

EXECUTIVE COMMITTEE REPORT

March 2024 Executive Committee
Report to the Board of Directors

2024 Committee Members:

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

Number of meetings since the December Board Meeting:

- One on February 20, 2024.

Report:

1. General Business

Executive Committee Orientation

The Executive Committee heard from Amy Stein, Deputy Registrar, regarding the role of the Executive Committee.

Timing of the Board Election

The Executive committee reviewed options for changing the timing of the election, including moving the election to the spring and holding the call for nominations in the spring but holding the election in the fall. The recommendations will come to the board at the March meeting.

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

2. Finance Committee

Financial Statements

The Executive reviewed the 2024 financial variance reports to December 31, 2023.

CLINICAL PRACTICE COMMITTEE REPORT

March 2024 Committee Report to the Board of Directors

Committee Members:

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

Number of meetings to date: 1

- February 29, 2024

Report:

Committee members were provided orientation and training.

Submitted by:

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

QUALITY ASSURANCE COMMITTEE REPORT

March 2024 Committee Report to the Board of Directors

Committee Members:

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

Accreditation Panel Members

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

Number of meetings to date: 2

Report:

Orientation and Training

Members of the Quality Assurance (QA) Committee were provided with orientation on the role of the College and the QA Committee, an overview of the Quality Assurance Program requirements, the Competency Review and Evaluation process, confidentiality of the QA Committee and an overview of the types of files they may review at their first meeting. Amy Stein reviewed the powers of the Committee.

In addition to orientation, the Committee was provided with an overview of the principles of Right-Touch Regulation by Anastasia Hountalas of Steinecke Maciura LeBlanc Law.

Accrediting Continuing Education Activities

Members of the Accreditation Panel were provided with orientation on the Accreditation Policy, accreditation categories, and reviewing continuing education activities.

QA Portal

Ahead of the 2024 Competency Review and Evaluation (CRE) process, registrants identified as not completing some or all their 2023 Professional Portfolio through their Registrant portal were notified that they may have some deficiencies that required their attention.

Competency Review and Evaluation Process

Registrants randomly selected to participate in the 2024 Competency Review and Evaluation process will be notified by email on February 29, 2024. In addition to an audit of their 2023 Professional Portfolio, registrants will be selected at random to undergo a Peer and Practice Assessment.

Staff will begin reviewing portfolios as the submissions come in.

Peer and Practice Assessment Training

Peer Assessors were provided with an orientation and training workshop facilitated by Rigor and P. Dreyer. Assessors reviewed the new tools and scoring methods and participated in a practice session.

Submitted by:

Tonya Nahmabin, RO, Chair

Peggy Dreyer, Manager, Professional Practice & Quality Assurance

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

March 2024 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 to review appropriate cases.

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

Number of meetings since the December 2023 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 to review and dispose of cases.

Number of Meetings in 2024	
Full Committee Meeting	1
Panel Meetings	0

Number of Meetings Since Last Board Meeting in December 2023	
Full Committee Meeting	1
Panel Meetings	0

Report: On February 12, 2024, the committee had a general orientation and training session, which included presentations by Amy Stein, Deputy Registrar and Anastasia-Maria Hountalas, Partner, Steinecke Maciura LeBlanc Barristers & Solicitors. The members were also invited to provide topics for a second session to be held later in the year.

Submitted by:

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

INQUIRES, COMPLAINTS & REPORTS COMMITTEE

Q1 Report

Complaints

* complaints in which the decision and reasons have been sent to both parties

** complaints in which the ICRC has met and reviewed the file. The decision and reasons is being finalized

of Complaints Received (2024 YTD) - 2

of Complaints Open (TOTAL) - 32

of Complaints Closed* (2024 YTD) - 3

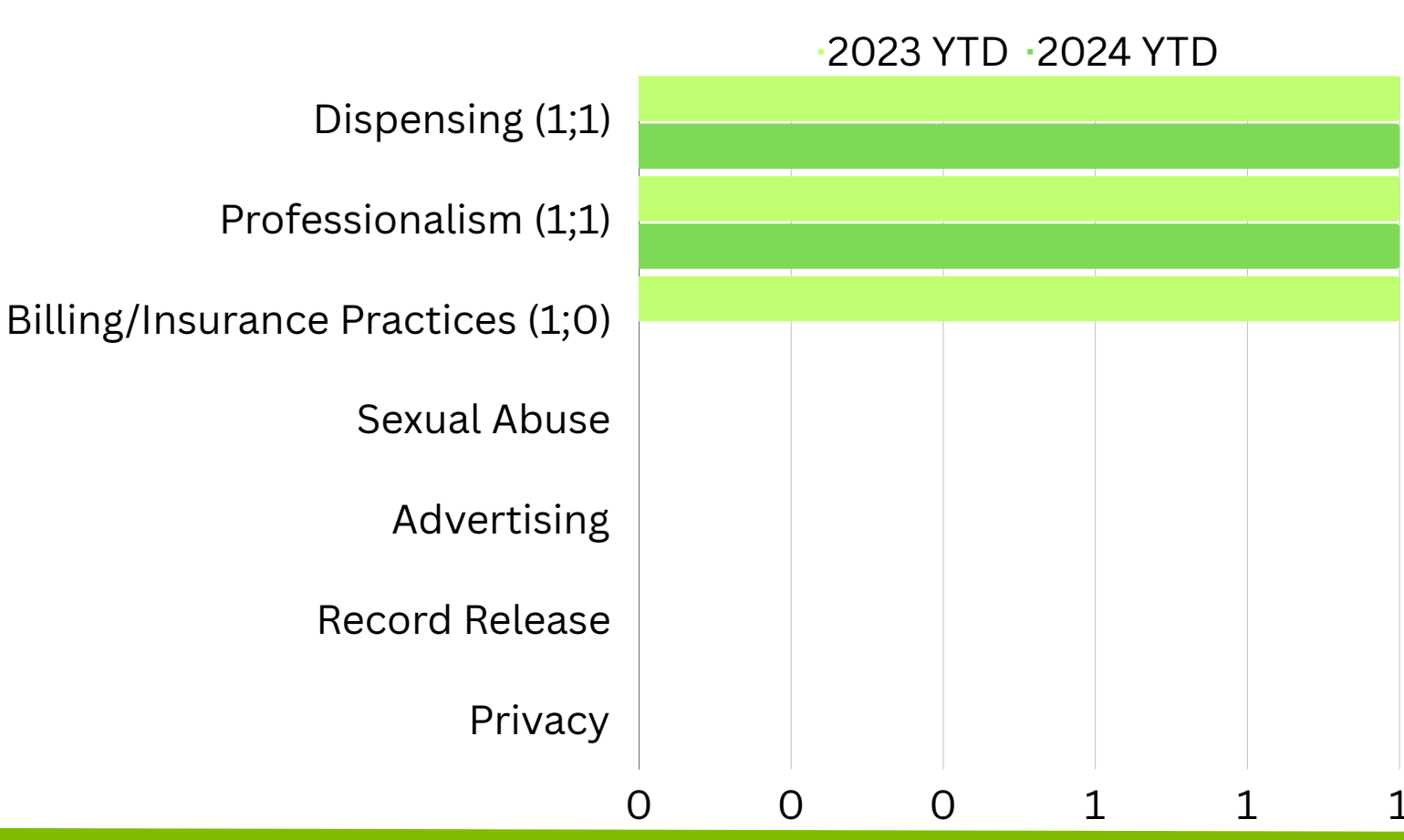
of Complaints Awaiting** Decisions - 10

Key Complaint Themes

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

Trends

The themes in Q1 2024 YTD are consistent with the themes observed in Q1 2023.



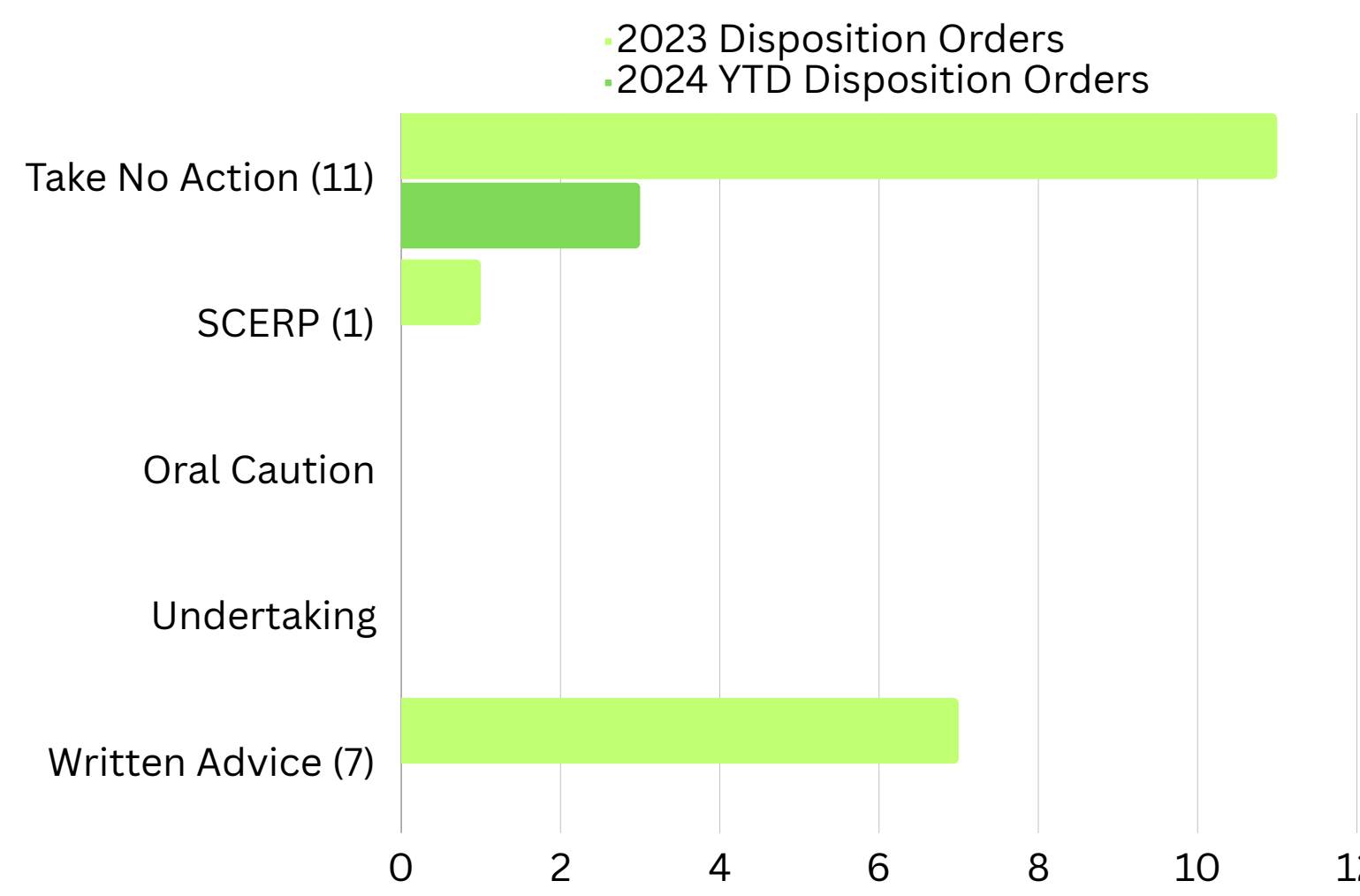
Complaint Dispositions

A complaint may have more than one disposition.

Trends

In 2023, “Take No Action” was the most commonly ordered disposition.

The orders in the 3 complaints disposed of in 2024 YTD are consistent with this trend.



Reports

Registrar's Report Investigations

of Reports Opened (2024 YTD) - 0

of Reports Open (TOTAL) - 16

of Reports Closed (2024 YTD) - 0

of Reports Awaiting Decision - 1

Total Open Matters

	2024 YTD	2023
Complaints & Reports year to date vs 2023 year to date (cumulative):	71	63

Year to Date, 2 complaints and 6 referrals from QAC received.

REGISTRATION COMMITTEE REPORT

March 2024 Report to Board of Directors

Committee Members:

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

Number of meetings since December Board Meeting:

- February 2, 2024
- February 14, 2024

Report:

Registration Committee Orientation and Training

The Committee received an orientation 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 implicit bias.

The Committee received additional training on the principles of right-touch regulation from Anastasia-Maria Hountalas, partner with Steinecke Maciura Leblanc.

Registration Committee Meeting Calendar

The Committee established a meeting calendar for 2024. The Committee set quarterly meetings and agreed to hold additional meetings as needed to expedite file reviews.

Registration Regulation

The Committee received an update on the status of the submitted amendments to the Registration and Examination Regulations. The Committee was informed that the Regulations received approval from the Ontario Government and will come into force on July 1, 2024.

Stakeholder Consultation Regarding Proposed Changes to the By-Laws

The Registration Committee was presented with the proposed by-law changes as they relate to the following:

- **Emergency Class Fees:** The Committee was asked to consider the fees that will apply to opticians seeking registration in the Emergency Class, should it become necessary to register opticians in this class.
- **Annual Renewal Deadline:** The updated Registration Regulation which comes into effect on July 1, 2024, will no longer set out the deadline and process for annual renewal. The Committee was asked to consider adding these requirements to the by-laws.
- **Addition of an Administrative Fee:** The Committee was asked to consider adding an administrative fee to Schedule A of the by-laws to apply where an applicant or registrant requests copies of documents in their file.

Upon review of the proposed by-law amendments, the Committee recommended that the Board approve the circulation of the proposed changes relating to the fees associated with the Emergency Class of Registration, the annual renewal deadline, and the new administrative fee to registrants and stakeholders of the College in accordance with s.94(2) of the *Health Professions Procedural Code*.

The results of the stakeholder feedback will be reviewed by the Committee at its meeting on May 8, 2024, and will be brought forward to the Board in June 2024.

Registration Policies for Content Review

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

- Registration Timelines Policy
- Retiring and Resigning Policy

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

The Committee proposed several amendments to align the policies with the new regulatory requirements, to reflect the current processes, and to improve the overall readability of the policies. The Committee recommended that the Board approve the proposed amendments to the aforementioned policies.

Reinstatement and Changing from Inactive to Active Practice

The Registration Committee reviewed the timeframe set for the transitional provision of the Reinstatement and Changing from Inactive to Active Practice Policy for opticians whose certificate of registration was suspended more than three years ago and who wish to reinstate their certificate of registration to avoid revocation.

The Registration Committee took into consideration that the new Registration Regulation will come into force on July 1, 2024, and determined that the period initially set to January 1, 2025, may not constitute a reasonable timeframe to reinstate one's registration. The Committee therefore recommended that the Board extend the transitional period until July 1, 2025, to allow one year for transition.

File Review

The Committee reviewed one reinstatement assessment result, two upgrading proposals, and one request for an extension to sit the national examination.

Submitted by:

Rob Vezina, Chair, RO

Anna Jeremian, Manager, Registration

REGISTRATION COMMITTEE

Q1 Report

New registrants in each registration category:

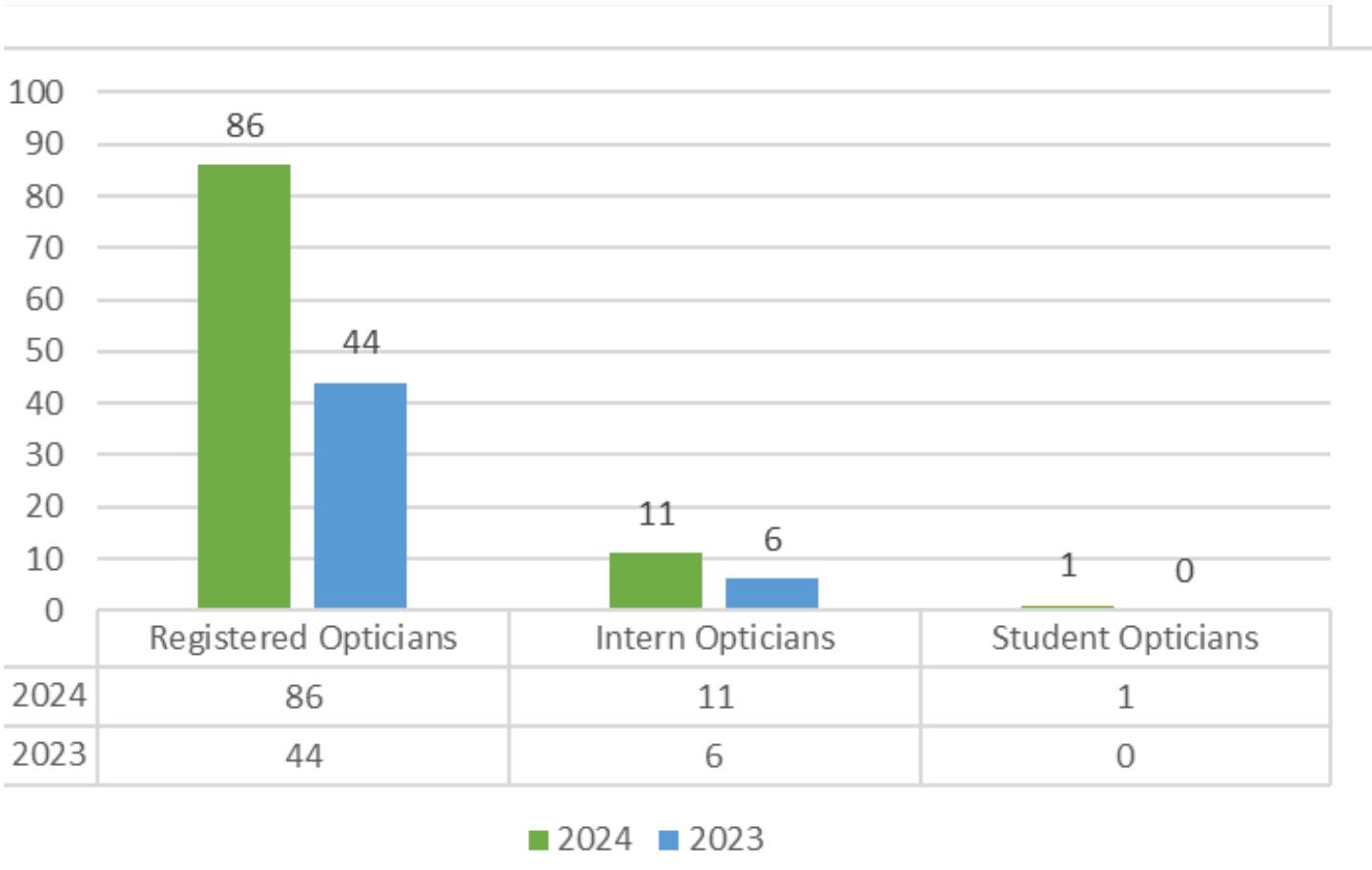
A comparison of year-to-date (Jan.1 - February 20, 2024) registrant numbers vs same time period in 2023



2024 Renewal at a Glance

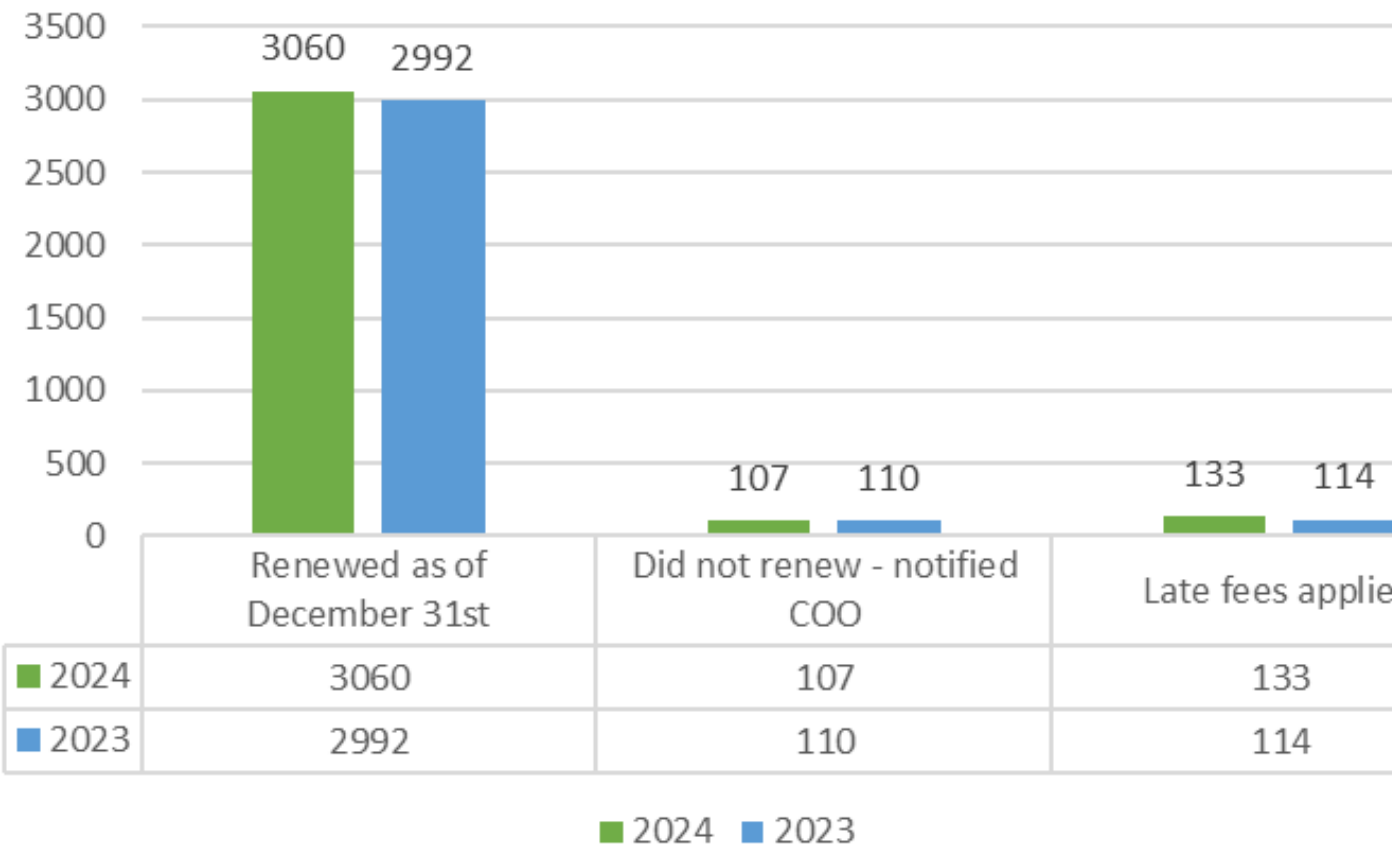
Key Trends:

- 93% renewal rate in 2022 and 2023
- Number of late fees applied increased by 16% in 2023



Key Trends:

- 96% increase of new Registered Opticians compared to the same period in 2023
- 84% increase of new Intern Opticians compared to the same period in 2023
- No significant change of Student Opticians



GOVERNANCE COMMITTEE REPORT

March 2024 Committee Report to the Board of Directors

Committee Members:

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

Number of Meetings since December 2023:

- February 23, 2024

Report:*Orientation and Training*

All members of the Governance Committee were provided with orientation and training. The committee received training on the role of the Governance Committee, the Board's Policy Governance Framework, the Policy Governance Manual, and an update on the College's evolving governance reform of its operational and governance structure.

Governance By-laws and Policies

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

1. Communication and Support to the Board Policy 2-11
2. Emergency Registrar, CEO Succession Policy 2-14
3. Organizational Shared Values Policy 4-02
4. Director and Committee Member Responsibilities Policy 4-27

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

Submitted by:

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

PATIENT RELATIONS COMMITTEE REPORT

March 2024 Committee Report to the Board of Directors

Committee Members:

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

Report:

Number of Meetings since December 2023 board meeting: 0

Submitted by:

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