

EXECUTIVE COMMITTEE REPORT
**2023 Annual Executive Committee Report to the Board of
Directors**

2023 Committee Members:

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

Number of meetings:

In 2023, the Committee had 6 meetings.

Report:

1. General Business

Registrar's Evaluation Process

The Executive Subcommittee, made up of the Chair, the Vice Chair and one member at large of the Executive Committee, is responsible for carrying out the Registrar, CEO's annual performance review. The Registrar's review was conducted in accordance with Registrar, CEO Performance Evaluation Process Policy and was completed with input from all board members using a confidential survey.

Fees Schedule By-Law

At its November meeting, The Executive Committee reviewed stakeholder feedback relating to proposed changes to the Fees Schedule. The committee made recommendations to the Board regarding the Assessment and miscellaneous fees under the by-laws at its December meeting.

Registration Fees

At the May meeting, the Executive Committee reviewed stakeholder feedback on the proposed registration fees table for 2024- 2028 and made a recommendation to the Board.

Board Mentorship

The Executive Committee considered the options for the Board Mentorship program and recommended the creation of guidelines and a list of board members who volunteered to mentor new members.

QUALITY ASSURANCE COMMITTEE REPORT

2023 Annual Report to the Board of Directors

Committee Members:

Tonya Nahmabin, RO, Elected Member, Chair
Desiree Petralito, RO, Appointed Member, Vice Chair
Henry Wiersema, Public Member
Angelia Brown, RO, Appointed Member
Panos Petrides, Appointed Member

Accreditation Panel Members:

Dennis O'Hagan, RO, Appointed Member
Derick Summers, RO, Elected Member
David Milne, Appointed Member
Jay Bhatt, RO, Appointed Member
Kevin Cloutier, RO, Elected Member
Janice Mallette, RO, Appointed Member
John Battaglia, RO, Appointed Member

Number of Meetings:

In 2023, the committee held 8 meetings and 1 Accreditation Panel meeting.

Report:

Orientation and Training

Members of the accreditation panel were provided with orientation and training and reviewed an activity submitted for review as part of their training.

Members of the Quality Assurance Committee (QAC) were provided with orientation and training at their first meeting of the year

In addition, Natasha Danson of Steinecke, Macura, LeBlanc provided members with an overview of the principles of Right Touch Regulation and explained that outcomes and/or decisions should be determined by the level of risk and may vary by file/case.

2023 Competency Review and Evaluation Process

Professional Portfolio

In February 2023, 683 registrants received notice that they had been selected to participate in the 2022 Competency Review and Evaluation (CRE) process.

- 642 registrants were randomly selected for a review of their 2022 Professional Portfolio
- 41 registrants were required to participate due to a deferral or a deficiency in their 2022 Professional Portfolio.

Of the 683 registrants that were required to participate:

- 24 registrants were later identified as not being eligible for the CRE due to non-renewal, retirement, or not having been registered during the relevant time period

- 6 registrants were granted a deferral.

Peer and Practice Assessments

Peer and Practice Assessments (PPA) are an in-depth practice assessment that consists of a behaviour-based interview, a chart review and premise inspection. PPAs were conducted remotely and in a modified format due to the ongoing COVID-19 pandemic.

The College's Peer Assessors were provided with annual training by Leanne Worsfold of iComp Consulting and Peggy Dreyer, Manager Quality Assurance.

In 2023, the QAC:

- Ordered 12 assessments due to non-compliance with the CRE process.
- Referred allegations of professional misconduct with respect to 6 registrants to the Inquires, Complaints, and Reports Committee. These allegations related to non-compliance with the QA Program, specifically not responding to, or participating in the Peer and Practice Assessment.
- Reviewed 2 PPA reports

Accreditation Policy

The Board of Directors approved proposed updates to the Accreditation Policy that include:

- Criteria for the accreditation of scholastic continuing education
- Additional criteria around types of distance learning (e.g., podcasts)
- Availability of continuing education activities to all opticians
- Use of logos

Changes to the Competency Review and Evaluation

Selection Process

The Board of Directors approved changes to the CRE process that will take a more risk-based and right touch approach. Changes to the random selection process focus on individuals demonstrating non-compliance with their annual professional portfolio requirements. The selection process beginning 2024 includes:

- 10% of registrants who are seemingly compliant with their Professional Portfolio requirements will be randomly selected to have a fulsome review of their Professional Portfolio, of these 2-5% will be randomly selected to participate in a Peer and Practice Assessment
- 25% of registrants who are seemingly non-compliant with their Professional Portfolio requirements will be randomly selected to have a fulsome review of their previous year's Professional Portfolio, of these 2-5% will be randomly selected to participate in a Peer and Practice Assessment

Peer and Practice Assessment Tools

The College collaborated with Rigor, a research and consulting company with expertise in professional self-regulation and QA research to update our Peer and Practice Assessment tool.

The Peer and Practice Assessment will consist of a two-step process:

Step 1: Practice Profile and Record Review – the objective of this step is to gather insight into individual practice patterns and effectively evaluate professional competencies. This step consists of:

1. Practice Profile – an online questionnaire that establishes a professional profile of the optician's practice and guides the interview process in Step 2.
2. Chart Review – a selection of the optician's charts are reviewed by the peer assessor.

Step 2: Professional Practice Interview – the objective of this step is to probe into critical aspects of the opticians' practice, including decision making processes and compliance with professional standards. This is a structured interview conducted by a qualified Peer Assessor experienced in the optician's areas of practice. There are 3 sections to the interview:

1. Professional Practice (applies to all opticians) -covering ethics, infection control, patient and workplace safety.
2. Eyeglasses (applies to opticians who dispense eyeglasses) – covering needs assessment, prescriptions, lens and frame selection, industry standards, and patient communication.
3. Contact Lenses (applies to opticians who dispense contact lenses) – covering needs assessment, prescriptions and lens selection, patient-centered training, and follow-up care

Quality Assurance Outreach

In 2023, to provide information and answer questions related to the Quality Assurance Program, staff attended:

- 4 in person continuing education events
- 1 student night hosted by Seneca College, and 1 student night hosted by the Ontario Opticians Association
- 3 information sessions with opticianry students at Seneca College, Steinburg College & La Cité College

Submitted by:

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

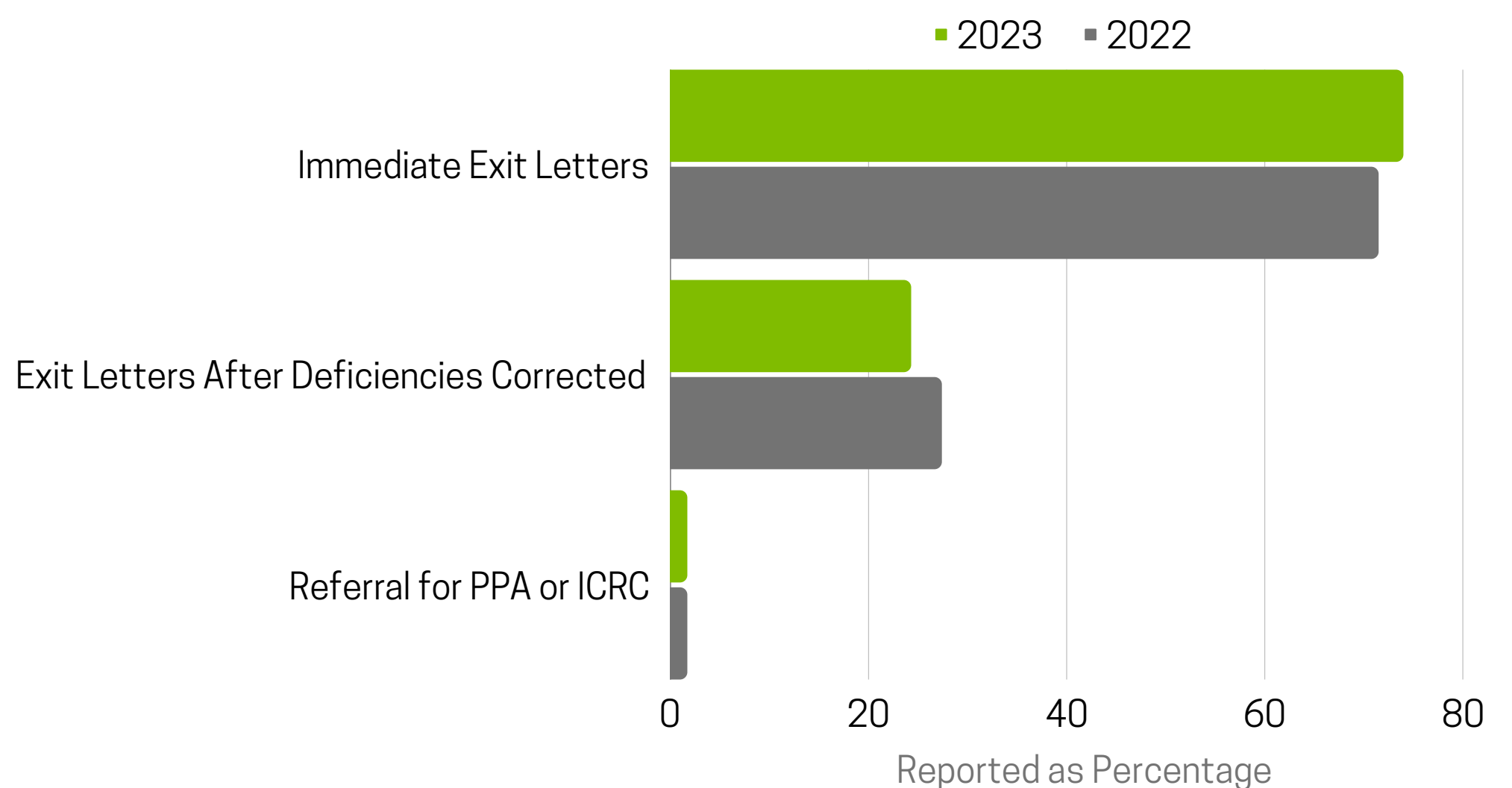
QUALITY ASSURANCE COMMITTEE ANNUAL REPORT

Competency Review & Evaluation Process

653 registrants were required to participate in the 2023 CRE which includes an audit of their 2022 Professional Portfolio

Notable changes over last year :

- Immediate exit letters increased by 2.5%
- Referrals for a Peer and Practice Assessment (PPA) or to Inquires, Complaints & Reports Committee (ICRC) increased by 0.7%



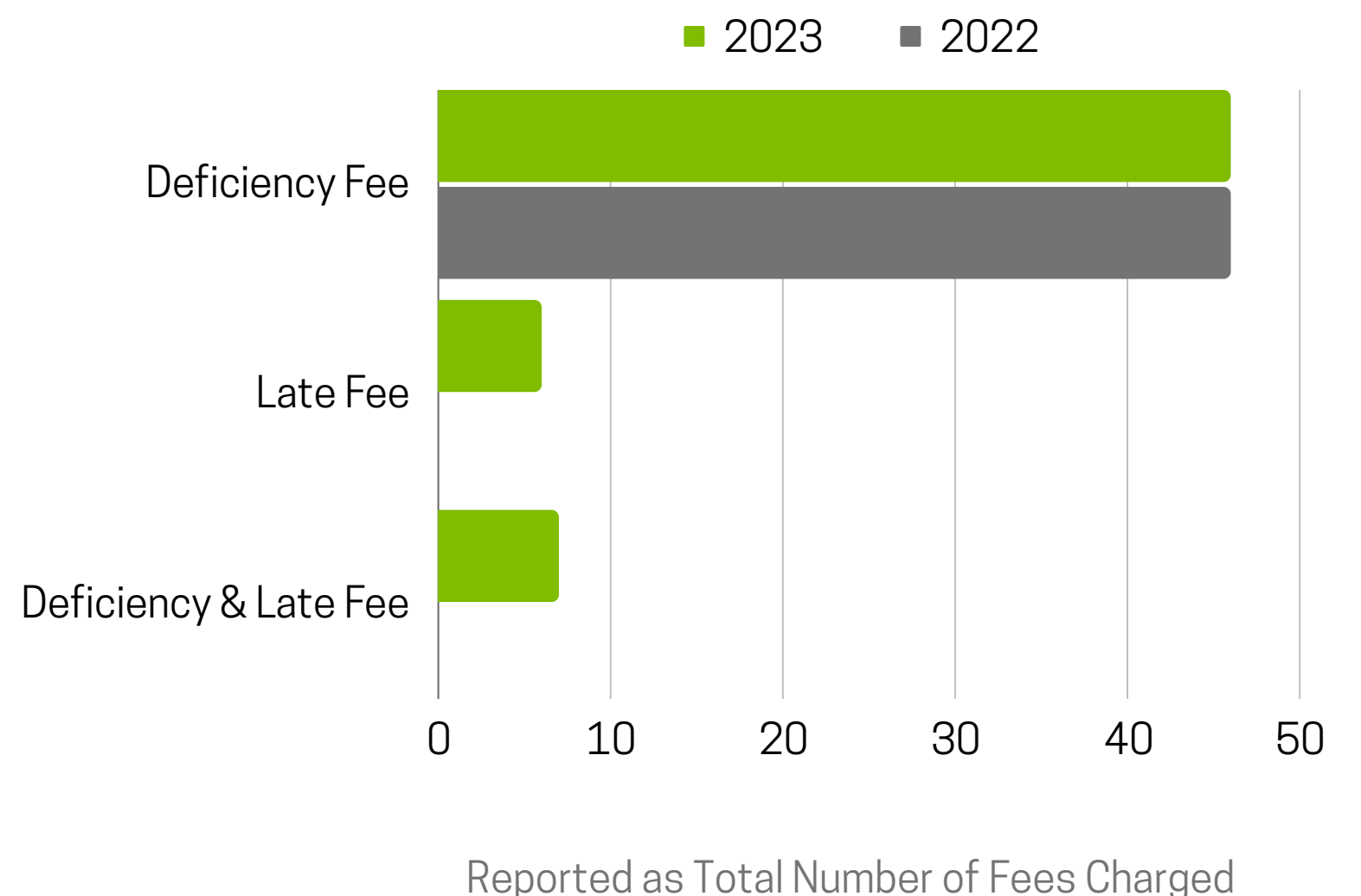
Competency Review and Evaluation Related Fees

Registrants who submit a portfolio past the due date are charged a late fee of \$50.00 (+HST)

Registrants who submit a portfolio which is deficient in accredited hours are charged a deficiency fee of \$100.00 (+HST)

Notable points:

- Late fees were not charged in 2022
- Deficiency Fees increased by 15%

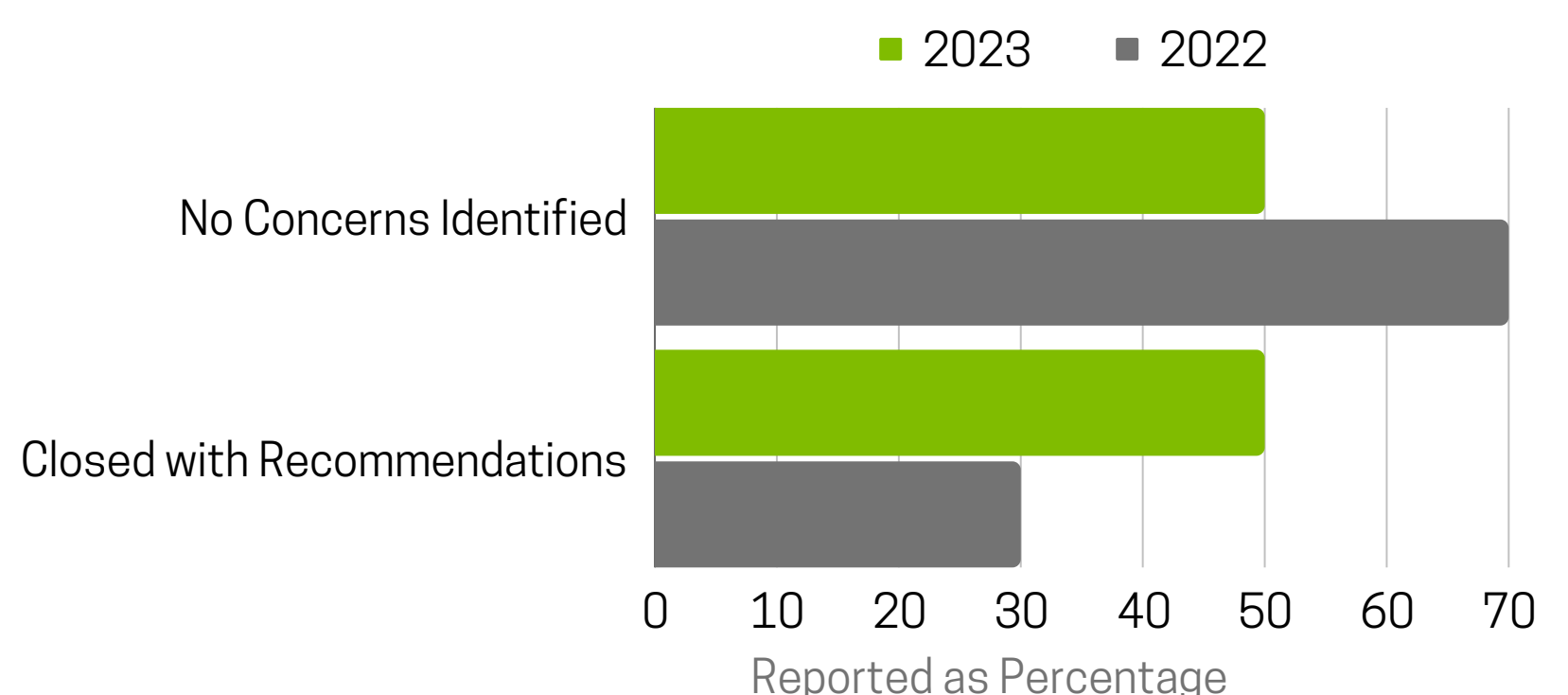


Peer and Practice Assessments

The QAC reviewed 2 Peer and Practice Assessment Reports in 2023.

Notable points:

- Registrants who were non-responsive to the PPA process were referred to ICRC
- 5 PPAs were placed on hold pending the successful completion of the 2024 CRE process.



Jurisprudence Modules

The College offers 5 Jurisprudence modules which are all accredited Professional Growth activities. Chapter 1 is mandatory for registrants to complete within 12 months of registration and then once every 3 years. All have been accredited as Professional Growth Activities.

- Chapter 1: Professional Boundaries & Sexual Abuse Prevention
- Chapter 2: Record Keeping, Confidentiality & Privacy
- Chapter 3: Communications
- Chapter 4: Introduction to the RHPA
- Chapter 5: Diversity, Equity, and Inclusion

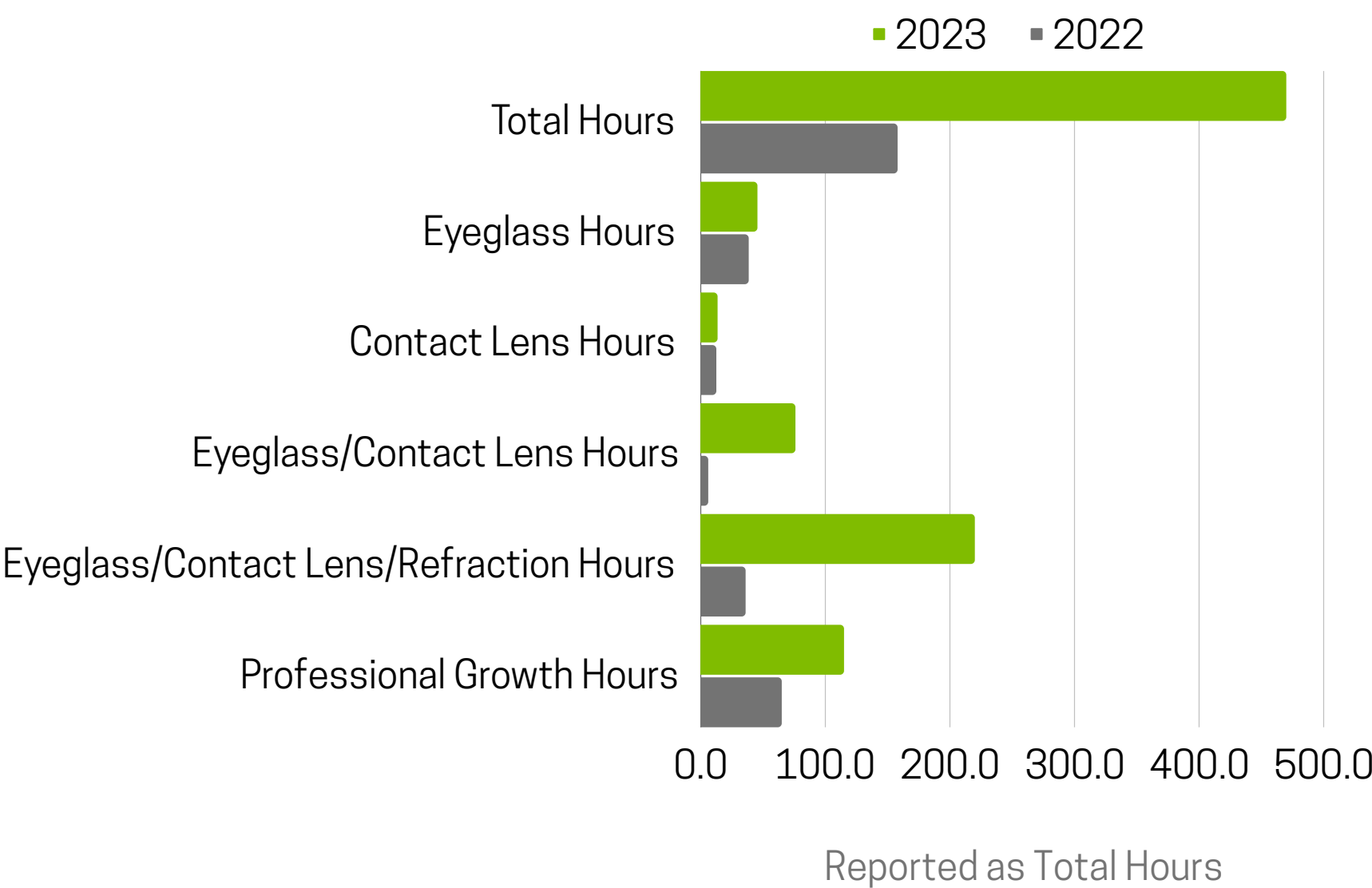
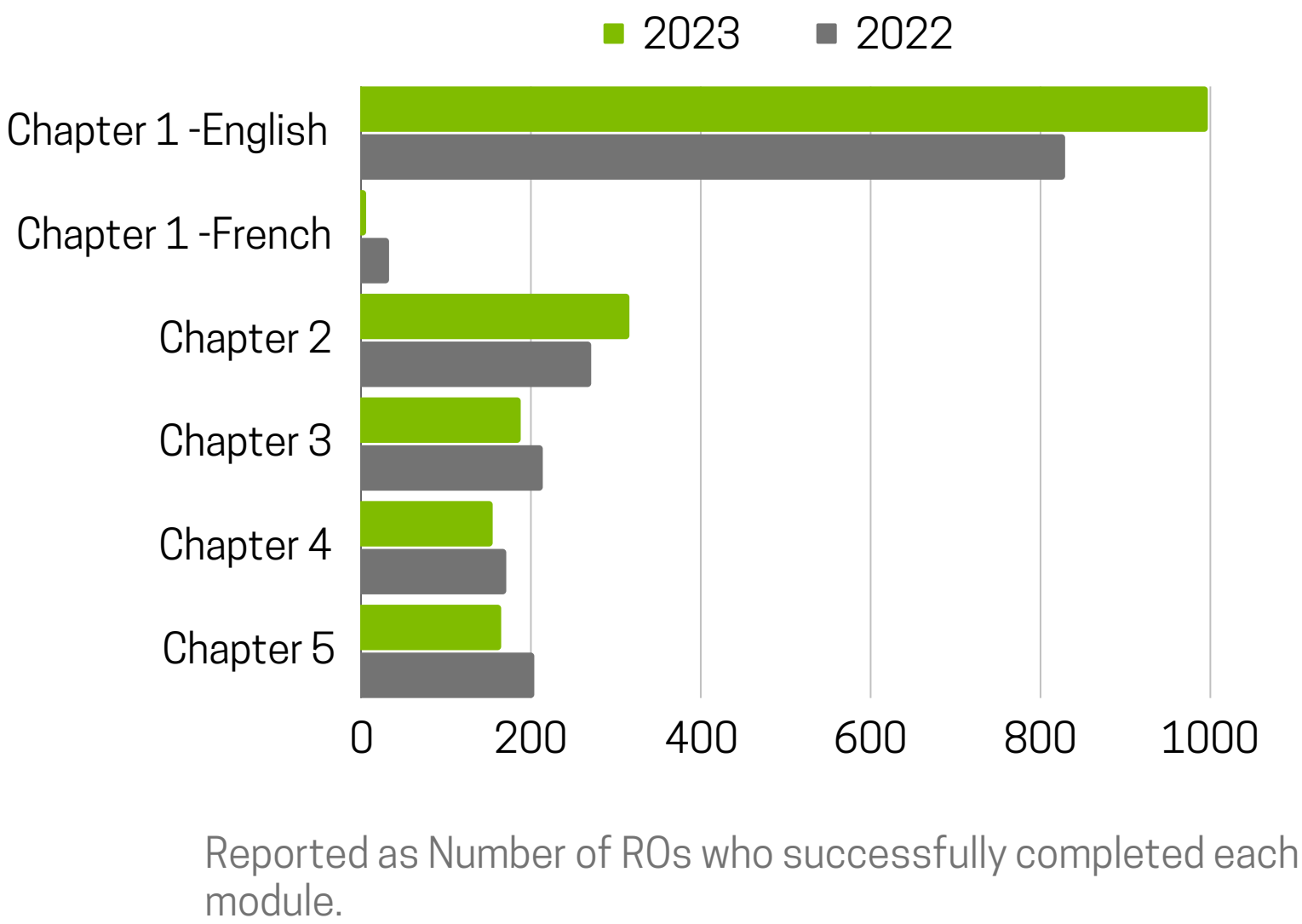
Accreditation Requests

The accreditation team is responsible for reviewing continuing education activities and ensuring they meet the criteria for accreditation.

In 2023, the accreditation panel reviewed 172 activities; 168 were approved for a total of 470 hours.

Notable points:

- 8 scholastic continuing education courses were accredited in 2023. As with all activities, these were accredited hour for hour which accounts for the large increase in total hours overall.
- In 2023, there was a 43.5% increase in PG hours approved; this was, in part, due to one of the scholastic courses that received accreditation.



GOVERNANCE COMMITTEE REPORT

2023 Annual Report to The Board of Directors

Committee Members:

Diana Bristow, Public Member, Chair
Desiree Petralito, RO, Appointed Member, Vice-Chair
Elsa Lee, RO, Elected Member
Jamuna Balaram, Public Appointed Member
Elliot Borins, Public Appointed Member

Number of Meetings:

In 2023 the Governance Committee held five virtual meetings via Zoom.

Training

All members of the Governance Committee were provided with orientation and training at their first meeting of the year (February 2023). The committee received training on the role of the Governance Committee, the Board's Policy Governance Framework and an update on the College's evolving governance reform of its operational and governance structure.

Report:*Board Policy Review Schedule*

The committee reviewed the following policies in accordance with the schedule set out in Appendix 2 to the Policy Governance Manual, and recommended amendments to the board where appropriate:

1. Strategic Outcomes Policy
2. Role of Board Officers Policy
3. Appointed Members Policy
4. Financial Planning and Budgeting Policy
5. Financial Condition Policy
6. Discipline Committee Terms of Reference and Mandate Policy
7. Role of Committee Chairperson Policy
8. CEO Job Products Policy
9. CEO Position Description Policy
10. CEO Performance Evaluation Process Policy
11. CEO Engagement & Compensation Policy
12. Posting of Board Materials Policy
13. Board Support of the Registrar, CEO Policy

14. Governance Approach Policy
15. Board Decision-Making Policy
16. Board Effectiveness Self-Evaluation Policy
17. Investment Policy

2023 Board Action Plan

The committee reviewed a draft of the board's 2023 Action Plan and confirmed that the draft aligned with the items identified by the board at its strategic planning meeting in March 2023. The committee recommended, and the board approved, the 2023 Board Action Plan.

2023 Pre-Election Training Module

The committee reviewed options for the 2023 Pre-Election Training Module. The committee recommended, and the board approved, Jurisprudence Chapter 4: Regulated Health Professions Act, as the pre-election training module for 2023.

Executive Committee Elections

The committee considered a proposal to update the by-laws so that individuals eligible to vote for members of the Executive Committee are those who will be sitting on the board in the same year that the Executive Committee will serve.

The committee recommended, and the board approved, the proposed amendments to the Executive Committee election process under the by-laws.

Governance Reform: Electoral Districts

The board tasked the committee with exploring possible governance reforms that would help streamline and modernize governance processes. One of the possible reforms assigned to the committee was to explore changing or eliminating electoral districts.

In August, the committee received a paper exploring the elimination of electoral districts for professional board members. The committee discussed this issue and agreed that it would be worth pursuing.

In October, the committee received an update on progress to develop a proposal around reforming the current system of electoral districts for board elections. The committee noted that it was expected that this proposal would come forward to the committee in early 2024.

Submitted by:

Diana Bristow, Public Member, Chair

Amy Stein, Deputy Registrar and General Counsel

CLINICAL PRACTICE COMMITTEE

2023 Annual Report to Council

Committee Members:

Dennis O'Hagan, RO, Chair, Appointed Member
Robert Quinn, RO, Vice-Chair, Appointed Member
Dorina Reiz, RO, Elected Member
Elliot Borins, Appointed Member
Stephanie Kelly RO, Appointed Member

Number of Meetings: 2

Report:

Orientation and Training

Committee members were provided orientation and training at the first meeting of the year.

COVID-19 Return to Practice Guidelines

The Committee reviewed the continued relevance of the COVID-19 Practice Guidelines and determined to recommend that these should be retired. Instead, the Committee recommended updates to Standard 4: Safety and Infection Control in the Practice Environment to incorporate additional guidance on managing the risk of infectious agents in the practice environment, including guidance with respect to cleaning and disinfecting practices.

Standard 8: Refraction and the Refraction Designation

After extensive consultation with refracting and non-refracting opticians, patients, and other stakeholders, the Committee recommended that Standard 8: Refraction and the refraction designation be retired.

Submitted by:

Robert Quinn, RO, Vice Chair, Appointed Member
Peggy Dreyer, RO, Manager, Professional Practice

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 with respect to 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 did not exercise its powers to act as the Board in 2023.

3. Finance Committee

Review of Financial Statements and Financial Auditor Recommendation

At each meeting, the Executive reviewed the financial variance report. In addition, The Executive Committee reviewed the draft audited financial statements as prepared and presented by Grewal Guyatt, Chartered Professional Accountants. Based on their review, the committee recommended that the Board approve the financial variance reports and the audited financial statements.

The Executive continued to use the auditor assessment tool. The tool is a means of assessing the auditor's independence, objectivity, and professional skepticism; the quality of the engagement team; and the quality of the communications and interactions with the external auditor.

2024 Budget

The Committee reviewed the draft 2024 budget at the November 2023 meeting and presented it to the board for approval at the December 2023 meeting.

Submitted by:

Stephen Kinsella, Chair, Public Member

REGISTRATION COMMITTEE

2023 ANNUAL REPORT

Committee Members:

Robert Vezina, RO, Elected Member
Daniela Schowalter, Vice-Chair, RO, Appointed Member
Janice Mallette, RO, Appointed Member
Panos Petrides, Public Member
Omar Farouk, Public Member
Alicia Munian, Public Member

Registration Appeal Panel

Diana Bristow, Public Member
Stephanie Kelly, RO, Appointed Member
Dennis O'Hagan, RO, Appointed Member

Number of Meetings

In 2023, the Registration Committee held 13 (thirteen) virtual meetings via Zoom. The Registration Appeal Panel (RAP) did not meet in 2023.

Training

The Committee received orientation training on the role of the College and the Registration Committee, an overview of the types of commonly reviewed applications, the appeal process, the role of the Office of the Fairness Commissioner (OFC), fair access law, and unconscious bias.

Additionally, the Committee received training on the national examination and the Prior Assessment and Recognition (PLAR) processes from Jodi Dodds, the Executive Director of the National Alliance of Canadian Optician Association (NACOR), and on the principles of right-touch regulation from Natasha Danson, partner with Steinecke Maciura Leblanc.

Report

Amendments to the Registration Regulation Relating to Emergency Class of Registration

In December 2022, the Ministry of Health enacted a [Registration Requirements Regulation](#) that required that Colleges create regulations establishing an emergency class of registration and set out the specific requirements that the Colleges must adhere to when creating such a class.

The Registration Committee reviewed the draft provisions prepared by the College's administrative team. The proposed provisions have been drafted to meet the requirements set out in the Registration Requirements Regulation.

Upon review of the proposed regulatory amendments, the Committee approved the circulation of the proposed changes relating to the establishment of the temporary emergency class of registration to registrants and stakeholders of the College per s.94(2) of the *Health Professions Procedural Code*.

The Committee reviewed the results of the stakeholder feedback and noted that most survey respondents were in support of the proposed amendments. Upon review of the information presented, the Committee recommended, and the Board approved the proposed amendments to the [Registration Regulation](#) to establish the emergency class of registration. It was noted that these amendments will not come into effect immediately but will be held until the Regulation receives approval from the Ontario Government.

Policy Development

In light of the upcoming changes to the Registration Regulation, the Registration Committee undertook the development of new registration policies, specifically:

- Currency of Practice Policy
- Reinstatement and Changing from Inactive to Active Class Policy
- Practicum Policy

The new policies were to support registration-related changes that would take place when the amendments to the Registration Regulation were approved, such as:

- Requirement to demonstrate currency of skills and knowledge to hold a certificate of registration as a Registered Optician;
- Reinstatement process for registered opticians whose certificate of registration has been suspended for non-payment of fees;
- Change of status process for opticians in the Inactive class of registration wishing to return to the active class;
- Practicum requirements for new applicants to the College.

Upon review of the draft policies, an environmental scan of the practices of Ontario health regulators, and a literature review relating to currency of practice, the Committee approved the circulation of the draft policies to registrants and stakeholders of the College per s.94(2) of the *Health Professions Procedural Code*.

The stakeholder feedback was reviewed by the Registration Committee at its May 15, 2023 meeting. Upon review of the information presented, the Committee recommended, and the Board approved the proposed new registration policies.

PLAR Blueprinting and New Assessment Process

At the Committee meeting on May 15, 2023, Jodi Dodds of the National Alliance of Canadian Optician Regulators (NACOR) presented the updated Prior Learning Assessment and Recognition (PLAR) process which came into effect earlier that month. The Committee was provided with the background information about the development of the new assessment and the testing blueprints.

Some of the key features of the new process included a redevelopment of the current Competency Gap Analysis (CGA) tool into a four-part multiple-choice assessment that covers the areas of professional practice, eyeglasses and low vision, and contact lenses, and the elimination of the Case-Based Interviews (CBI). Ms. Dodds also introduced a new scorecard to the Committee and explained the possible assessment outcomes.

Policy Review

Language Proficiency Requirements Policy

The Registration Committee undertook a review of the Language Proficiency Requirements Policy to ensure that the policy was in alignment with the new Registration Requirements Regulation made under the *Regulated Health Professions Act, 1991*. The Registration Requirements Regulation required health regulatory Colleges to accept demonstration of language proficiency on a test that was approved under the Immigration and Refugee Protection Act (Canada) for use in assessing language proficiency.

To inform their decision-making, the Committee reviewed the results of an environmental scan of language proficiency requirements of other health regulators in Ontario. Upon review of the information presented, the Committee recommended, and the Board approved the proposed amendments to the Language Proficiency Requirements Policy.

Reinstatement Policy

The Registration Committee reviewed the Reinstatement Policy to remove outdated information related to past regulatory amendments. The Committee proposed to remove dispensing under the supervision of an ophthalmologist or optometrist while suspended as a suggested activity to demonstrate currency of knowledge, skill, and judgment.

The Committee recommended, and the Board approved the proposed amendments to the Reinstatement Policy.

Policies for Quarterly Content Review

In Q4, the Registration Committee undertook a content review of the following registration policies:

- Internationally Educated Applicant Policy
- Examination and Upgrading Proposal Policy
- Retention of Legal and Verifying Documents Policy

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

The Committee proposed several amendments to align the policies with the current processes and to improve their overall readability. The Committee recommended, and the Board approved the proposed amendments to the aforementioned policies.

COVID-19 Temporary Addenda to the Policies

The Registration Committee reviewed the temporary addenda to the Contact Lens Fitting and the Contact Lens Mentor policies that addressed the challenges being posed to students in obtaining the requisite number of eyeglass and contact lens fits.

The Committee noted that post-pandemic, students did not encounter challenges in completing the required eyeglass fittings in a dispensary setting. Therefore, the Committee did not deem it necessary to further extend the addendum to the Contact Lens Fitting Policy.

The Committee identified that students continued to face significant challenges in finding preceptors to supervise the required Rigid Gas Permeable (RGP) lens fits. Therefore, the Registration Committee recommended an extension of the addendum to the Contact Lens Mentor policy to grant temporary contact lens mentor status to faculty who are teaching contact lens courses in an academic setting.

The Committee recommended, and the Board approved an extension to the temporary addendum to the Contact Lens Mentor policy until December 31, 2024.

Risk-Informed Compliance Framework Assessment

In December 2023, the College submitted a risk analysis questionnaire to the Office of the Fairness Commissioner (OFC) for the assessment under the [Risk-informed Compliance Framework \(RICEF\)](#). Under this framework, the College's operations were assessed against the following risk factors that might impact the College's ability to apply fair registration practices:

- Organizational capacity.
- The overall control that a regulator exerts over its assessment and registration processes.
- The impact of major changes to registration practices and relations with third-party service providers.
- The ability of the regulator to comply with newly introduced legislative and/ or regulatory obligations.
- Public policy considerations:
 - I. Addressing labour market shortages.
 - II. The ability to promote inclusion and address anti-racism concerns in registration processes.

For each of the risks identified above, the OFC assessed both the probability that the risk will occur and the significance of the consequences. Following completion of the risk review process, the OFC has assigned a low-risk rating to the COO. This rating signifies the College's full compliance with the OFC's objectives and recommendations; the rating will remain in effect for the period from April 1, 2024 to March 31, 2026.

File Review

In 2023, the Registration Committee reviewed two initial PLAR applications, 12 PLAR assessment results, 12 initial reinstatement applications (over 3 years), one reinstatement assessment result, 10 upgrading proposals, and four requests for an extension to sit the national examinations.

Submitted by:

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

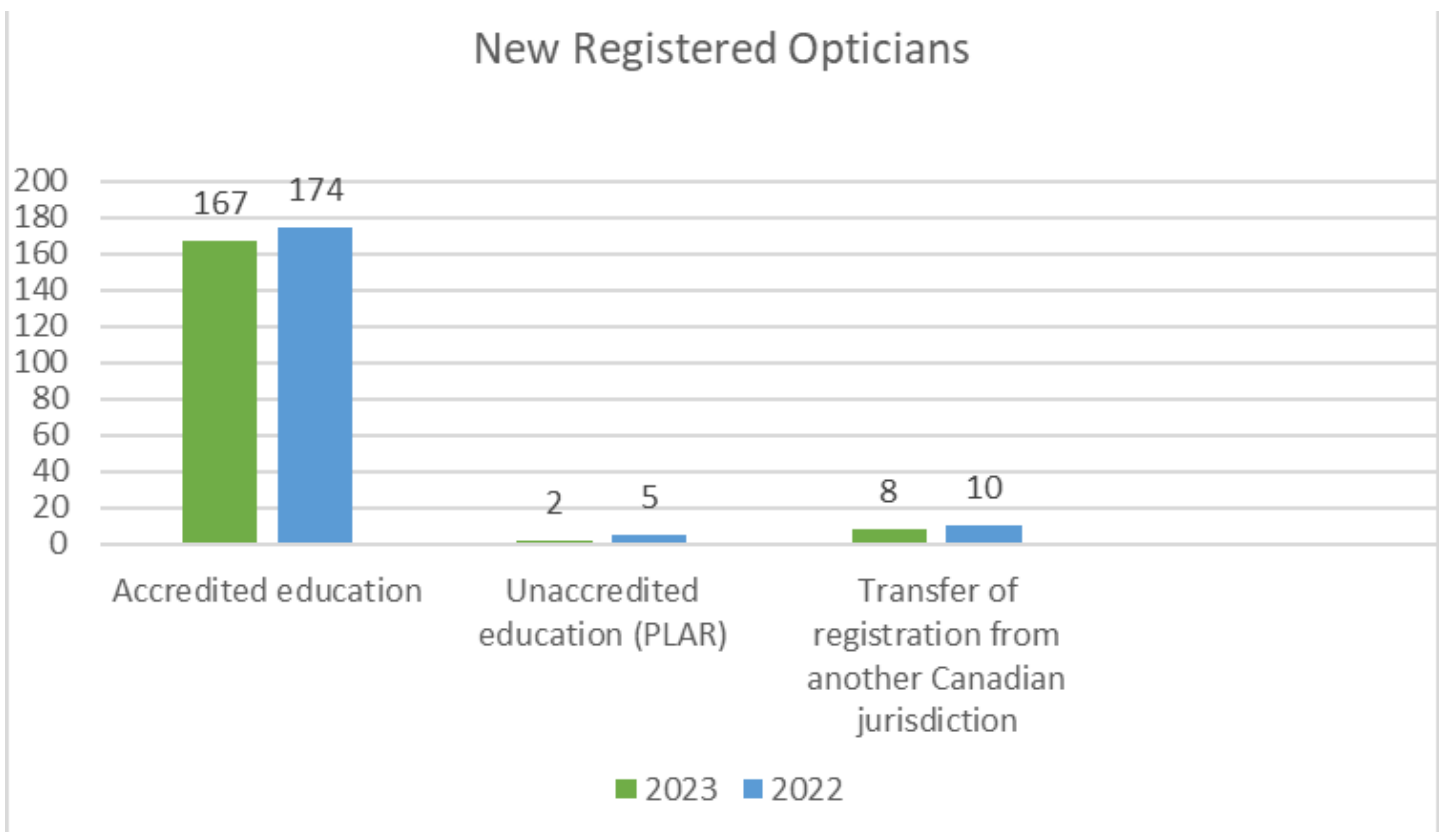
REGISTRATION COMMITTEE

2023 Annual Report

2023 - Year in Review

Key Trends:

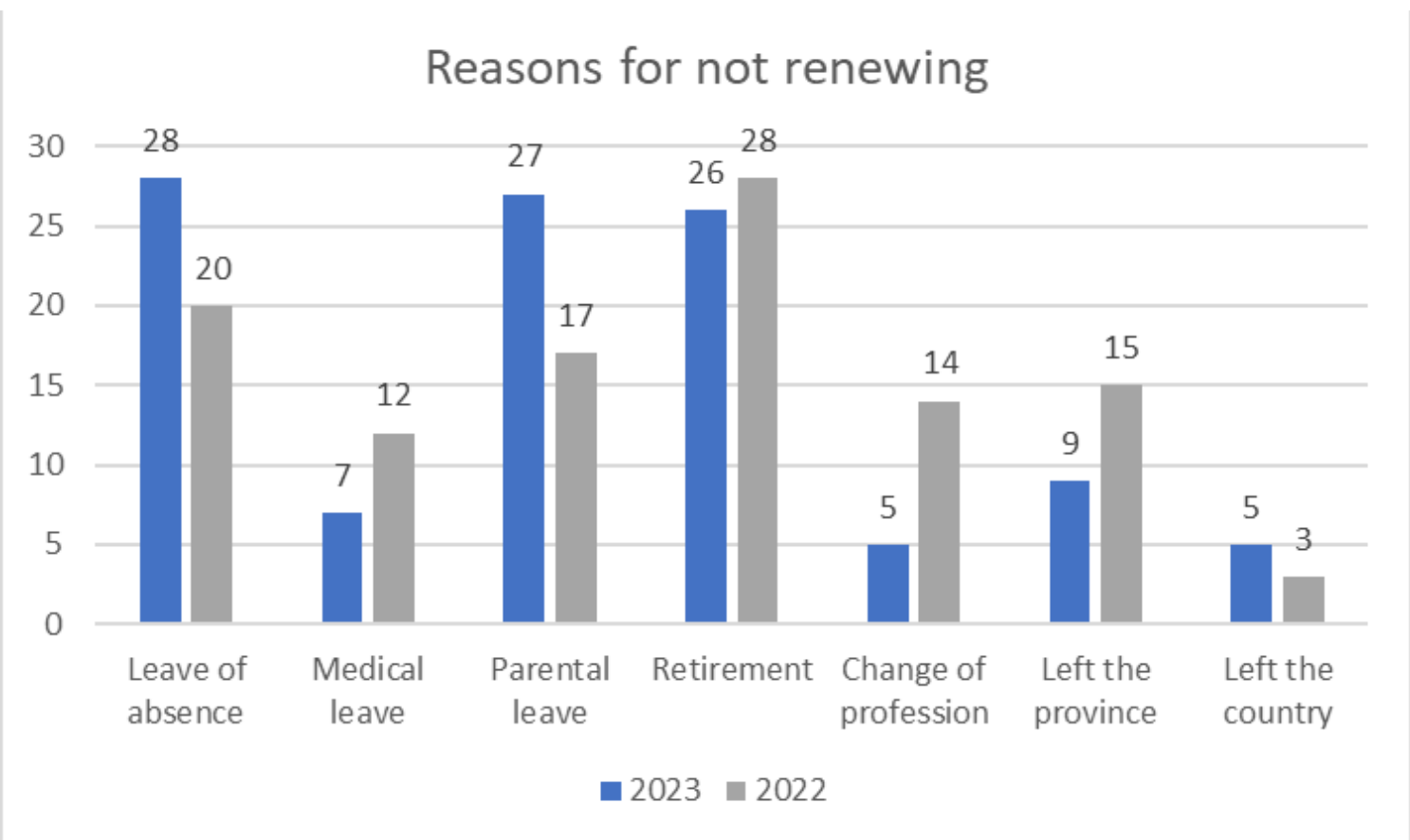
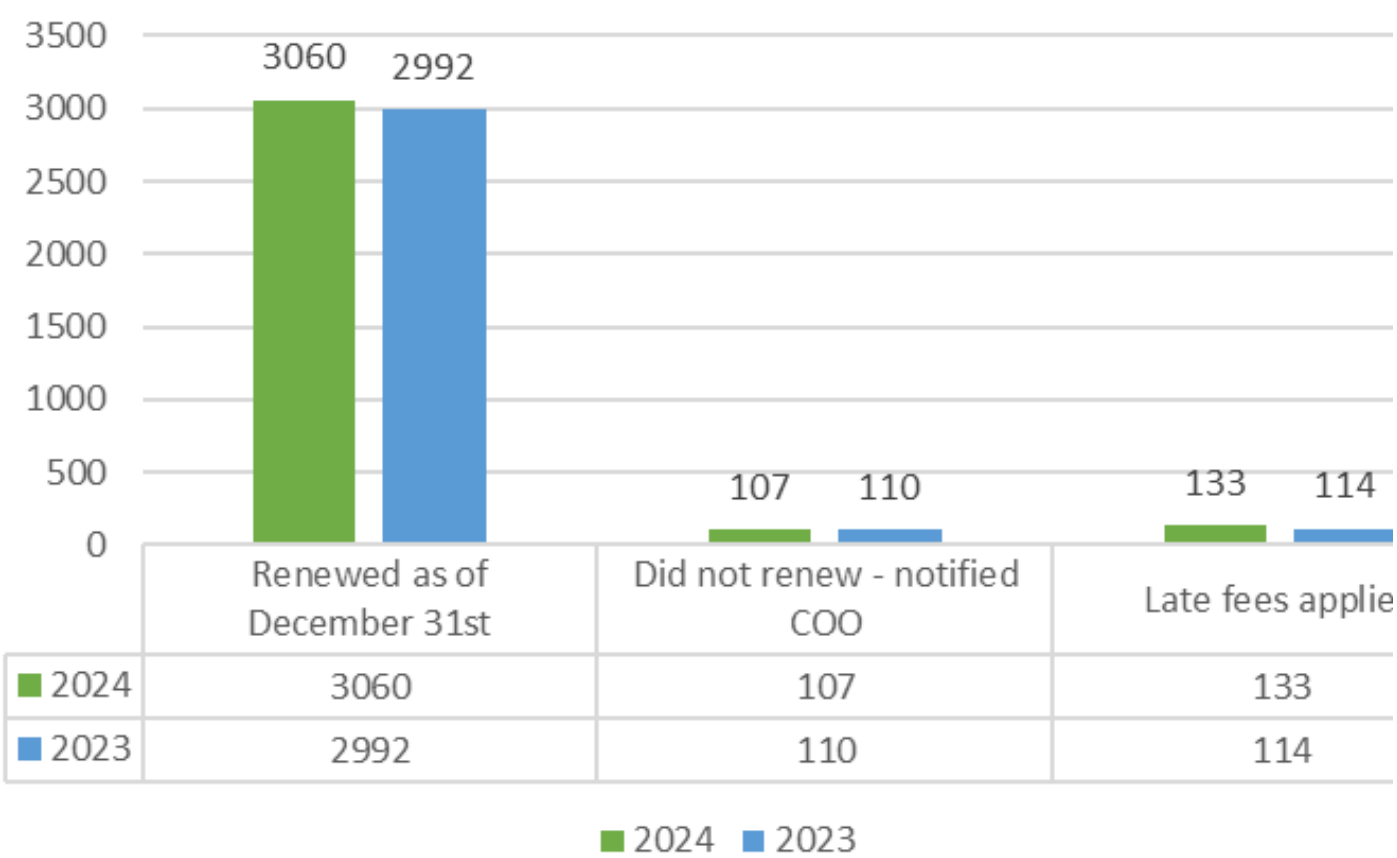
- 4% decrease of registrants from approved/accredited opticianry programs compared to that in 2022
- The number of internationally educated registrants in 2023 is comparable to that in 2022
- The number of registrants who transferred their registration from another Canadian jurisdiction in 2023 is comparable to that in 2022



2024 Renewal Statistics

Key Trends:

- 93% renewal rate attained in 2022 and 2023
- The number of registered optician not renewing for medical reasons, change of profession or due to leaving the province decreased in 2023 compared to that in 2022
- The number of opticians who retired in 2023 is comparable to that in 2022



NATIONAL EXAMINATIONS

2023 Annual Report

2023 Examinations Statistics

Key Trends:

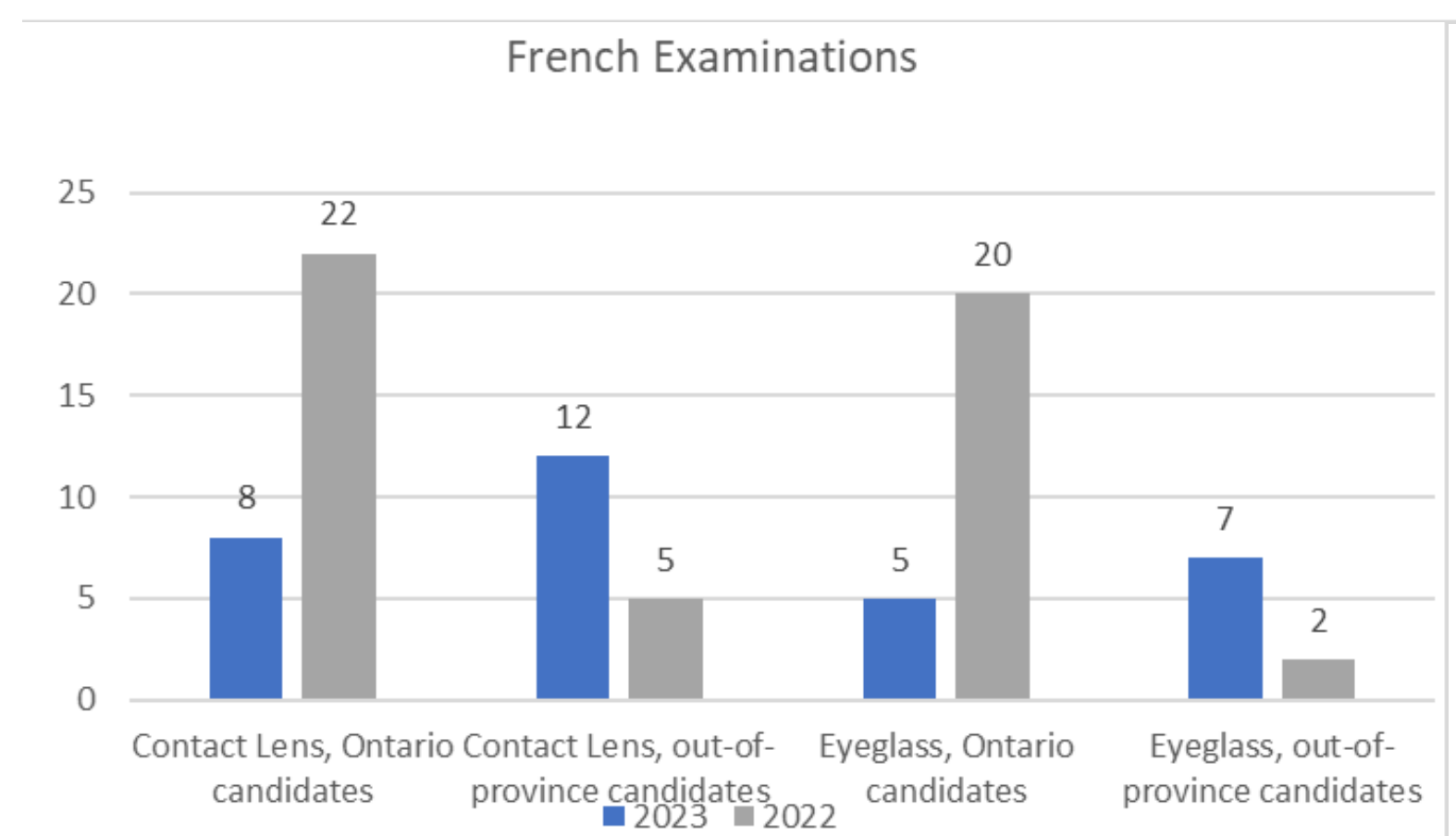
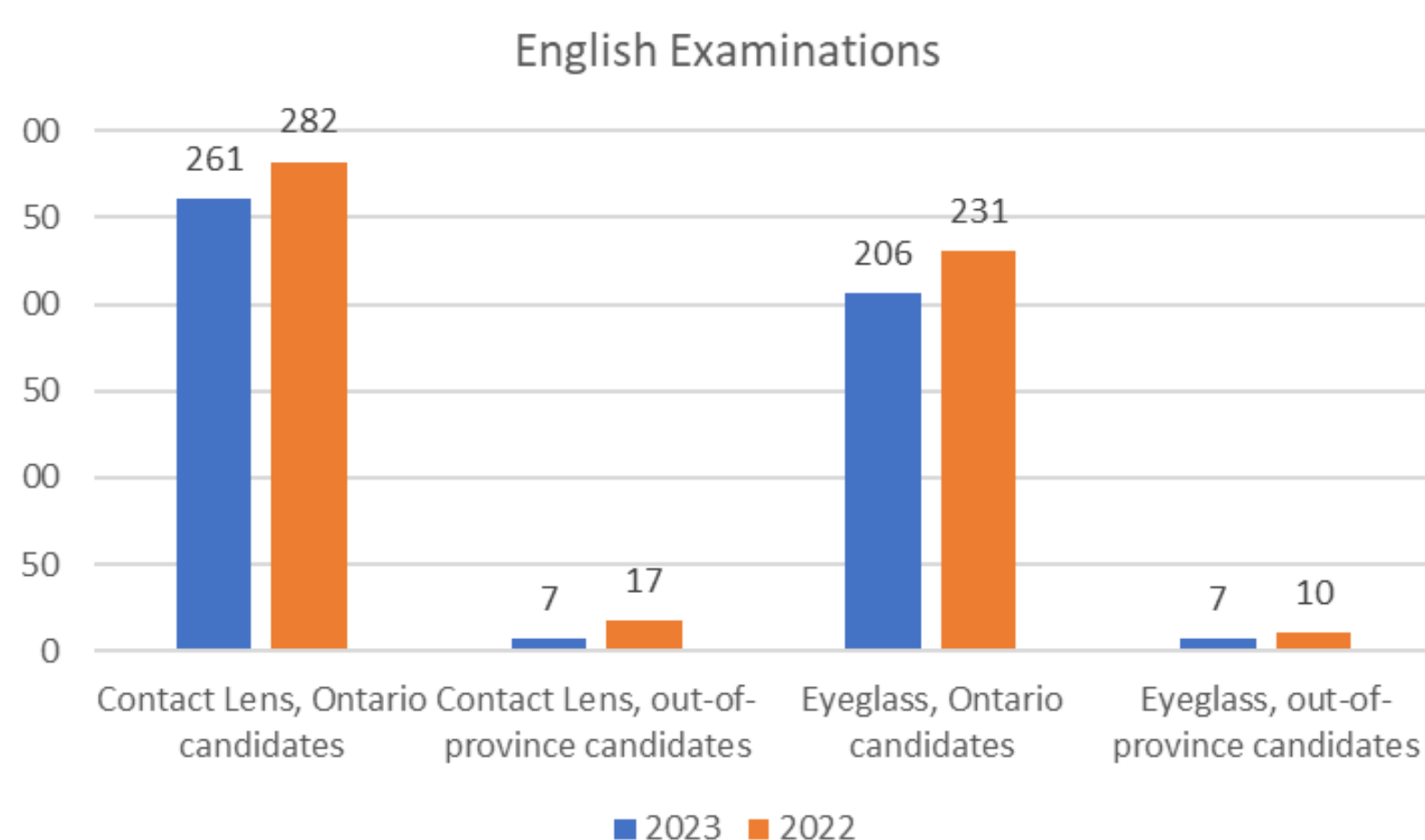
English Examinations

- 8% decrease of Ontario contact lens candidates as compared to 2022
- 12% decrease of Ontario eyeglass candidates
- Out-of-province candidate numbers decreased compared to those in 2022

French Examinations

- Significant decrease of Ontario candidates compared to those in 2022
- Noted increase of out-of-province candidates

The decrease in exam candidates in 2023 may be attributed to a return to pre-pandemic candidate numbers.



Upcoming Examination Dates*

- May 3 - 5, 2024 at Seneca College in Toronto (English)
- October 25 - 27, 2024 at Georgian College in Barrie (English)
- November 23 - 24, 2024 at La Cité College in Ottawa (English and French)

*all examination dates are subject to change.

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

Annual Report 2023

Inquiries, Complaints and Reports Committee's Mandate

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 complaints, reports from the Registrar, or referrals from the College's Quality Assurance Committee. The ICRC investigates all complaints, considers all reports 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.

The Committee and Panel composition in 2023 is below:

Table 1: 2023 Committee & Panel Composition	
Panel 1	Panel 2
Samir Modhera, Chair, RO, Elected Member	Jay Bhatt, Vice Chair, RO, Appointed Member
Robert Quinn, RO, Appointed Member	Kevin Cloutier, RO, Elected Member
John Battaglia, RO, Appointed Member	Angelia Brown, RO, Appointed Member
Jamuna Balaram, Appointed Member	Margaret Judge, Public Member
Omar Farouk, Public Member	Stephen Kinsella, Public Member

2023 Committee Highlights

Number of meetings in 2023:

In 2023, the ICRC held 16 meetings. The ICRC held an orientation session for all members and the two panels of the ICRC collectively held 15 meetings. The orientation included presentations by Amy Stein, General Counsel and Deputy Registrar and Rebecca Durcan, Partner, Steinecke Maciura LeBlanc Barristers & Solicitors.

Table 2: Number of Meetings in 2023	
Full Committee Meeting	1
Panel Meetings	15

In 2023, the two panels of the ICRC reviewed 55 separate matters. This included reviewing new complaints (20), making decisions on ongoing matters (19) and approving the appointment of

investigators (16) pursuant to sections 75(1)(a), 75(1)(b) and 75(1)(c) of the RHPA.

Committee Work in 2023

Table 3: Matters Opened & Disposed of in 2023		
Categories	Opened in 2023	Disposed of in 2023*
Complaints	25	15**
Reports	3	1*
Referrals from the Quality Assurance Committee	5	0
Total	33	16

Note: * Includes Decisions on complaints and reports received in 2021, 2022 and 2023.

** The Decision and Reasons in 10 complaints and 1 report are in the final stages of drafting and are planned to be issued in Q1 2024

Table 4: Themes in Complaints Opened in 2023	
2023 Complaint Themes	Complaints
Sexual Abuse	1
Advertising	2
Record Release	3
Dispensing	6
Privacy	1
Billing/Insurance Practices	5
Professionalism	16

Table 5: Breakdown of Disposition Orders in 2023			
2023 ICRC Dispositions Orders	Complaints	Reports	QAC
Closed with no further action	11	0	0
Specified Continuing Education or Remediation Program	0	0	0
Oral Caution	0	0	0
Undertaking	0	0	0
Written Advice	7	0	0
Referred to Discipline	0	1	0

*Note that dispositions may include one or more of the options listed above

Unauthorized Practice

In October 2023, the College launched the new Unauthorized Practice program - a convenient form-based reporting system with a dedicated page on the College's website. In 2023, the College received 13 reports of Unauthorized Practice. With the Registrar's guidance, staff have completed their review of 5

reports and are working to complete the remaining reports by the end of Q1 2024. Although the ICRC is not involved in the initial review, it will be involved if the Registrar recommends commencing formal legal proceedings.

The Health Professions Appeal and Review Board

The Health Professions Appeal and Review Board (HPARB) is an agency of the government, independent of the College, that is responsible for reviewing the decisions of the ICRC regarding complaints that are not referred to the Discipline Committee or the Fitness to Practice Committee. In 2023, reviews were requested of two ICRC decisions, and HPARB issued its decision in an ongoing review, where it confirmed the ICRC's decision to take no action.

Submitted by:

Samir Modhera, Chair, RO

Rudra Mukherji Acting Manager, Professional Conduct

INQUIRES, COMPLAINTS & REPORTS COMMITTEE

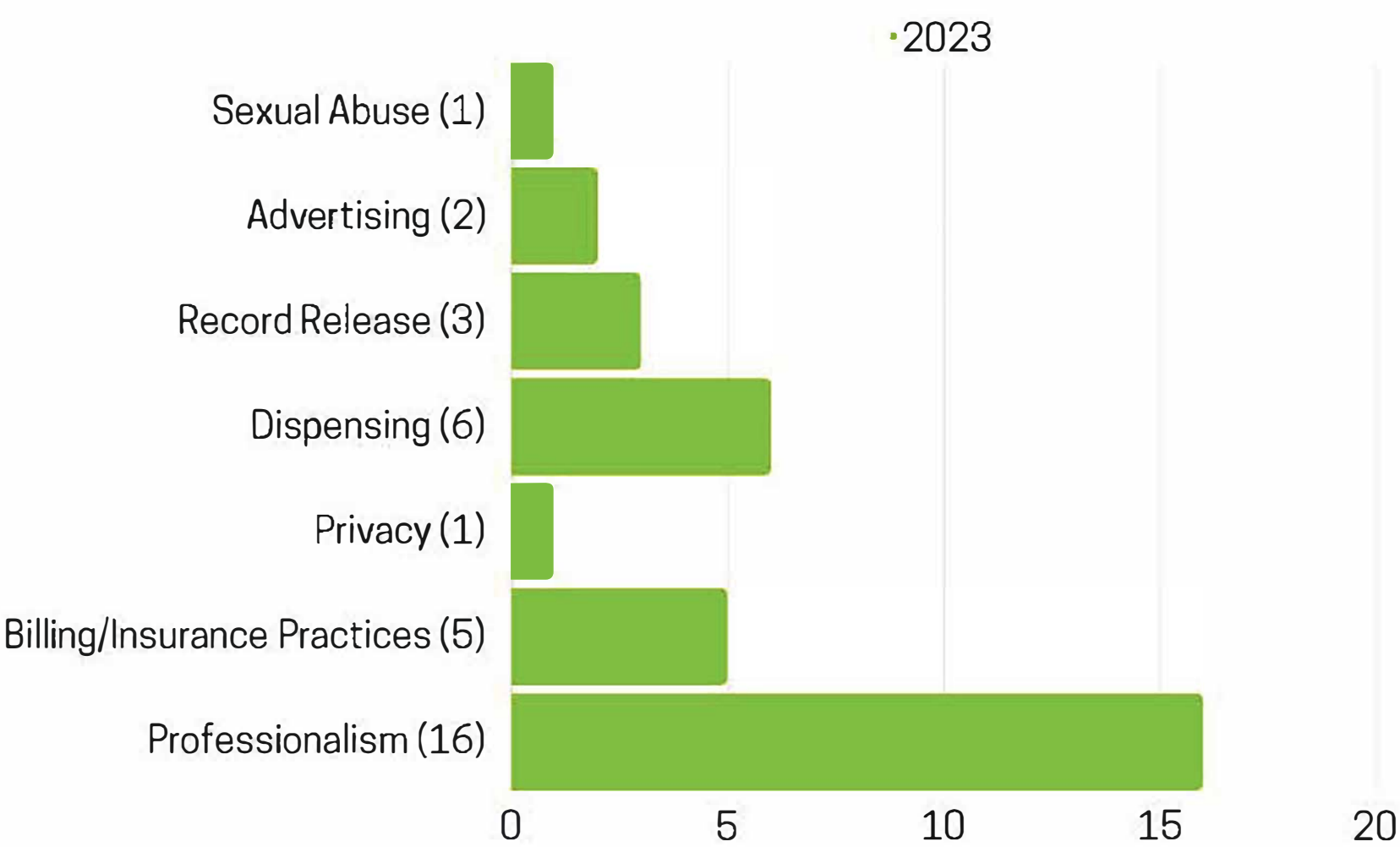
ANNUAL REPORT

Complaints

Complaints received in 2023: 25

Nature of Complaints

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



Reports

Reports & Referrals from QAC Received in 2023: 8

*All requests for appointment under s.75(1) (a), s. 75(1)(b) and s.75(2) of the RHPA.

Appointment of Investigators* approved by the ICRC in 2023

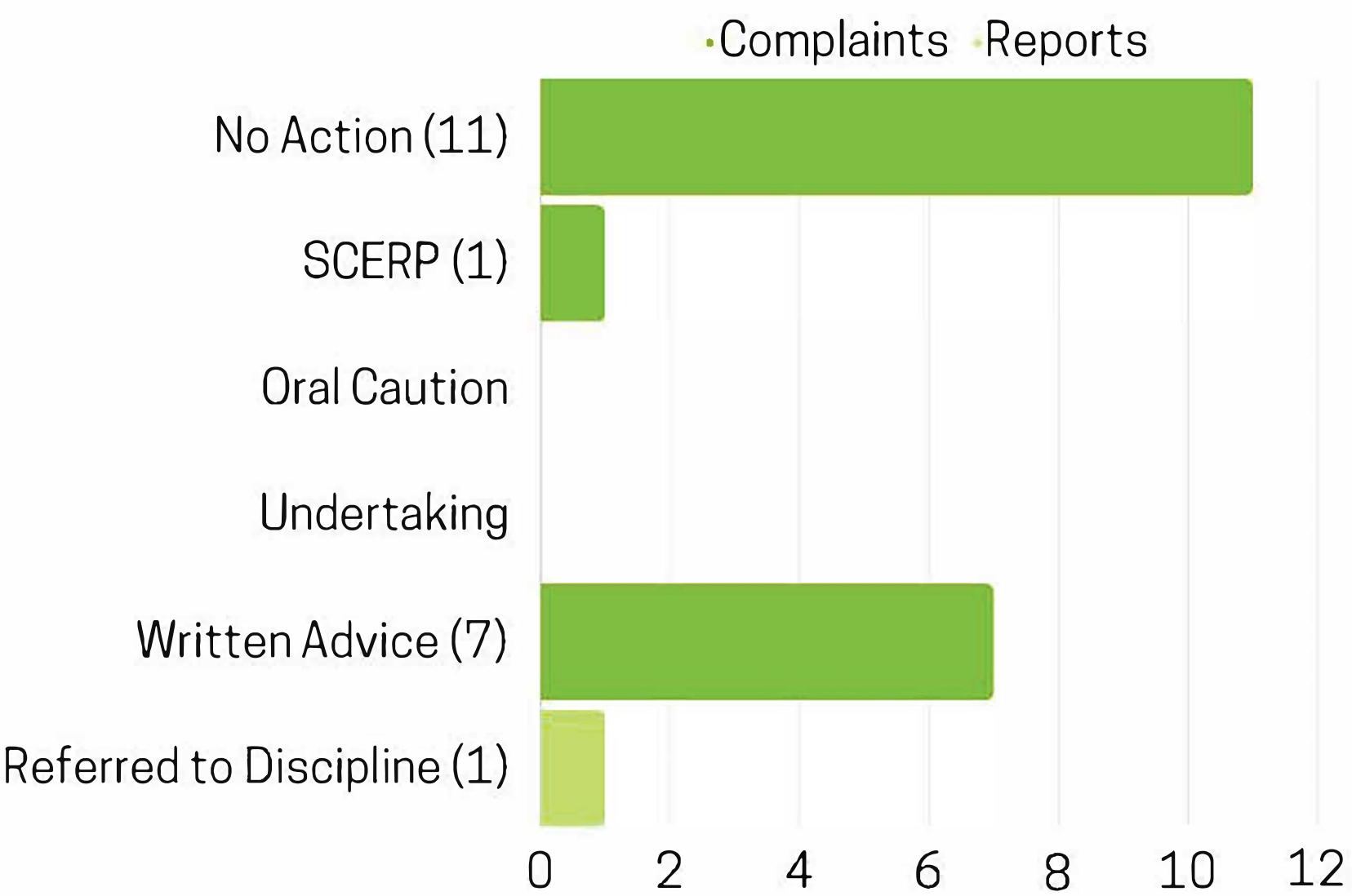
Reports: 3
Referrals from Quality Assurance Committee: 8

Disposition of Closed Matters

An investigation matter may have more than one disposition.

Complaints disposed of in 2023: 15

Reports disposed of in 2023: 1



HPARB

Reviews Requested : 2
Reviews Concluded : 1
Reviews Ongoing : 2

PATIENT RELATIONS COMMITTEE REPORT

2023 Annual Report to The Board of Directors

Committee Members:

David Milne, Public Appointed Member, Chair
Daniela Schowalter, RO, Appointed Member, Vice-Chair
Neda Mohammadzadeh, RO, Elected Member
Paul Wilk, Public Member
Stephanie Kelly, RO, Appointed Member

Report:

The Patient Relations Committee did not meet in 2023.

Submitted by:

David Milne, Chair, Public Appointed Member
Amy Stein, Deputy Registrar and General Counsel