Practice Assessments*

The Quality Assurance Committee has reviewed 2 Peer and Practice Assessment reports.

### **Submitted by:**

Derick Summers, RO, Chair, Appointed Member  
Peggy Dreyer, RO, Manager, Professional Practice

## REGISTRATION COMMITTEE REPORT

July 2020 Report to Board of Directors

---

### Committee Members:

Derick Summers, Chair, RO  
Jacalyn Cop-Rasmussen, Vice Chair, Public Member  
Tonya Nahmabin, RO  
Samir Modhera, RO  
Dorina Reiz, RO  
Mike Smart, RO  
Omar Farouk, Public Member

### Number of meetings since May Board Meeting:

- May 4, 2020
- July 20, 2020

### Report:

#### *NACOR Exam Postponement*

At the Committee meeting on May 4, 2020, the Registration Committee received an update on postponement of the spring NACOR examination session due to the COVID-19 pandemic. The Committee was further informed that the graduating cohort of Collège La Cité opticianry program would not be eligible to sit the examinations in September due to postponement of co-op placements. The French exam scheduled to take place in Ottawa was subsequently cancelled until further notice.

#### *Implementation of Vulnerable Sector Checks for New Applicants*

At the Committee meeting on May 4, 2020, the Registration Committee reviewed the draft Vulnerable Sector Check Policy and determined that a Vulnerable Sector Check is to be implemented for applicants for a certificate of registration as a Registered Optician, effective January 1, 2021. With regard to students and interns, the College will continue with its current self-reporting practice.

The Committee further determined that applicants are to submit a Vulnerable Sector Check for Ontario only and set out options for applicants who are unable to obtain a check. The Committee determined to combine the existing Policy Dealing with Convictions, Findings and Ongoing Proceedings with the new Vulnerable Sector Check Policy.

### *Contact Lens Mentor Eligibility Criteria for Academics*

At the Committee meeting on May 4, 2020, the Registration Committee discussed the possibility of granting Contact Lens Mentor status to Registered Opticians who hold academic positions. The Committee motioned to bring this issue to a future meeting for further deliberations.

At its meeting on July 20, 2020, the Registration Committee reviewed a concern raised by opticianry program coordinators regarding significant challenges the students were facing to complete their contact lens fittings, particularly rigid gas permeable (RGP) fittings. The Committee agreed that the need for instructors to qualify for the mentor status had been exacerbated by the shortage of student placements for all types of fittings due to the pandemic.

The Committee approved a recommendation to grant temporary Contact Lens Mentor status to faculty that are teaching Contact Lens courses in an academic setting. The temporary status will remain in force until December 31, 2020.

### *Amendments to Student/Intern Supervision Policy and Contact Lens Mentor Policy*

At the Committee meeting on July 20, 2020, the Registration Committee approved an amendment to the current Student/Intern Supervision Policy to include a provision for registrants who were registered as an optician in another Canadian jurisdiction where opticianry is a regulated profession for a minimum of three years, or hold a combination of registration with COO and an equivalent College regulating opticianry in another Canadian jurisdiction for a minimum of three years.

To keep the Student/Intern Supervision Policy and the Contact Lens Mentor Policy in alignment, the Committee approved the change to criterion two of the Contact Lens Mentor Policy to allow individuals who acquired the necessary knowledge, skill and judgment in a period less than three years to be eligible for supervision of the contact lens fittings of student and intern opticians.

### *By-Law Amendment: Removing Gender from the Public Register - Stakeholder Consultation Results*

At its meeting on February 26, 2020, the Board approved the draft by-law amendment to remove gender information from the public register. The draft by-law amendment was subsequently circulated via e-blast to the registrants. The link to the proposed amendment, background information and survey questions were posted on the College's website. Individuals were invited to answer survey questions and provide comments.

At the Committee meeting on July 20, 2020, the Registration Committee reviewed the stakeholder feedback received and approved the removal of gender information from the public register. An update will be presented to the Board at its October meeting.

### *Remote Administration of CGA*

At the Committee meeting on May 4, 2020, the Registration Committee was informed that NACOR, in collaboration with COBC, began working on developing a process for remote administration of the Competency Gap Analysis (CGA). At its meeting on July 20, 2020, the Registration Committee reviewed

the materials developed by NACOR and COBC and subsequently approved the remote administration of CGA as a comparable alternative.

#### *PLAR Blueprinting 2020*

At the Committee meeting on July 20, 2020, Jodi Dodds of NACOR presented the process of development of new assessment/testing blueprints for the registration tools following the release of the *National Competencies for Canadian Opticians* (4th edition). The registration tools considered included the National Examinations, the Competency Gap Analysis (CGA) and Case Based Interview (CBI) used for PLAR and the Continuing Competency Assessment (CCA).

The Registration Committee discussed the analysis conducted by a psychometric company, Wickett Measurement Systems, recommendations stemming from this analysis, as well as the technical report prepared by Wickett Measurement Systems.

#### *PLAR Eligibility*

At the Committee meeting on July 20, 2020, the Registration Committee reviewed the results of an environmental scan of Canadian opticianry regulators. The environmental scan was conducted to clarify the eligibility criteria of applicants that undergo the PLAR process across Canada, specifically if individuals without formal opticianry or related education (i.e. ophthalmology and optometry), were eligible to proceed with PLAR based on their Canadian practice experience alone.

Upon review of presented documentation, the Committee determined that applicants who do not possess formal opticianry or related education shall be allowed to proceed with PLAR based on their Canadian practice experience alone.

#### *File Review*

The Committee reviewed one initial upgrading proposal, four initial PLAR applications, two initial reinstatement (over three years) applications and one request of extension to complete the continuing education (CE) requirements as a condition of reinstatement of a Certificate of Registration as a Registered Optician.

#### *Post-Meeting Survey*

The Committee was encouraged to complete a survey to share their meeting experience and provide suggestions for future improvements.

#### **Submitted by:**

Derick Summers, Chair, RO  
Anna Jeremian, Manager, Registration