

EXECUTIVE COMMITTEE REPORT
2022 Annual Executive Committee Report to the Board of
Directors

2022 Committee Members:

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

Number of meetings:

In 2022, the Committee had 7 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.

Appointed Member Requirements

The Executive Committee reviewed the composition of each committee in order to determine appointed member requirements in the coming year. The committee recommended to the board at the October meeting that they maintain the status quo with regard to the number of appointed members for 2023.

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.

On June 10, The Executive Committee approved updates to the COVID-19 Practice Guidelines. This was reported to the Board on October 3, 2022.

3. Finance Committee

Review of Financial Statements and Financial Auditor Recommendation

At each meeting, the Executive reviewed the financial variance report. The Executive Committee also 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.

2023 Budget

The Committee reviewed the draft 2023 budget at the November 2022 meeting and presented it to the board for approval at the December 2022 meeting.

Submitted by:

Stephen Kinsella, Chair, Public Member

CLINICAL PRACTICE COMMITTEE

2022 Annual Report to Council

Committee Members:

Dorina Reiz, RO, Chair, Elected Member
Dennis O'Hagan, RO, Vice-Chair, Appointed Member
Paul Jozsef Wilk, Public Member
Elliot Borins, Appointed Member
Daniella Schowalter, RO, Appointed Member

Number of Meetings: 3

Report:

Orientation and Training

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

COVID-19 Return to Practice Guidelines

To further guide registrants once all Government directives, masking guidelines, and screening of patients/visitors ended the COVID-19 Return to Practice Guidelines were re-worked. These guidelines were approved by the Board of Directors at the May Board meeting and became effective once all remaining COVID-19 restrictions were lifted in Health Care Settings.

Standard 8: Refraction

The Committee proposed that the Board eliminate Standard 8: Refraction and the corresponding refraction designation. This proposal will be circulated for stakeholder feedback and, the committee will make recommendations to the Board at their meeting in June 2023.

Submitted by:

Dorina Reiz, RO, Chair, Elected Member
Peggy Dreyer, RO, Manager, Professional Practice

GOVERNANCE COMMITTEE REPORT

2022 Annual Report to The Board of Directors

Committee Members:

Gord White, Public Appointed Member, Chair
Jamuna Balaram, Public Appointed Member, Vice-Chair
Derick Summers, RO, Elected Member
Elsa Lee, RO, Elected Member
Diana Bristow, Public Member
Paul Wilk, Public Member
Tapiwa Musewe, RO, Appointed Member
Robert Quinn, RO, Appointed Member
Elliot Borins, Public Appointed Member

Number of Meetings:

In 2022 the Governance Committee held five virtual meetings via Zoom.

Training

All members of the Governance Committee underwent orientation and training on the role of the Governance Committee and the college's governance framework.

Report:

2021 Board Self-Assessment Evaluation Results

The Committee reviewed the results of the 2021 Board Self-Assessment Evaluations at the beginning of the year and gathered feedback to provide to the board.

2021 Committee Self-Assessment Evaluation Results

The Committee reviewed the results of the 2021 Committee Self-Assessment Evaluations at the beginning of the year and gathered feedback to provide to the board.

Board Policy Review Schedule (Appendix 2)

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. Unity of Control Policy
2. General Operational Constraint Policy

3. Vendor Relations and Procurement Policy
4. Communications and Support to the Board Policy
5. Board Policy Development Policy
6. Board Staff Relationship Policy
7. Director and Committee Member Responsibilities Policy
8. Intellectual Property Policy
9. Pre-Election Training Module Policy
10. Board Terms of Reference Policy
11. Asset Protection Policy
12. Investment Policy
13. Delegation to the Registrar Policy
14. Registrar, CEO Job Description Policy
15. Registrar, CEO Position Description Policy
16. Corporate Identity, Public Image and Communication Policy
17. Director Job Description Policy
18. Board Strategic Agenda Workplan Policy

Screening Committee

The Committee recommended, and the Board approved, the establishment of a standalone Screening Committee to carry out screening interviews for candidates for election and appointment.

Election Process

The Committee recommended, and the board approved, updates to the election eligibility criteria in the bylaws to enhance the integrity of the process and reduce the risk of conflicts of interest.

The Committee also recommended, and the board approved, that the voting period be shorted from 30 day to 14 days in light of the move to electronic elections, and to provide more time for the election screening process.

Finally, the Committee recommended, and the board approved, a new policy setting out criteria for the regular review of pre-election and pre-appointment competencies.

Governance Reforms

The Committee prepared a proposal to the board on reducing overlap between the board and committees. The proposed changes were aimed at enhancing the integrity of the board and committees but reducing the likelihood of conflicts of interest, reducing role confusion, and accounting for the different competencies required by each role. The Committee's proposal was approved by the board at its December meeting.

Submitted by:

Gord White, Public Appointed Member, Chair
Amy Stein, Deputy Registrar

QUALITY ASSURANCE COMMITTEE REPORT

2022 Annual Report to the Board of Directors

Committee Members:

Tonya Nahmabin, RO, Appointed Member, Chair
Dennis O'Hagan, RO, Appointed Member, Vice-Chair
Mike Smart, RO, Elected Member
Derick Summers, RO, Elected Member
Stephen Kinsella, Public Member
Henry Wiersema, Public Member
David Milne, Appointed Member
Panos Petrides, Appointed Member
Tapiwa Musewe, RO, Appointed Member
Robert Quinn, RO, Appointed Member

Number of Meetings:

In 2022, the committee held 8 meetings and 2 panel meetings.

Report:

Training

Members of the Quality Assurance Committee (QAC) were provided with orientation and training at their first meeting of the year as well training on accrediting continuing education activities.

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.

2022 Competency Review and Evaluation Process

Multi-Source Feedback Process

Due to the ongoing COVID-19 pandemic, the Multi-Source Feedback component of the CRE process was put on hold for 2022.

Professional Portfolio

In February 2022, 682 registrants received notice that they had been selected to participate in the 2022 Competency Review and Evaluation (CRE) process.

- 639 registrants were randomly selected for a review of their 2021 Professional Portfolio

- 43 registrants were required to participate due to a deferral or a deficiency in their 2020 Professional Portfolio.

Of the 682 registrants that were required to participate:

- 35 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
- 11 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 2022, the QAC:

- Ordered 7 assessments due to non-compliance with the CRE process.
- Referred allegations of professional misconduct with respect to 3 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.

The Future of the Competency Review and Evaluation Process

In 2022, the QAC carried out an in-depth review of the CRE to determine whether any changes should be made going forward. On review, the QAC noted:

- The MSF process may not be a reliable or efficient way to identify registrants who may be following below standards in key areas of competency.
- A higher proportion of practice issues were identified among registrants who demonstrated non-compliance with the CRE process as compared to those who scored below the threshold on MSF.

At their December meeting, the QAC recommended, and the Board of Directors approved, changes to the CRE process that will take a more risk-based and right touch approach. The changes include discontinuance of the MSF process and changes to the random selection process to focus on individuals demonstrating non-compliance with their annual portfolio requirements. In lieu of the MSF process, registrants will be randomly selected to undergo a peer and practice assessment.

To allow time to notify registrants of the changes to the selection process, the majority of these changes will become effective in 2024. The MSF process has been discontinued effective 2023.

Quality Assurance Outreach

In 2022, to provide information and answer questions related to the Quality Assurance Program, staff attended:

- 3 in person continuing education events, and 1 student night
- 4 information sessions with opticianry students at Seneca, Georgian & La Cité College

Submitted by:

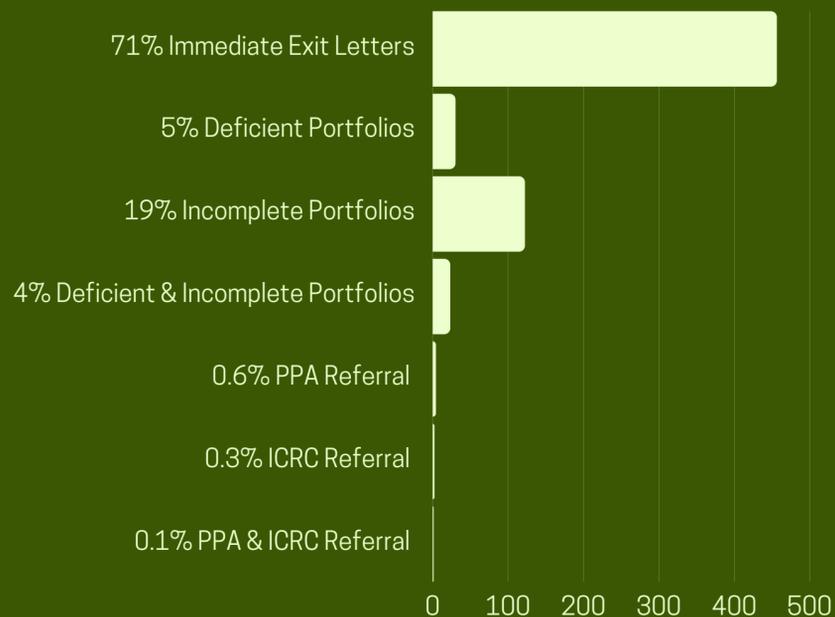
Tonya Nahmabin, RO, Chair, Appointed Member

Peggy Dreyer, Manager, Professional Practice & Quality Assurance

QA Committee

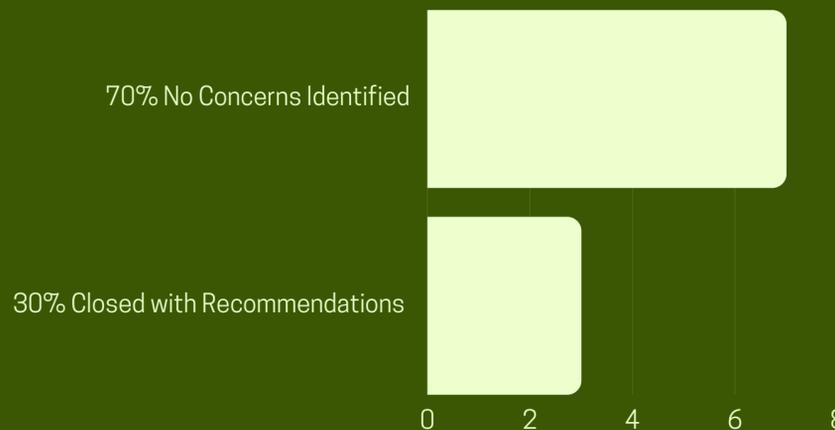
Competency Review & Evaluation Process

638 Registrants were required to participate in the 2022 CRE process.



Peer & Practice Assessment

The QAC Reviewed 10 Peer and Practice Assessment reports in 2022.



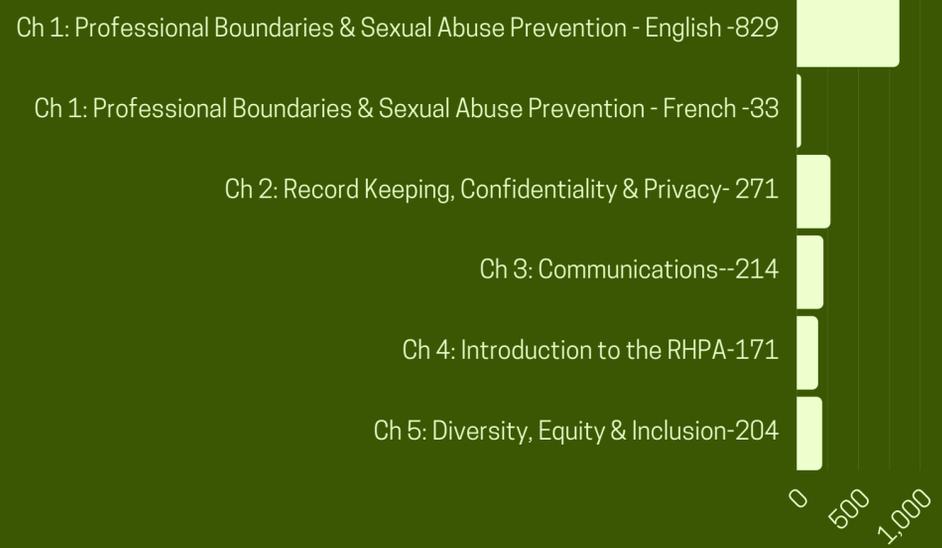
Accreditation Requests

The QAC Reviewed 120 continuing education activities; 119 were approved.



COO Created Continuing Education

In addition to the 5 Jurisprudence Modules offered by the COO, the Registrar presented an update at a fall Continuing Education event which was accredited as a Professional Growth activity.



REGISTRATION COMMITTEE

2022 ANNUAL REPORT

Committee Members:

Dorina Reiz, Chair, RO, Elected Member
John Battaglia, Vice-Chair, RO, Appointed Member
Jay Bhatt, RO, Appointed Member
Samir Modhera, RO, Elected Member
Desiree Petralito, RO, Appointed Member
Kevin Cloutier, RO, Elected Member
Panos Petrides, Public Member
Omar Farouk, Public Member
Peggy Judge, Public Member

Registration Appeal Panel

Henry Wiersema, Public Member
Mike Smart, RO, Elected Member
Amber Fournier, RO, Elected Member

Number of Meetings

In 2022, the Registration Committee held four virtual meetings via Zoom. The Registration Appeal Panel (RAP) did not meet in 2022.

Training

All members of the Registration Committee underwent orientation training at the first Registration Committee meeting of 2022. Additionally, the Committee members attended a training session on the principles of right-touch regulation in September 2022.

Report

Proposed By-Law Amendments Relating to Inactive Class Fees and Professional Liability Insurance

Proposed Fees for Inactive Class Registrants.

The Committee reviewed proposed by-law changes (stemming from amendments to the Registration Regulation) to establish a registration fee for the new Inactive Class of registration and to set out the requirements for professional liability insurance. The Committee also considered a proposed pro-rated fee structure for registrants who change their status mid-way through the calendar year from inactive to active. Upon review of the presented information, the Committee approved circulation of the proposed by-law changes relating to the fees associated with inactive class of registration and professional liability insurance to registrants and stakeholders of the College in accordance with s.94(2) of the *Health Professions Procedural Code*.

The Committee further requested to conduct an environmental scan of practices of other health regulators pertaining to the inactive class of registration and the associated fees.

Stakeholder Survey and Environmental Scan Results.

The Committee reviewed the results of the stakeholder survey and the environmental scan results.

The Committee noted that the majority of survey respondents were in support of the proposed by-law amendments. A small number of respondents expressed concern about the inactive fee being set too high.

The Committee further reviewed the results of environmental scanning of practices of Ontario health regulators as they relate to inactive class of registration and the associated fees. The Committee noted that the direction the College had taken was in alignment with the practices of other health regulators, with the fees proposed by the College being on the lower side of the spectrum. The Committee also noted that only 25% of regulatory colleges offered the flexibility of a prorated option to the registrants transferring from the inactive to active class, with the College being among those.

Upon review of the information presented, the Committee recommended, and the Board approved, the proposed by-law amendments as they relate to the fees associated with inactive class of registration and professional liability insurance. It was noted that these amendments will not come into effect immediately but will be held until the new Registration Regulation is approved.

Life Member Policy

The Committee reviewed a draft Life Member Policy that sets out additional criteria for life membership in addition to the core requirements set out in the by-laws.

The Committee reviewed stakeholder survey results from 2017 and the results of the recent environmental scan of life membership policies at other Ontario regulatory bodies. The Committee discussed how information from or about life membership applicants should be assessed where there is evidence that the applicant has acted in a manner that is inconsistent with an ongoing association with the College. The Committee pointed out that life members should continue to uphold themselves in a manner consistent with the College's standards and noted that the proposed policy allows for exercising discretion in decision-making. The Committee therefore recommended, and the Board approved, the proposed Life Member policy.

Contact Lens Mentor Policy.

The Committee discussed whether three years of registration as an optician are required to qualify as a contact lens mentor. To inform the decision-making process, the Committee reviewed the results of the environmental scan of practices of other Ontario health regulators as well as empirical evidence gathered by the College staff. The Committee noted that opticians are in a unique position as they work with medical devices, which allows quantifying their competence by the number of fits performed on a patient rather than a time frame. At the same time, the Committee acknowledged the importance of confidence in delivering the services and interacting with patients closely which comes with experience. In their deliberative process, the Committee took a balanced approach and proposed a minimum of one year of registration as a registered optician combined with fits as criteria to qualify as a contact lens mentor.

The Committee recommended, and the Board approved, the proposed amendments to the Contact Lens Mentor Policy.

Addenda to the Contact Lens Fittings Policy and the Contact Lens Mentor Policy

In light of continuing challenges regarding student fittings identified by the educational institutions and the COVID-19 impact remaining a fluid situation, the Registration Committee considered an extension of the addendum to the Contact Lens Fittings policy to expand the peer-to-peer policy to eyeglass fittings as well as the addendum to the Contact Lens Mentor policy to grant temporary contact lens mentor status to faculty that are teaching contact lens courses in an academic setting. The Committee recommended, and the Board approved, extensions to both temporary addenda until December 31, 2023.

File Review

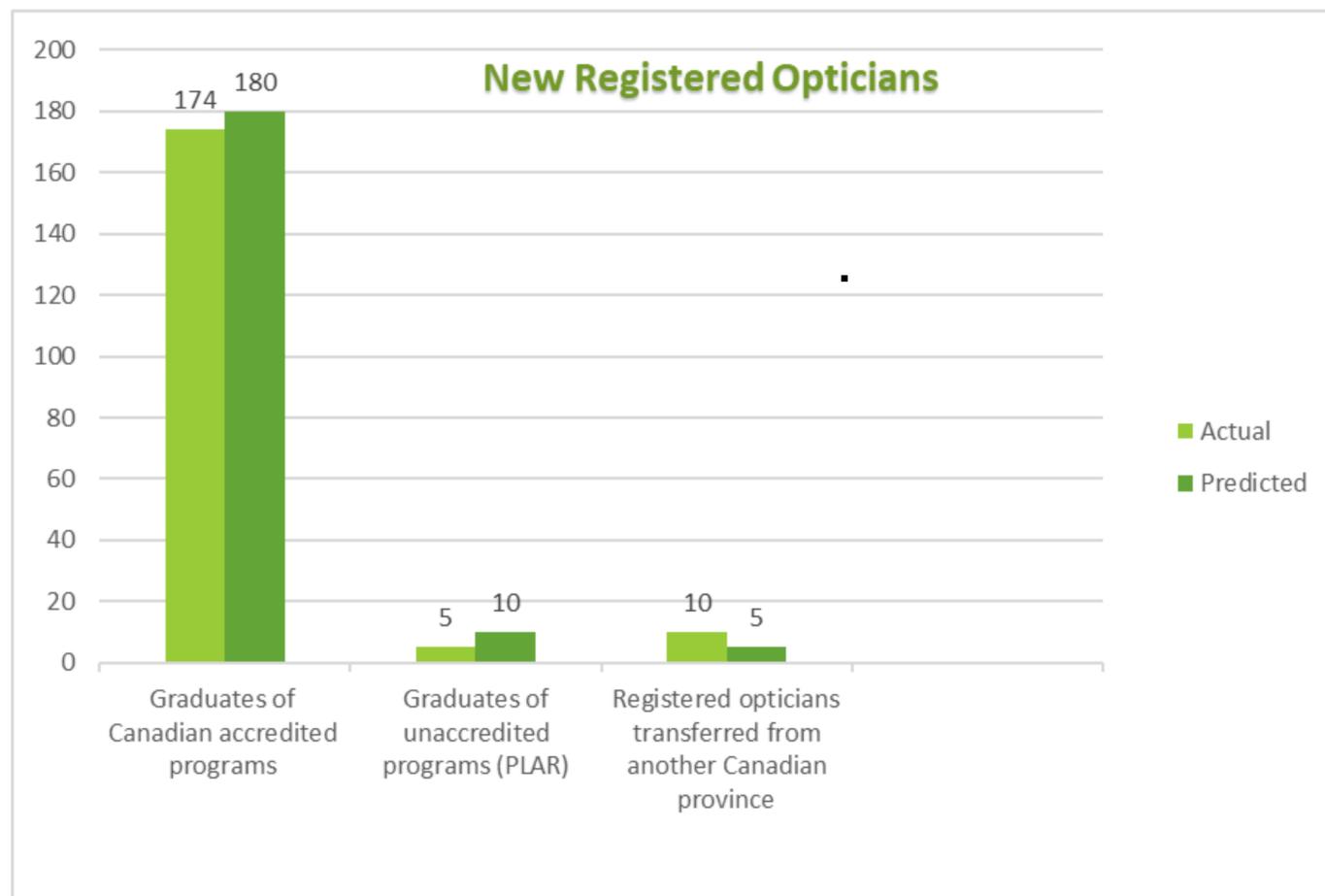
In 2022, the Registration Committee reviewed one initial PLAR application, nine PLAR assessment results, 4 initial reinstatement applications (over 3 years), one request for an extension to complete the bridging modules, and two requests for an extension to sit the national examinations.

Submitted by:

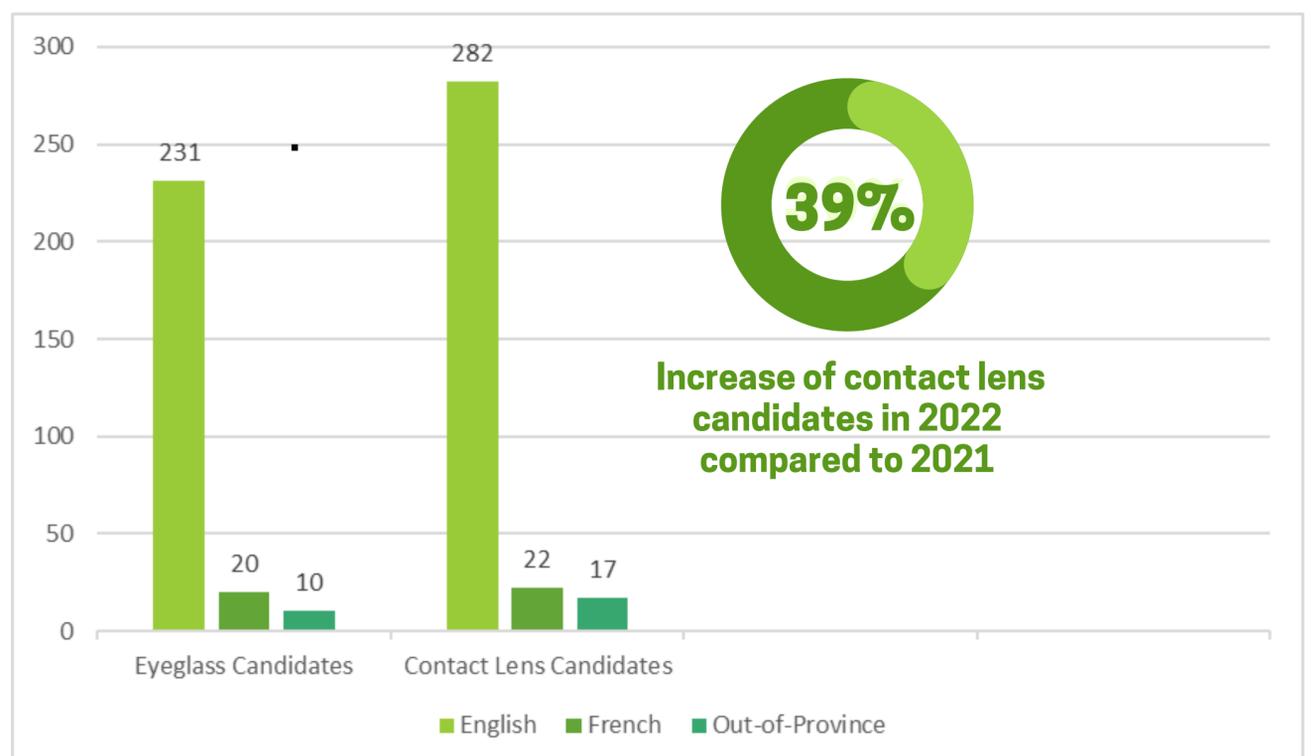
Dorina Reiz, RO, Chair
Anna Jeremian, Manager, Registration

REGISTRATION COMMITTEE

2022 - Year in Review



National Examinations



NATIONAL CONTACT LENS AND EYEGLOSS EXAMINATION

2022 ANNUAL REPORT

The National Contact Lens and Eyeglass Examinations are a non-exemptible requirement for a certificate of registration as a Registered Optician in Ontario. The College, in collaboration with the National Alliance of Canadian Optician Regulators (NACOR), typically conducts three national examination sessions in Ontario each year. All eligible examination candidates can complete the examinations anywhere in Canada.

Examination Dates

In 2022, the national contact lens and eyeglass examinations were held on the following dates:

March 26-27, 2022
Bilingual (English and French) Exam
Location: Collège La Cité, Ottawa

April 30 – May 4, 2022
English Exam
Location: Seneca College Toronto

October 21-23, 2022
English Exam
Location: Georgian College, Barrie

November 19-20, 2022
Bilingual (English and French) Exam
Location: Collège La Cité, Ottawa

Examination Statistics

In 2022, 231 eyeglass and 282 contact lens candidates from Ontario sat the English national examinations in Ontario. This constitutes a 35% and a 39% increase respectively compared to the exam candidate numbers in 2021.

Additionally, 20 eyeglass and 22 contact lens candidates from Ontario sat the French national examinations in Ottawa, which constitutes a slight decrease compared to the number of French exam candidates in 2021 (23 and 27 respectively).

The above numbers do not include the out-of-province candidates who wrote the examination in Ontario but sought registration in other provinces. In 2022, 17 contact lens and 10 eyeglass candidates from other provinces sat the national examinations in Ontario. By comparison, only eight contact lens candidates and seven eyeglass candidates from other provinces sat the national examinations in Ontario

in 2021.

The examinations were administered in accordance with the safety protocol developed jointly by the College of Opticians of Ontario and the NACOR. The protocol followed current health guidelines regarding group size, physical distancing, and best practices around infection control.

2023 National Examinations

The following dates have been selected for the 2023 examination sessions held in Ontario:

June 9-11, 2023

Location: Seneca College, Toronto

October 27-29, 2023

Location: Georgian College, Barrie

November 25-26, 2023

Bilingual (English and French) Exam

Location: Collège La Cité, Ottawa

The College continues to monitor developments relating to the COVID-19 pandemic and related public health announcements.

Submitted by:

Dorina Reiz, RO, Chair

Anna Jeremian, Manager, Registration

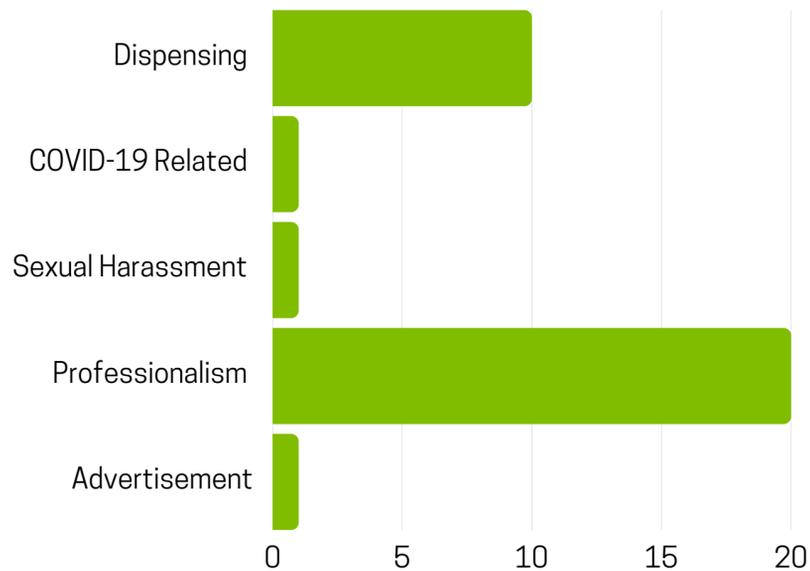
ICR COMMITTEE

Complaints

Complaints received in 2022: 22

Nature of Complaint

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



Reports

Complaints received in 2022: 0

No new Registrar Report Investigations were opened in 2022

Disposition of Closed Matters

An investigation matter may have more than one disposition.

Complaints disposed of in 2022: 16

Reports disposed of in 2022: 2



HPARB

Reviews Requested - 3

Reviews Concluded - 2

Reviews Ongoing - 1

PATIENT RELATIONS COMMITTEE

2022 Annual Report to the Board of Directors

Committee Members:

David Milne, Public Appointed Member, Chair
Jay Bhatt, RO, Appointed Member, Vice-Chair
Neda Mohammadzadeh, RO, Elected Member
Henry Wiersema, Public Member
Diana Bristow, Public Member
Tonya Nahmabin, RO, Appointed Member

Report:

The Patient Relations Committee did not meet in 2022.

Submitted by:

David Milne, Chair, Public Appointed Member
Amy Stein, Deputy Registrar