College of
Opticians
of Ontario

EXECUTIVE COMMITTEE REPORT
June 2024 Executive Committee Report
to the Board of Directors

2024 Committee Members:

Derick Summers, RO, Chair, Elected Member
Kevin Cloutier, RO, Vice-Chair, Elected Member
Stephen Kinsella, Chair, Public Member
Peggy Judge, Public Member
Tonya Nahmabin, RO, Elected Member

Number of meetings since the March Board Meeting:

- One on May 21, 2024.

Report:

1. General Business

Review of the Executive Committee Evaluations
The Executive Committee reviewed and discussed the committee evaluations for 2023. No action plan items for 2024 were identified.

2. Exercise of Board Powers in Between Meetings

Under section 12 of the Health Professions Procedural Code, the Executive Committee has all of the powers of the Board for any matter that, in the Committee's opinion, requires immediate attention, other than the power to make, amend, or revoke a regulation or by-law. Where the Executive Committee exercises this power, it must report on its actions to the Board at its next meeting.

The Executive Committee has not exercised its powers to act as the Board since the last meeting.

3. Finance Committee

Financial Statements

The Executive reviewed the 2024 financial variance reports to March 31, 2024.

2023 Audited Financial Statements and Audit Report Findings

The committee reviewed the 2023 Audited Financial Statements and the Audit Findings Report in detail. The audit report will be presented at the June 3rd Board meeting for approval.

Annual Auditor Assessment

The Executive Committee reviewed the process for the Annual Auditor Assessment. Once the Board has approved the audit report, the committee will carry out its annual review of the audit process and address the auditor's performance. The assessment will help inform the committee's recommendations to the board on appointing an auditor for the next fiscal year.

Submitted by:
Derick Summers, RO, Chair, Elected Member

College of Opticians of Ontario

CLINICAL PRACTICE COMMITTEE REPORT
June 2024 Committee Report to the Board of Directors

Committee Members:
Parneet Dhillon, RO, Chair, Appointed Member
Grazyna Sepczynska, RO, Vice-Chair, Elected Member
Elliot Borins, Appointed Member
Parminder Kalsi, RO, Appointed Member
Stephanie Kelly, RO, Appointed Member

Number of meetings since the March Board Meeting: 0

Report:

In anticipation of the Committee's review of the Standards of Practice and Practice Guidelines, the College sought feedback from stakeholders. In particular, whether:

- The standards and guidelines are clear
- There are areas where registrants could use more guidance
- The standards reflect the current practice environment.

The Committee will review the results at their upcoming meeting on June 10. The results will help inform them of any changes required to update the current Standards of Practice and Practice Guidelines.

Submitted by:

Parneet Dhillon, RO, Chair, Appointed Member
Peggy Dreyer, Manager, Professional Practice and Quality Assurance

QUALITY ASSURANCE COMMITTEE REPORT
March 2024 Committee Report to the Board of Directors

Committee Members:
Tanya Nahmabin, RO, Elected Member, Chair
Omar Farouk, Public Member, Vice Chair
Henry Wiersema, Public Member
Angelia Brown, RO, Appointed Member
Melissa Campbell, RO, Appointed Member
Panos Petrides, Appointed Member

Accreditation Panel Members
John Battaglia, RO, Appointed Member, Chair
Robert Quinn, RO, Appointed Member, Vice Chair
Derick Summers, RO, Elected Member
Janice Mallette, RO, Appointed Member
Lindsay Beriault, RO, Appointed Member
Elizabeth Roche, RO, Appointed Member
David Milne, Appointed Member

Number of meetings since the March Board Meeting: 1

- May 15, 2024

Report:

2023 Committee Self-Evaluation

The Committee reviewed the results of the 2023 survey and did not identify any concerns or action items for 2024. All members indicated that they are satisfied with the current processes related to orientation/training and feel the expectations are clearly outlined.

Policies and Guidelines

At their May meeting, the Committee reviewed and approved a structured, scheduled review of their policies and guidelines. This will support the Board's ability to manage organizational risk.

The following policies were reviewed and updated at the May meeting:

- 1.1 Defining a List of Non-Exclusive Continuing Education (CE) Hours
- 2.1 Defining the Competency Review & Evaluation Process and the Selection Criteria
- 2.5 Peer Assessment Review
- 2.9 Peer and Practice Assessment: Registrant Participation Due Dates

Accrediting Continuing Education Activities

Staff have created a system where accredited activities that have or will expire within a specific time frame are identified. Continuing Education providers are notified of expiring continuing education activities on a quarterly basis. The aim is to ensure that relevant continuing education activities remain available for registrants to complete as part of their accredited hour requirements.

After gathering information regarding the Accreditation Process, a new CE Provider, Optical Training Institute, submitted 54 distance learning modules for review. The Accreditation Panels have reviewed and approved 42 of these requests and are in the final stages of reviewing the remaining 12.

As of May 16, 132 accreditation requests have been received; this represents an increase of 110% over the same period in 2023.

Competency Review and Evaluation Process

The selection process for the CRE was updated in December of 2023. Under the new criteria, 403 registrants were randomly selected to participate in the 2024 CRE process and 35 were required to participate due to a deferral or deficiency in the 2023 CRE process.

As of May 3, 2024, all portfolios have been reviewed. As of May 6, 2024, all registrants have been notified of their results including those with deficient and/or incomplete portfolios. The QAC began reviewing deficient files at their meeting May 15, 2024.

Peer and Practice Assessments

The random selection of registrants to participate in a Peer and Practice Assessment has been completed. Registrants are being notified on a rolling basis to allow time for Peer Assessors to assess materials received and provide results to registrants in a timely manner.

Submitted by:

Tonya Nahmabin, RO, Chair, Elected Member
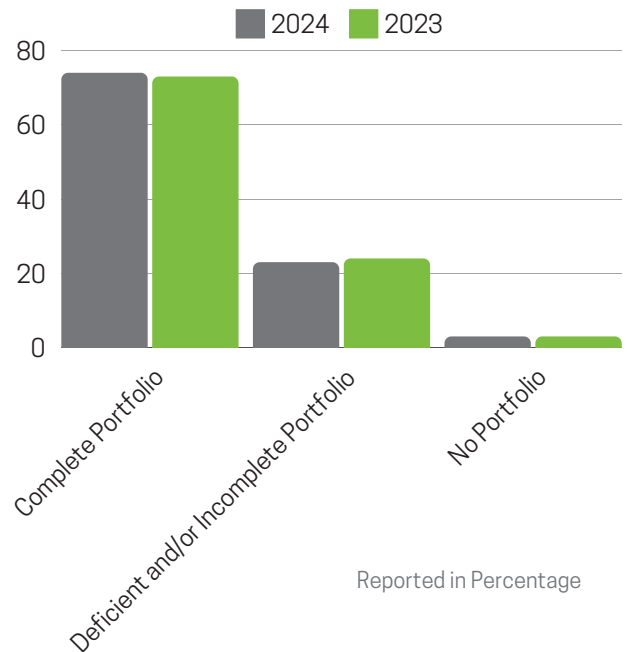Peggy Dreyer, Manager, Professional Practice & Quality Assurance

QUALITY ASSURANCE COMMITTEE

Q2 Report

Results of the 2024 Competency Review & Evaluation

Noteble Points:

- Initial review of all portfolios was completed by May 3, 2024

- 57% of deficient and/or incomplete portfolios issues are resolved

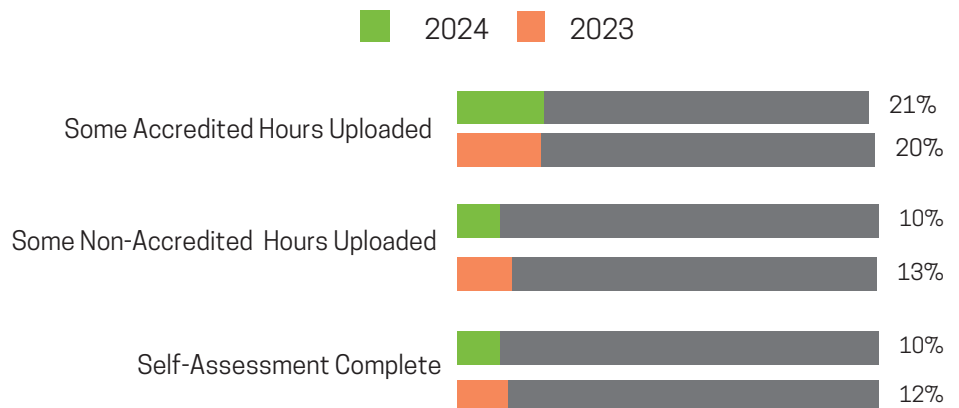- Only 1 deferral request was received versus in 7 requests 2023

Legend: 2024 (grey), 2023 (green)

80
60
40
20
0

Complete Portfolio Deficient and/or Incomplete Portfolio No Portfolio

Reported in Percentage

YTD Professional Portfolio Uploads

Registrants are required to upload their professional portfolio to the Regsitrant Portall by December 31;
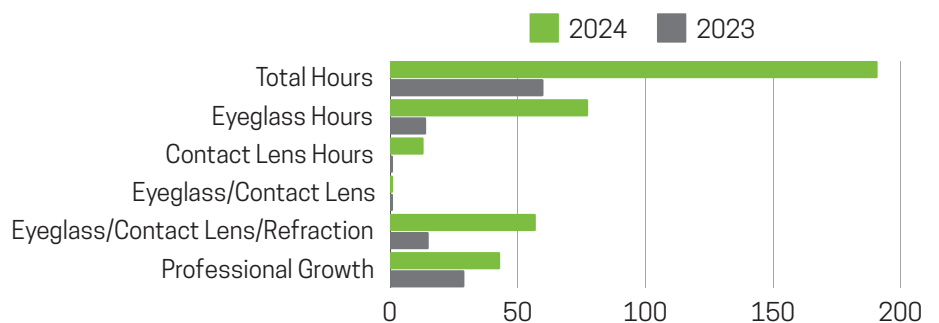
Noteable Points:
Registrants appear to be on trend with last year.

Legend: 2024 (green), 2023 (orange)

Some Accredited Hours Uploaded — 21% / 20%

Some Non-Accredited Hours Uploaded — 10% / 13%

Self-Assessment Complete — 10% / 12%

Accreditation Requests
Notable Points:

- 132 activities have been submitted for review versus 63 during the same time period last year. This represents an increase of 110%

Legend: 2024 (green), 2023 (grey)

Total Hours
Eyeglass Hours
Contact Lens Hours
Eyeglass/Contact Lens
Eyeglass/Contact Lens/Refraction
Professional Growth

0   50   100   150   200

Reported in Hours

GOVERNANCE COMMITTEE REPORT
June 2024 Committee Report to the Board of Directors

Committee Members:

Elliot Borins, Appointed Public Member, Chair
Carlos Pacheco, Elected Member, Vice-Chair
Jamuna Balaram, Appointed Public Member
Lindsay Beriault, Appointed Member
Angelia Brown, Appointed Member

Number of Meetings since March 2024:

- May 10, 2024

Report:

Governance Committee Self-Evaluation 2023 Results

The committee reviewed and discussed the results of the Governance Committee effectiveness self-evaluations for 2023. The committee did not identify any action plan items for 2024 from the results.

Governance By-laws and Policies

The committee reviewed the following policies as per the Policy Review Schedule set out in the Governance Manual:

1. Reserves Policy 2-07
2. Human Resources and Relations Policy 2-08
3. Board Terms of Reference 4-03
4. Executive Committee Terms of Reference and Mandate Policy 4-08
5. Governance Committee Terms of Reference and Mandate Policy 4-09

Updates will be proposed to these policies at the upcoming board meeting.

Governance Reform: Electoral Districts

The committee reviewed three potential models for electoral reform and discussed the strengths and weaknesses of each. A case study of reform which had taken place at the College of Dietitians (CDO) was presented to the committee along with a review of changes that other *Regulated Health Professions Act* (RHPA) Colleges were incorporating into their election processes.

The committee agreed to recommend that models one and two should be circulated for stakeholder feedback. The request for approval to conduct the stakeholder consultation will be presented to the board at its upcoming meeting.

Governance Reform: New Inactive Class Voting and Nomination Eligibility

The committee reviewed the proposed amendments to the by-laws to address election, appointment, and voter eligibility for members of the new Inactive class of registration. Alongside the amendments, the committee discussed the direction that other RHPA Colleges had taken with regards to their inactive and non-practising classes of registration.

The committee agreed to recommend that the proposed by-law changes be circulated for stakeholder feedback. The proposed by-law amendments will be presented to the board at its upcoming meeting.

Adjustment to Registrar, CEO Compensation Formula

The committee considered a proposed adjustment to the Registrar, CEO Compensation Formula as recommended by the Performance Evaluation/Compensation Subcommittee. The proposed adjustment will be presented to the board at its upcoming meeting.

2024 Board Action Plan

The committee reviewed a draft of the board's 2024 Action Plan. The 2024 Action Plan will be presented for approval at the upcoming board meeting.

Submitted by:

Elliot Borins, Appointed Public Member, Chair
Sarah Scott, Manager, Policy and Governance

PATIENT RELATIONS COMMITTEE REPORT

June 2024 Committee Report to the Board of Directors

Committee Members:

David Milne, Appointed Public Member, Chair
Parneet Dhillon, Appointed Member, Vice-Chair
Melissa Campbell, Appointed Member
Paul Imola, Elected Member
Paul Wilk, Public Member

Report:

Number of meetings since March 2024 board meeting: 0

The committee is scheduled to meet in June to review proposed amendments to Jurisprudence test questions for Chapters 1-3. An update on this will be provided in the September 2024 committee report.

Submitted by:

David Milne, Chair, Public Appointed Member
Sarah Scott, Manager of Policy and Governance

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE
June 2024 Committee Report to the Board of Directors

The role of the Inquiries, Complaints and Reports Committee (ICRC) is to review concerns about the conduct and actions of opticians. These concerns come to the ICRC's attention in several ways, including formal complaints, reports from the Registrar, or referrals from the College's Quality Assurance Committee. The ICRC investigates all complaints and reports 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 Committee and Panel composition in 2024 is tabled below.

ICRC Members:

When reviewing cases, the ICRC sits as two independent panels. When necessary, the Chair of the ICRC strikes additional special panels to review appropriate cases.

Table1: ICRC Panels 2024	
Panel 1	**Panel 2**
Samir Modhera, RO, Chair, Elected Member	Alicia Munian, Vice Chair, Public Member
Omar Farouk, Public Member	Peggy Judge, Public Member
Stephen Kinsella, Public Member	Jamuna Balaram, Appointed Member
Elizabeth Roche, RO, Appointed Member	Jay Bhatt, RO, Appointed Member
Robert Quinn, RO, Appointed Member	Kevin Cloutier, RO, Elected Member
	Janice Mallette, RO, Appointed Member

REPORT

Number of ICRC meetings:

The ICRC holds full committee meetings to provide orientation and training and discuss committee policies and other issues of common concern. The balance of ICRC meetings are held as panel meetings to review and dispose of cases.

Table 2: Number of Meetings		
	2024 YTD	**Since the Last Board Meeting**
Full Committee Meetings	1	1
Panel Meetings	2	2

On February 12, 2024, the Committee met for an orientation and training session, which included presentations by Amy Stein, Deputy Registrar and Anastasia-Maria Hountalas, Partner, Steinecke Maciura LeBlanc Barristers & Solicitors.

Panel 1 of the ICRC met on March 18, 2024, to review four complaints. The next meeting is scheduled for May 31, 2024.

On March 25, 2024, Panel 2 of the ICRC held a meeting to review four complaints and one request for the appointment of an investigator. The next meeting is planned for June 14, 2024.

Complaints

In 2024, the College has received 12 complaints, which are in different processing stages. Including the 12 complaints, there are 39 open complaints, most of which date from 2022 to 2024.

Table 3: Complaint Processing Times_ Year-To-Date			
	Average Days to Close a 2022 Complaint (Working Days)	Average Days to Close a 2023 Complaint (Working Days)	Average Days to Close a 2024 Complaint (Working Days)
Complaint Processing Times	**351**	**195**	**Strategic Plan Target: 5% Reduction in Processing Time**

Note: Working days, exclude weekends

Information on themes of the complaints and the decisions issued is in the Dashboard.

Registrar's Reports

There are currently 14 ongoing reports, including one opened this year. Another three will be tabled for the ICRC's approval to appoint an investigator at the next panel meeting in June 2024. Year-to-date, the College has closed one report.

Referrals from the Quality Assurance Committee

Currently, 22 referrals from the Quality Assurance Committee are being processed.

Unauthorized Practice (UAP) Reports

In September 2023, in keeping with the 2023-2025 Strategic Plan, the College launched a new web-based Unauthorized Practice Reporting program.

Table 4: UAP Reports		
Description	2023	2024 YTD
UAP Reports Received	13	7
Reports Closed	12	3
Reviews On-going	1	4

Since the program's launch, the College has received 20 UAP reports, 13 in 2023 and 7 in 2024. Staff have

completed their review and closed 15 reports (12 from 2023 and 3 from 2024). 5 reports are open, including one that is being investigated by an external investigator.

The average processing time for reports received in 2023 is 102 working days, and for reports received in 2024, it is 26 working days. The combined average processing time is 86 working days.

College staff assess UAP reports using risk-based and right-touch approaches. The goal is to curtail unauthorized practice, educate registrants and operators as needed, and ensure that all investigations are completed in a timely fashion. Year-to-date, the College has sent 13 Compliance Packages and 10 Cease-and-Desist letters as part of the review.

Although the ICRC is not involved in the initial review of UAP reports, they will be involved if the Registrar recommends legal action. Given the College's right-touch approach to resolving these matters, the College expects that most reports will be resolved collaboratively and that the need to commence legal action will be rare.

Submitted by:

Samir Modhera, RO, Chair, Elected Member
Rudra Mukherji, Acting Manager, Professional Conduct

INQUIRES, COMPLAINTS & REPORTS COMMITTEE
Q2 Report

Complaints

of Complaints Received (2024 YTD): **12**

# of Complaints Open (TOTAL) : **39**

# of Complaints Closed* (2024 YTD) : **7**

# of Complaints Awaiting** Decisions : **7**

Reports

of Reports Opened (2024 YTD): **1**

# of Reports Open (TOTAL YTD) : **14**

# of Reports Closed (2024 YTD) : **1**

# of Reports Awaiting Decision : **1**

* complaints in which the decision and reasons have been sent to both parties
** complaints in which the ICRC has met and reviewed the files and the decision and reasons is being finalized
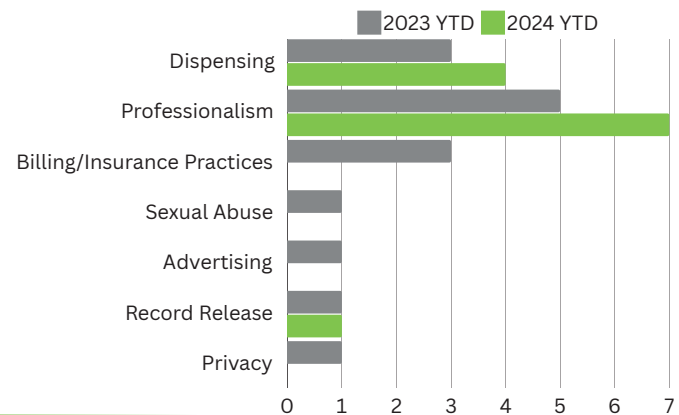
Complaint Processing Times

Avg. Days to Process a 2022 Complaint : **351**

Avg. Days to Process a 2023 Complaint (YTD) : **195**

Avg. Days to Process a 2024 Complaint : *Strategic Plan Target: 5% Reduction*

Complaint Themes

Trends

The themes in Q2 2024 YTD are generally consistent with the themes observed in Q2 2023.

More than one area of concern may be identified within a complaint.
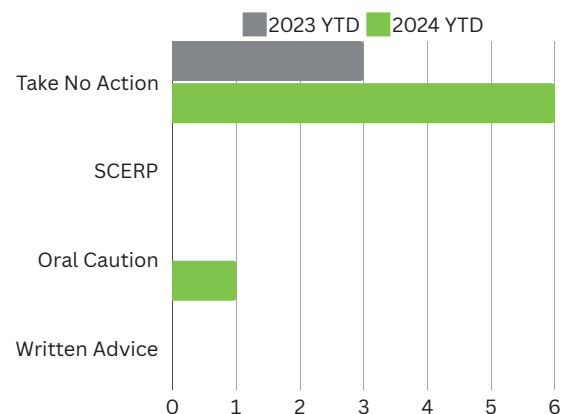

Bar chart (2023 YTD / 2024 YTD) — Dispensing, Professionalism, Billing/Insurance Practices, Sexual Abuse, Advertising, Record Release, Privacy

Complaint Dispositions Themes

Trends

Between Jan 2023 to June 2023, the College issued 3 decisions.
Between Jan 2024-May 2024, the College issued 7 decisions.

A complaint may have more than one disposition.

Bar chart (2023 YTD / 2024 YTD) — Take No Action, SCERP, Oral Caution, Written Advice

Total Open Matters

	2024 YTD	2023 YTD
Number of Open Complaints & Reports	53	47
Number of Open QAC Reports	22	12

REGISTRATION COMMITTEE REPORT
June 2024 Report to Board of Directors

Committee Members:
Rob Vezina, Chair, RO, Elected Member
Alicia Munian, Vice-Chair, Public Member
Jay Bhatt, RO, Appointed Member
Stephanie Kelly, RO Appointed Member
Panos Petrides, Public Member

Number of meetings since March Board Meeting:

- March 27, 2024
- April 25, 2024
- May 8, 2024
- May 30, 2024

Report:

2023 Registration Committee Self-Evaluation

The Registration Committee reviewed the results of the 2023 survey and did not identify any concerns and/or action items. The Committee members expressed satisfaction with the orientation they received and indicated they were comfortable with the pertinent policies, by-laws and guidelines. The Committee members agreed that they were provided with sufficient information in their meeting packages to enable them to make sound recommendations and/or decisions.

The Committee acknowledged that new members would benefit from more extensive training to enhance their understanding of possible outcomes of case reviews.

Stakeholder Consultation Regarding Proposed Changes to the By-Laws

The Registration Committee reviewed stakeholder feedback concerning the proposed by-law changes related to:
- Annual renewal process and timing
- Fees for the new Emergency Class of registration
- Fee for document requests

The Committee noted that the majority of survey respondents were in support of the proposed by-law changes thus reaffirming the direction the Registration Committee had taken.

The results of the stakeholder feedback will be brought forward to the Board of Directors at its next meeting on June 3, 2024. Based on the review of the stakeholder feedback, the Committee will be recommending that the Board approve the proposed changes to the by-laws.

Policy Development

The Registration Committee undertook the development of new registration and examination policies, specifically:
- Inactive Class Policy
- Approved Education Programs Policy
- National Examinations Policy

The new registration policies are to support registration-related changes stemming from the amendments to the Registration Regulation as they relate to:
- The process of registering in the Inactive Class;
- Conditions of the Inactive Certificate of Registration and the annual obligations to maintain the certificate;
- Change of status process for opticians in the Inactive class of registration wishing to return to the active class;
- Opticianry programs recognized as approved by the College of Opticians of Ontario (College) for the purpose of meeting the education requirement for registration.

The new examination policy sets out the College's criteria for eligibility for the positions related to the administration of the national examinations for opticians by the National Alliance of Canadian Optician Regulators (NACOR), namely:
- National Examination Committee Representative
- Examination Observer
- Examiner

In developing the National Examinations policy, the Committee sought input from NACOR and the current Chief Examiner.

Upon review and consideration of the information presented, the Committee will be recommending that the Board approve the proposed new registration and examination policies.

Registration Policies for Content Review

The Registration Committee undertook a content review of the following registration policies:

- Student and Intern Supervision Policy
- Language Proficiency Policy

The purpose of the review was to ensure the policies remain relevant and continue to serve the College's needs and objectives.

The Committee proposed several amendments to align the policies with the new regulatory requirements, and, in case of the Language Proficiency Requirements policy, ensure that the language tests listed in the policy remain current. Upon review and consideration of the information presented, the Committee will be recommending that the Board approve the proposed amendments to the aforementioned policies.

File Review

The Committee reviewed six initial reinstatement applications (over three years), eight upgrading proposals, and one PLAR assessment result.

Submitted by:

Rob Vezina, Chair, RO
Anna Jeremian, Manager, Registration

REGISTRATION COMMITTEE

Q2 Report

New registrants
in each registration category:

A comparison of year-to-date (Jan.1 - May 22, 2024) registrant numbers vs same time periods in 2023 and 2022
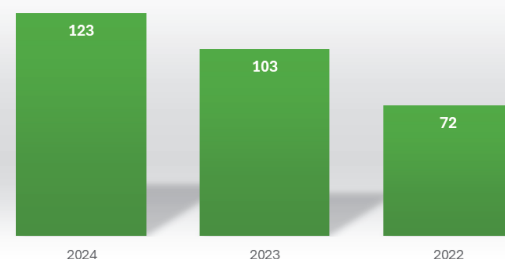
Key Trends:

- Demostrated increase in the number of new Registered Opticians in Q1/Q2 correlates with the timing of the national examinations in the previous year
- Intern registration numbers in 2024 and 2023 are consistent with the pre-pandemic numbers
- No significant change of Student Opticians

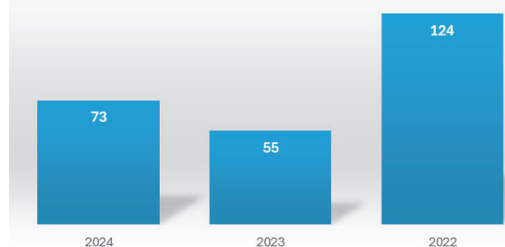**Total registrant base as of May 22, 2024: 3,458**

National Mobility Key Trends:

- Less opticians left Ontario in 2024 compared to the same time periods in 2023 and 2022
- The number of opticians transferred from another province remains steady over 3 years
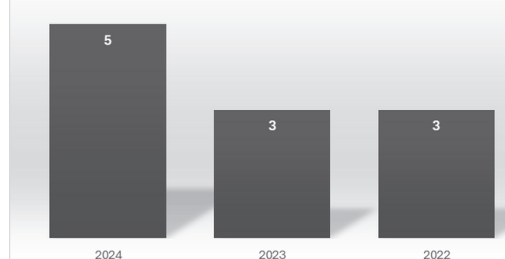
Registered Opticians

2024	2023	2022
123	103	72

Registered Interns

2024	2023	2022
73	55	124

Registered Students*

2024	2023	2022
5	3	3

*Student class of registration will be cancelled effective July 1, 2024

National Mobility Statistics

	2024	2023	2022
Left Ontario for another province	6	19	12
Transferred registration to Ontario from another province	5	2	7