

EXECUTIVE COMMITTEE REPORT

October 2020 Executive Committee
Report to the Board of Directors

2020 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 the July Board Meeting:

- August 24, 2020
- September 21, 2020

Report:

Financial Statements

The Executive Committee reviewed the financial variance reports to August 31, 2020.

Appointment of the NEC Representative

The Executive Committee appointed Dorina Reiz to the position of NEC Representative until December 31, 2020. Normally, this appointment would occur at the December board meeting for the subsequent year, but was deferred this year in order to develop a schedule with NACOR around when the NEC would review the examinations vs other competency tools of national interest which have also come under its umbrella recently. Due to the COVID-19 pandemic, the spring NEC meeting and the spring national examination were cancelled.

The appointment of an NEC representation was necessary because the NEC was scheduled to meet in September to review and approve temporary changes to the practical examination due to COVID. Given the timeline for the examination review and exam planning for the Ontario session, the Executive Committee decided to use its authority under the RHPA (section 12 of the Health Professions Procedural Code, Schedule 2 to the RHPA) to appoint Dorina Reiz to the Position of NEC Representative. An email was sent to the Board notifying them of this decision.

Public Member Committee Recommendation

The Executive Committee noted that Murray Angus has been appointed to the College's board by the Public Secretariat effective August 20, 2020 for a period of two years. The Committee will be making a recommendation to the board on appointing M. Angus to College Committees at the October meeting.

Virtual October Board Meeting

In light of the COVID-19 pandemic, the Committee discussed the format of the October board meeting. Several options, including a hybrid meeting where some individuals would attend remotely and some in person, were discussed. It was agreed that it would be preferable for the October board meeting to remain virtual. In addition, the Executive Committee will be recommending to the Board, at the October meeting, that meetings remain virtual until the end of the year.

Submitted by:

Bryan Todd, RO, Chair, Elected Member

QUALITY ASSURANCE COMMITTEE REPORT

October 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 July Board Meeting:

- September 2, 2020
- September 29, 2020

Report:

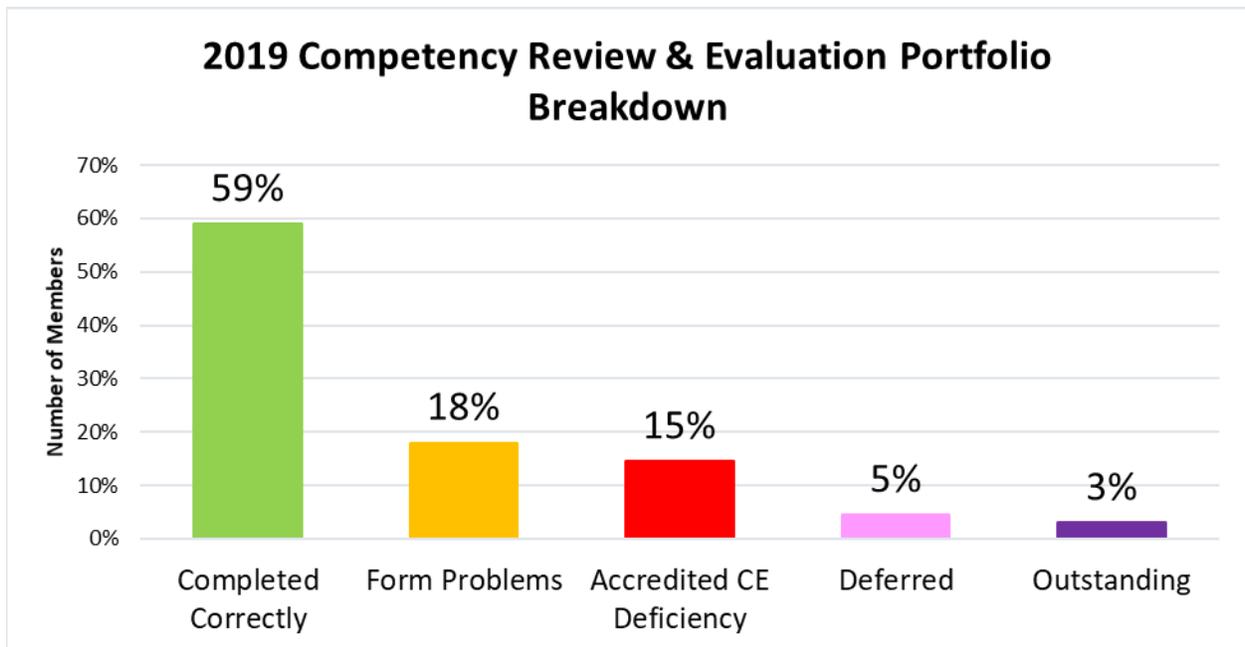
Competency Review and Evaluation Process

Due to the COVID-19 pandemic, registrants selected to participate in this year's Competency Review and Evaluation process were provided a 30-day extension to submit their portfolios. This extension therefore meant that timelines for reviewing portfolios were also altered by 30 days. To date, all submitted portfolios have been reviewed by staff.

Results were provided to 29 registrants who had completed the MSF process prior to it being suspended. Of these, 27 registrants were above the established threshold and 2 were below the established threshold. The remaining registrants will complete the MSF process in 2021. At that time, they will have the option of applying any completed surveys to their requirements or starting fresh.

Registrants who successfully completed the Competency Review and Evaluation process have now been advised about the status of their submission. Registrants who submitted portfolios which are deficient in accredited hours and are required to pay a deficiency fee are the process of being notified. The QAC began reviewing deficient portfolios at their meeting September 29th. There are 18 registrants who did not submit their 2019 Professional Portfolio.

The results of the 2020 CRE is as follows:



QA Portal

As of September 23, 824 registrants have uploaded accredited continuing education activities to their portal. Two reminder emails are scheduled to be sent to registrants.

Accreditation Policy

The updated Accreditation Policy approved by the board on July 27, came into effect on September 1, 2020. A meeting was held with the major providers of continuing education to review what had changed, how it affected them and what was needed when materials were submitted for accreditation under the new policy.

The QAC reviewed an accreditation request at their committee meeting on September 29, 2020 to ensure consistency and provide any feedback regarding the comprehensive checklist.

Accreditations

Since July 2020, the Committee has accredited 13 continuing education activities. There have been 72 continuing activities accredited to date. There are 27 CE requests pending.

Peer and Practice Assessments

Given the COVID-19 pandemic, the Quality Assurance Committee agreed to modify its Peer and Practice Assessment tools to continue conduct assessments virtually. The Quality Assurance Committee will

review the newly developed Remote Practice Assessment Tools at their meeting on September 29, 2020.

Submitted by:

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

REGISTRATION COMMITTEE REPORT

October 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
Peggy Judge, Public Member

Number of meetings since May Board Meeting:

- September 14, 2020

Report:

Conducting a PLAR Interview in French

At the meeting on March 23, 2020, the Registration Committee discussed options to establish a process for conducting PLAR interviews for applicants requesting service exclusively in French. The Committee adopted a model comparable to an English-speaking panel, consisting of two French speaking registered opticians, a public member, and a staff member.

At the meeting on September 14, 2020, the Registration Committee was advised of challenges the College staff encountered to secure an exclusively French-speaking panel. The Committee considered alternative comparable options, including use of a French interpreter for the entire interview process. It was determined that the services of francophone opticians are to be utilized for the interview; additionally, a francophone content expert is to be present at the interview to provide clarifications as deemed necessary.

Expanding Peer-to-Peer Policy to Eyeglass Fittings

In light of ongoing challenges posed by the COVID-19 pandemic and concerns regarding student fittings identified by the educational institutions and other stakeholders, the Registration Committee considered the adoption of an addendum to the Contact Lens Fittings policy to temporarily allow peer-to-peer fittings of eyeglasses. The Committee recommended that the Board approve a temporary

provision to expand the peer-to-peer policy to eyeglass fittings. The provision will remain in force until December 31, 2020.

PLAR Eligibility for Canadian Applicants

The Registration Committee previously explored whether the PLAR process can be made available to candidates who did not graduate from an opticianry program but have Canadian practice experience in the field of opticianry. The Committee noted that other Canadian opticianry regulators permit “experience only” Canadian applicants to access the PLAR process.

On review, however, the Registration Committee concluded that it would be contrary to the Registration Regulation to grant a certificate of registration to a candidate on the basis of Canadian practice experience alone, even where that candidate successfully completed the PLAR.

The Committee subsequently made a motion to overturn its earlier decision to allow applicants who do not possess formal opticianry or eye-related education to proceed with PLAR based on their Canadian practice experience alone.

Delegation of Approval of Initial PLAR Applications

As a means of expediting the first stage of the application process, the Committee determined that the review and approval of all initial PLAR applications shall be delegated to staff provided that all necessary requirements are met.

File Review

The Committee reviewed one initial reinstatement (over three years) application and one request for eligibility extension to sit the NACOR examinations.

Submitted by:

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

PATIENT RELATIONS COMMITTEE REPORT

October 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 (Ended September 12, 2020)
Henry Wiersema, Public Member (Started June 25, 2020)

Number of Meetings since May Board Meeting:

- September 22, 2020

Report:

Jurisprudence Handbook Updates

The Patient Relations Committee reviewed the new Jurisprudence Diversity, Equity and Inclusion module and questions. The Committee will continue to work on the module in the coming months. The Committee is considering the addition of new chapters to the jurisprudence tool in 2021.

Traditional Land Acknowledgments

The Patient Relations Committee discussed whether the College's board meetings should be opened with a traditional land acknowledgment that the proceedings are taking place on lands held by Canada's Indigenous people. To appreciate the meaning of the acknowledgment, the Committee also considered board directors and appointed members participating in cultural safety and humility training. The Committee also determined that a Cultural Awareness Module could be created for registrants as a CE self-directed course.

College Organizational Values

The Patient Relations Committee reviewed the addition of diversity, equity and Inclusion (DEI) values to the College's core organizational values. The Committee will be recommending three additional DEI values; diversity, equity and respect be added to the College's core values at the Board's meeting in October.

Submitted by:

Behzad Safati, Chair, Appointed Member

Deidre Brooks, Manager, Patient Relations & Governance

GOVERNANCE COMMITTEE REPORT

October 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 July Board Meeting:

- September 16, 2020

Report:

Governance Reform Initiatives:

In keeping with the COO's 2020-2022 strategic plan, the Committee has been tasked with transforming the College's governance framework while increasing efficiency and strengthening public trust in the College and our processes. To that end the Board approved the following recommendations made by the Committee:

1. That directors submit their written intent to run for the Executive Committee at least 14 days prior to the election.
2. To add qualifying criteria to the existing elections process. To be eligible for a position, it is necessary for candidates to understand the College's role in health care as well as the responsibilities, impact and time-commitment of the role they wish to assume.

The Governance Committee has also investigated the option of a new board self-evaluation tool to replace the current tool. The Ontario Health Association Board Self-Assessment Tool for Non-Profit Organizations is being recommended to the Board at its October 5, 2020 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 October 5, 2020 meeting.

1. Patient Relations Committee Terms of Reference and Mandate Policy 4-10
2. Inquiries, Complaints and Reports Committee Terms of Reference and Mandate Policy 4-11
3. Discipline Committee Terms of Reference and Mandate Policy 4-12
4. Board Policy Development Policy 4-24
5. Eligibility for Chair and Vice-chair to Executive

6. Appointing Non-opticians to Committees
7. Amendments to By-law 1 and 6
8. Amendments to By-law Article 9

The Governance Committee will continue to make further recommendations to the Board based on the evolving needs of the public and what it expects of its regulator.

Submitted by:

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

CLINICAL PRACTICE COMMITTEE REPORT

October 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
Peggy Judge, Public Member

Number of meetings since July Board Meeting:

- September 17, 2020

Report:

Delegation Standard of Practice and Practice Guidelines

On September 17, 2020, the committee met to review and approve a draft Delegation Standard of Practice and Practice Guideline.

The purpose of the standard and practice guidelines is to address both the giving and receiving of delegation by an optician, and establish the parameters under which delegation must occur, including accountabilities, record keeping requirements and ensuring a patient's informed consent.

The draft is before the board at the October meeting for consideration prior to being circulated for stakeholder feedback.

Submitted by:

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

DISCIPLINE COMMITTEE REPORT

October 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 (until September 12)
Henry Wiersema (effective June 25)
Peggy Judge (effective July 9)
Murray Angus (effective August 20)

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 July Board Meeting: n/a

Report:

On September 21, 2020, three Committee members attended the basic Discipline Committee training workshop via videoconference put on by the Health Profession Regulators of Ontario (HPRO). The advanced training workshop will be held on November 13, 2020 and any Committee members who have completed the basic training will be enrolled in the fall session.

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

Matter	Hearing Date
<i>College of Opticians v. Tsan</i>	November 19 and 20, 2020
<i>College of Opticians v. Sanger</i>	TBD
<i>College of Opticians v. Truong</i>	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

October 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 (until September 12)
Peggy Judge, Public Member (effective July 9)	Henry Wiersema, Public Member (effective June 25)

Number of meetings since July 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
Total Full Committee Meetings	2
Panel Meetings (in-person)	1
Panel Meetings (teleconference/webinar)	12
Total Panel Meetings	13

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

Submitted by:

Omar Farouk, Chair, Public Member

Daniël Jansen, Manager, Professional Conduct

ICRC Statistical Report 2020
(Statistics accurate as of September 22, 2020)

Complaints Dispositions	# of Files
Inquiries:	
Total number of complaint inquiries received in 2020	69
Covid-19 related inquiries	20
Inquiries that became a formal complaint in 2020	10
Formal Complaints:	
Complaint files opened in 2020	13
Cases brought forward from 2019 (1 from each of 2017 and 2018)	23
Frivolous and vexatious	-
Complaints disposed of in 2020:	20
No further action	5
Written advice	5
Oral caution	7
Specified Continuing Education or Remediation Program (SCERP)	9
Undertaking	-
Referral to Discipline Committee	1
Withdrawn by Registrar	-
Open complaints pending further investigation	16
Open complaints awaiting decisions	10

Quality Assurance Committee (QAC) and Registrar's Reports Dispositions	# of Files
Registrar's Reports:	
Registrar's Reports referred to ICRC in 2020	4
Registrar's Reports brought forward from 2019 (4 from 2018)	9
QAC Reports:	
QAC Reports referred to ICRC in 2020	0
QAC Reports brought forward from 2019 (1 from 2018)	4
Reports disposed of in 2020:	2
No further action	1
Written advice	-
Oral caution	-
Specified Continuing Education and Remediation Program (SCERP)	-
Undertaking	-
Referral to Discipline Committee	1
Open Registrar's Reports pending further consideration	13
Open Registrar's Reports awaiting decisions	1

HPARB Reviews	# of Files
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

Unauthorized Practice	# of Files
Total number of UPC inquiries in 2020	11
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	21