

EXECUTIVE COMMITTEE REPORT
October 2019 Executive Committee Report to Council

2019 Committee Members:

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

Number of meetings:

The Committee has had one in-person meeting and one teleconference since the last Council meeting.

Report:

Committee Positions

The Executive Committee, at both the teleconference and in-person meetings discussed the various Committee vacancies given the timeline demands upon the Standards Committee and the addition of two new public members. With considerable work being conducted at the Standards committee in the month of September, Executive felt it was prudent to immediately appoint Ms. Ingrid Koenig to the Standards Committee.¹

With respect to the other committees of the College, the Executive will bring forth it's suggestions for a revised committee slate at the October Council meeting.

¹ Between meetings of the Council, the Executive Committee has all the powers of the Council 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 (*Health Professions Procedural Code*, section 12(1)). If the Executive Committee exercises such a power, it shall report its actions to the Council at the Council's next meeting (*Health Professions Procedural Code*, section 12(1)).

Financial Statements and Annual Report

The Executive reviewed the financial variance reports and the 2018 Annual Report. The Annual Report will be available in the council package.

Recommendation for Auditor

Executive was tasked by council to investigate best practices around the use of financial auditors. Executive reviewed three cost estimates of alternate auditors and discussed the merits of changing the audit firm or conducting an assessment in line with CPA guidelines to ensure fair and impartial review of the College's finances. As a first step, Executive has directed the administration to conduct a review of the current auditor using the assessment tool.

Strategic Plan Update

Administration briefed the Executive on progress made this year regarding strategic initiatives. Many items identified in the 2020-2022 Strategic Plan have already been started, some projects with significant progress.

College Council Chair

The Executive Committee considered the College's current direction of using an independent Chair to oversee council meetings using parliamentary procedures such as Roberts Rules. Executive discussed the merits of moving away from a parliamentary process to a consensus based, facilitated meeting process. Executive felt there was a benefit in exploring this further with council.

Registrar's Review

The Executive Committee met with the Registrar to conduct the annual performance review in line with the current process. Moving forward, the council will conduct the Registrar's review in accordance with an updated process being put forth by the Governance Committee.

Submitted by:

Bryan Todd, RO, Chair, Elected Member

GOVERNANCE COMMITTEE REPORT

October 2019 Committee Report to Council

Committee Members:

Gord White, Chair, Public Member
Margaret Osborne, Vice-Chair, Appointed Member
Omar Farouk, Public Member
Ingrid Koenig, Elected Member
Behzad Safati, Appointed Member
Dorina Reiz, Elected Member

Number of Meetings:

The Governance Committee held two in-person meetings since the last Council meeting.

Report:

The Committee continues to work with Ms. Karen Fryday-Field of Meridian Edge Consulting and has made significant progress in the overhaul of the governance manual.

The Committee reviewed the following policies:

- 1.01 COO Ends Policy
- 1.02 Organizational Shared Values Policy
- 3.07 CEO Performance Appraisal Policy
- 4.35 Council Decision Making Policy
- 4.85 Council Information and Monitoring System Policy
- 4.100 Council Effectiveness Self-Evaluations Policy (Governance Process Policy)

The Committee recommended that the above listed policies go to Council for approval at the October 7, 2019 meeting.

The Committee continues to review provincial, national and global governance trends; best practices and expert advice; and how these apply to the College's governance and maintaining public trust.

To this end, the Committee prepared a letter to the MOH regarding the CNO's proposed reforms through their Vision 2020 governance modernization plan. After reviewing the CNO's plan, the Committee began to consider a governance reform blueprint and began looking for opportunities to achieve reform within the current legislative framework where flexibility exists within our by-laws. The Committee is recommending making changes to terminology and creating new competencies for appointed non-council members, which is before Council for its consideration at the October meeting.

The Committee will continue to address governance reform at their next meeting in November and make further recommendations to Council based on the evolving needs of the public and what it expects of its regulator.

Submitted by:

Gord White, Chair, Public Member
Deidre Brooks, Patient Relations & Governance

QUALITY ASSURANCE COMMITTEE REPORT

October 2019 Report to Council

Committee Members:

Derick Summers, Chair, RO
Dennis Tse, Vice-Chair, RO
Dorina Reiz, RO
David Milne, Public Member
Robert Vezina, RO
Gordon White, Public Member

Number of meetings:

Since May, the committee has held 2 conference calls in August and September.

Report:

2019 Competency Review and Evaluation Process

In February 2019, 1039 members received notice that they have been selected to participate in this year's Competency Review and Evaluation (CRE) process:

- Stream One – 681 members were required to submit their 2018 Professional Portfolio to the College by April 5, 2019.
- Stream Two – 292 members were required to submit their 2018 Professional Portfolio to the College by April 5, 2019 and participate in the Multi-Source Feedback (MSF) process by April 30, 2019.

In addition, 66 members were re-selected to participate in this year's CRE process. These members originally participated in last year's CRE process and were re-selected to participate in this year's CRE process due to a deficiency in their original portfolio submission.

QA department staff has assessed all portfolios received and received multi-source feedback results. All members who successfully completed this year's CRE have been notified.

All members have been notified of fees due and are now able to submit payment online through the member portal.

QA department staff is preparing files for review by the Quality Assurance Committee which will take place in October and November.

The following chart shows the number of letters QA Staff has prepared and sent to members.

Exit Letters	Expired Hours	Late Fees	Deficient Fees	Late & Deficient Fees
666	98	24	173	22

Quality Assurance Program Review

The College's current Quality Assurance program was developed and implemented in 2014. By the end of 2019, all opticians will have been selected to participate in the Competency Review and Evaluation (CRE) process at least once.

The Committee has committed to reviewing the current CRE process. The Committee's proposed revisions to the College's current QA program, which include a new accreditation category and updated forms, are before council October 7 and 8, 2019.

The Committee will continue to review Competency Self-Assessment (Form 2) and the Multi-Source Feedback forms once the Standards of Practice have been updated. Both assessments are based on the Standards of Practice and the National Competencies.

As part of the QA Competency Review and Evaluation (CRE) process, Registered Opticians (ROs) are randomly selected to participate in Multi Source Feedback (MSF). ROs are required to complete the self-assessment online. Colleagues and patients are given an envelope containing the survey with the option to complete online. This year, the majority of patient and colleague surveys were completed online.

To expedite the CRE process and reduce costs associated with MSF, the Quality Assurance Committee will move to an online format beginning in 2020, with accommodations available when necessary.

Quality Assurance Non-Compliance Policy and Flow-Chart

The draft QA Non-Compliance Policy was presented to council together with various other proposed changes to the QA program on May 27, 2019. Since Council met, additional updates have been requested to the QA policy manual and it has been recommended that the QA Non-Compliance Policy be embedded within the policy manual instead of being considered as a standalone policy. This is before council October 7 and 8, 2019.

Accreditations

Since May 2019, the Committee has accredited 22 continuing education activities. There have been 49 continuing education activities accredited year-to-date.

Peer and Practice Assessments

All ROs with outstanding Peer and Practice requirements have been advised. There are 6 Peer and Practice Assessments currently scheduled or in process.

Peer Assessors will complete annual training in October.

Submitted by:

Derick Summers, Chair, RO

Peggy Dreyer, Manager, Quality Assurance



INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

October 2019 Report to Council

2019 Committee and Panel Composition

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)	Bryan Todd (Vice Chair)
Ingrid Koenig	Neda Mohammadzadeh
Ed Viveiros	Robert Quinn
Gord White	Jacalyn Cop-Rasmussen
Margaret Osborne	Kevin Cloutier
Daniela Celi	

Committee Meetings

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 2019	
Full Committee Meetings (in-person)	2
Full Committee Meetings (teleconference/webinar)	0
Total Full Committee Meetings	2
Panel Meetings (in-person)	3
Panel Meetings (teleconference/webinar)	9
Total Panel Meetings	14
Number of Meetings Since Last Council Meeting	
Full Committee Meetings	1
Panel Meetings (in-person)	2
Panel Meetings (teleconference/webinar)	5
Total Panel Meetings	8

Committee Updates

At its full-committee meeting on July 11, 2019, the ICRC reviewed its procedure for requesting prosecutorial viability assessments (PVAs). PVAs are a legal opinion that are requested by a panel of the ICRC when it is considering whether a case warrants a referral to the Discipline Committee. The current practice is to request a PVA from the College's prosecutor. The ICRC discussed whether this practice

gives rise to any conflict of interest (real or perceived), and whether it should therefore consider retaining different counsel for the purpose of providing PVAs to panels of the ICRC.

ICRC discussed the pros and cons of the new proposed process, and ultimately reached a consensus to recommend that the College continue requesting PVAs from the College's prosecutor. Committee members were of the view that it would be contrary to the interest of the prosecutor to recommend referring allegations to discipline that were unlikely to result in a finding of professional misconduct. In addition, committee members were of the view that, having regard to time and cost considerations, the current process provided greater overall fairness to the parties.

Submitted by:

Omar Farouk, Public Member, Committee Chair
Daniël Jansen, Manager, Professional Conduct

ICRC Statistical Report 2019
(Statistics accurate as of September 13, 2019)

Complaints Disposition	# of Files
Inquiries:	
Total number of complaint inquiries received in 2019	69
Inquiries that became a formal complaint	6
Formal Complaints:	
Complaint files opened in 2019	17
Cases brought forward from 2018	14
Frivolous and vexatious	-
Complaints disposed of in 2019 (note that individual cases may have more than one disposition)	13
No further action	6
Written advice	2
Oral caution	2
Specified Continuing Education or Remediation Program	2
Undertaking	1
Referred to discipline	2
Withdrawn by Registrar	-
Open complaints pending further investigation	18
Open complaints awaiting decisions	1

Registrar's Reports Disposition	# of Files
Registrar's Reports:	
Registrar's Reports referred to ICRC in 2019	13
Cases brought forward from 2018	5
Closed with a referral to discipline	-
Closed with no further action	-
Closed with written advice	-
Closed with oral caution issued	-
Closed with oral caution issued and a specified continuing education and remediation program	2
Closed with an undertaking	1
Reports disposed of in 2019	3
Open Registrar's Reports pending further consideration	14
Open Registrar's Reports awaiting decisions	6

HPARB Reviews	# of Files
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HPARB reviews requested in 2019	1
HPARB matters carried over from 2018	5
HPARB reviews pending	1
HPARB matters disposed of in 2019	5
Committee decisions confirmed	4
Committee decisions returned for further investigation and reconsideration	1

Unauthorized Practice	# of Files
Total number of UPC inquiries in 2019	8
UPC files carried over from 2018	5
Inquiry abandoned – not enough information / outside jurisdiction / not unauthorized practice	-
Inquiry pending – further information needed	8
Inquiry – formal file	-
Open files pending further investigation	5

STANDARDS OF PRACTICE AD HOC COMMITTEE REPORT

October 2019 Report to Council

Committee Members:

John Battaglia, Chair, RO
Omar Farouk, Vice-Chair, Public Member
Bryan Todd, RO, President
Daniella Celi, RO
Ingrid Koenig, RO
David Milne, Public Member

Number of meetings:

Since May, the Committee had one teleconference in August, and one in-person meeting in September.

Report:

Updates to Professional Standards of Practice

At the August 27 Committee meeting, the Committee reviewed and considered additional changes to the draft Professional Standards of Practice following the discussion that took place at its previous meeting.

The Committee agreed that holding focus group sessions with industry and members would provide valuable feedback.

With the help of a third-party facilitator, a stakeholder consultation session with industry participants was held in September. Further feedback was received from members who participated in two webinar sessions.

The webinar presentation has been posted to our website and can be [viewed here](#).

On September 24, 2019, the Committee reviewed the feedback received from these sessions and considered additional changes to the draft document. This draft document is before Council for review on October 7 and 8, 2019, with a recommendation that it be circulated for stakeholder feedback upon approval.

Submitted by:

John Battaglia, Chair, RO
Peggy Dreyer, RO, Practice Advisor

DISCIPLINE COMMITTEE REPORT

October 2019 Report to Council

Discipline Committee Members:

Elected Members	Public Members	Appointed Non-Council Members
<p>Balbir Dhillon RO Ingrid Koenig RO Neda Mohammadzadeh RO Dorina Reiz RO Bryan Todd RO Rob Vezina RO Ed Viveiros RO</p>	<p>Jacalyn Cop-Rasmussen Omar Farouk David Milne Gord White Stephen Kinsella</p>	<p>Derick Summers RO, Chair Robin Dickinson RO, Vice Chair John Battaglia RO Daniela Celi RO Kevin Cloutier RO Margaret Osborne RO Robert Quinn RO Behzad Safati RO Dennis Tse RO</p>

Training:

In October, two members of the Discipline Committee will attend the advanced training workshop and one member will attend the basic and advanced training workshop put on by the Federation of Health Regulatory Colleges of Ontario.

Hearings:

This year-to-date, the Discipline Committee has held two disciplinary hearings in the following matters:

College of Opticians v. Mohammed
College of Opticians v. Chow

The decisions in these matters can be viewed on the College's website

In addition, the following matters have been referred to the Discipline Committee and are currently awaiting hearings:

Matter	Hearing Date
<i>College of Opticians v. Sanger</i>	TBD
<i>College of Opticians v. Sanger</i>	TBD

Submitted by:

Derick Summers, Chair
Daniël Jansen, Manager, Professional Conduc

REGISTRATION COMMITTEE REPORT

October 2019 Report to Council

Committee Members:

Robert Vezina, Chair, RO
John Battaglia, Vice Chair, RO
Jacalyn Cop-Rasmussen, Public Member
Omar Farouk, Public Member
Dorina Reiz, RO
Derick Summers, RO
Robert Quinn, RO

Registration Appeal Panel:

Balbir Dhillon, RO
David Milne, Public Member
Ed Viveiros, RO

Number of meetings:

- Since May Council, the Committee has met twice by teleconference in July and September.

Report:

A statistical report of membership information and the number of applications received and reviewed by the Registration Committee is attached.

The Registration Committee held two meetings since May Council meeting. The Committee reviewed initial PLAR applications, applications for reinstatement (over three years), and initial and completed upgrading proposals, as well as considered requests for extension of the Registration Committee's decision.

Policy review discussion is scheduled for the upcoming November meeting.

Submitted by:

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

Statistical Report – Registration Department

Membership Update	
Total Number of Members on Public Register	3157
Total Practicing Opticians	2998
Total Intern Opticians	110
Total Student Opticians	7
Student/Intern Renewals Approved	117
Reinstatement (under 3 years) Applications Received (June 1 – September 30)	4
New Registered Optician Applications Received (June 1 – September 30)	208

Statistical Report – Registration Committee (June 1 – September 30, 2019)

PLAR Applicants	
Initial Inquiries Received	11
<ul style="list-style-type: none"> • Internationally educated applicants • Applicants from non-accredited Canadian programs • No formal education 	<p>9</p> <p>2</p> <p>0</p>

New Applications Received	3
<ul style="list-style-type: none"> • Internationally educated applicants 	3
<ul style="list-style-type: none"> • Applicants from non-accredited Canadian programs 	0
<ul style="list-style-type: none"> • Applicants that completed international training & non-accredited Canadian education 	0
<ul style="list-style-type: none"> • No formal education 	0
Applications Refused	0
Applications Completed (Decision and Reasons Issued)	0
<ul style="list-style-type: none"> • Applicants required to complete bridging 	0
<ul style="list-style-type: none"> • Applicants permitted to write the National Examinations 	0
Active Applications in Process	11
<ul style="list-style-type: none"> • Awaiting further information from applicant 	5
<ul style="list-style-type: none"> • Initial Registration Committee review pending 	0
<ul style="list-style-type: none"> • Applicants currently scheduled for the CGA/eligible to write CGA 	5
<ul style="list-style-type: none"> • CGA completed, interview pending 	1
<ul style="list-style-type: none"> • Final Registration Committee review pending 	0

Other Applications for Registration	
New Applications for Reinstatement (3+ yrs.) Received	2
Active Applications in Process	6
<ul style="list-style-type: none"> • Initial Registration Committee review pending 	0
<ul style="list-style-type: none"> • Applications considered by Registration Committee 	6

<ul style="list-style-type: none"> • Applications approved to reinstate, with/without continuing education • Additional information requested • Competency assessments required 	<p>2</p> <p>1</p> <p>3</p>
Internal Registration Appeals	0
HPARB Appeals	0
Upgrading Programs Considered by Committee	3
Previously Approved Upgrading Programs Completed	1
Requests for Extension of Registration Committee Decision	4

PATIENT RELATIONS COMMITTEE REPORT

October 2019 Committee Report to Council

Patient Relations Committee Members:

David Milne, Chair, Public Member
Dennis Tse, Vice Chair, Appointed Member
Trudy Mauth, Public Member (Until June 24, 2019)
Neda Mohammadzadeh, Elected Member
Behzad Safati, Appointed Member
Kevin Cloutier, Appointed Member

Number of Meetings:

The Patient Relations Committee has not met since its last report to Council.

Report:

The following topics will be carried over to the committee's next meeting in November:

- Jurisprudence Handbook Updates
 - Communications chapter
 - RHPA chapter
- Sexual harassment of Non-Patients/Employees
- Land Acknowledgment Agreements
- Patient Bill of Rights

Submitted by:

David Milne, Chair, Public Member
Deidre Brooks, Manager Governance & Patient Relations