

EXECUTIVE COMMITTEE REPORT  
May 2020 Executive Committee Report to the Board of  
Directors

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**2020 Committee Members:**

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

**Number of meetings:**

The Committee has had five remote meeting since the last Board meeting.

**Report:**

*College Pandemic Communications and Action Plan*

The Executive Committee received updates about the College's pandemic plan, including the move to a remote office. The Committee also considered regular communications updates to registrants regarding the COVID-19 pandemic.

With regard to the Quality Assurance Program, on March 20, the Executive Committee was asked to exercise their authority to act as the Board in between meetings<sup>1</sup>, and decided to ratify the following recommendations made by the Quality Assurance Committee:

1. To extend the deadline for CRE portfolio submissions to May 4, 2020.
2. To suspend the Multi-Source Feedback process until 2021. Anyone who already completed the process would still receive their results. Anyone who has not started or only partially completed the MSF process, will have the option of applying the surveys that have already been completed to next year and completing the additional requirements at that time or starting fresh.
3. To Suspend all Peer and Practice Assessments until further notice.

*COVID -19 Practice Guidelines*

The Executive Committee reviewed emergency guidelines developed by the Clinical Practice Committee to address practice considerations during COVID-19, specifically around dispensing ophthalmic devices as well as disinfection protocols.

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<sup>1</sup> Between meetings of the Board, the Executive Committee has all 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 (*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)).

As this guidance is critical and time sensitive to the registrants, the Clinical Practice Committee requested the Executive Committee review the document and grant approval. Some input was given around messaging to accompany the COVID19 specific guidelines which was incorporated.

The Executive Committee decided to use its authority between board meetings to approve the guidelines in advance of the May Board Meeting.

#### *Ministry of Health Updates and COVID-19 Ministry Directive*

The Committee was briefed on recent updates from the Ministry of Health regarding the COVID-19 pandemic. The Committee was also briefed regarding the March 20 directive from the Chief Medical Officer requiring all health care providers in Ontario to immediately cease all non-essential and elective services, or reduce them to minimal levels, until further notice. Exceptions are allowed for time sensitive circumstances to avert or avoid negative patient outcomes or to avert or avoid a situation that would have a direct impact on the safety of patients. It was noted that an eblast would be sent to registrants following the meeting.

#### *COVID-19 Accommodation: Registration Fee Adjustment*

The Executive Committee reviewed five options for providing fee relief to the registrants. The committee was most comfortable with a fee reduction of \$200 (or approximately 20%). This recommendation will be before the board for consideration at its May meeting.

#### *Amendments to Honoraria Policy and the CERB*

The Committee received a number of updates as information became available regarding the payment of honoraria and the possible effect on eligibility of professional members to apply for the Canada Emergency Response Benefit (CERB). A number of emails were sent to board and committee members to provide updates.

Using its authority between Board meetings, the Committee approved an amendment to the honoraria policy to facilitate board and committee member's participation in the Canada Emergency Response Benefit (CERB).

#### *Virtual May Board Meeting*

The Committee discussed the agenda for the virtual May board meeting, and agreed that it was preferable to shorten the meeting and focus on the most urgent business.

#### *Draft Audited Financial Statements*

The Executive Committee considered the draft audited financial statements as prepared and presented by Grewal Guyatt, LLP. The draft audit financial statement will be before the Board for consideration and approval at the May meeting.

#### **Submitted by:**

Bryan Todd, RO, Chair, Elected Member

## GOVERNANCE COMMITTEE REPORT

May 2020 Committee Report to the Board

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### **Committee Members:**

Stephen Kinsella, Chair, Public Member (Chair starting March 23, 2020)  
Diana Bristow, Vice-chair, Public Member (Vice-Chair starting April 14, 2020)  
Kevin Cloutier, RO, Appointed Member  
Margaret Osborne, RO, Chair, Appointed Member (Chair until March 23, 2020)  
Ingrid Koenig, RO, Elected Member  
Mike Smart, RO, Elected Member

### **Number of Meetings:**

The Governance Committee held one video conference meeting since the last Board meeting.

### **Report:**

On March 23, 2020, Margaret Osborne informed the Registrar and Board Chair that she would be stepping down from her position as Chair of the Governance Committee. Stephen Kinsella assumed the position of Acting Chair in accordance with the by-laws. At the April 14, 2020 meeting, the Committee elected Stephen Kinsella as Chair and Diana Bristow as Vice-chair.

#### *Governance Manual*

The Committee reviewed the new rebranded Policy Governance Manual. Recommendations were made with respect to adding a monitoring schedule as an appendix.

#### *Governance By-laws and Policies*

The Committee reviewed the Board Meeting Process Policy 4-22 and recommended that it go for the Board approval at the May 11, 2020 meeting.

### **Submitted by:**

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

## DISCIPLINE COMMITTEE REPORT

### Report to the Board – as of April 27, 2020

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#### Discipline 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

##### Appointed Non-Council Members

Derick Summers RO, **Chair**  
Robin Dickinson RO, **Vice-Chair**  
(until April 15, 2020)  
Daniela Celi RO  
Kevin Cloutier RO  
Margaret Osborne RO  
Tonya Nahmabin RO  
Behzad Safati RO  
Dennis O'Hagan RO

#### Committee Update

On April 15, 2020, Rob Dickinson, Vice-Chair notified the Registrar that he will be taking a leave of absence from his duties on the Committee. A new Vice-Chair will be elected at the May 2020 Board meeting.

#### Training:

Basic and advanced training workshops put on by the Health Profession Regulators of Ontario (HPRO) will be held in June (via videoconference) and in November of 2020. Discipline Committee members who have not completed these training courses will be signed up for the upcoming sessions.

#### Hearings:

The following matter has been referred to the Discipline Committee and is currently awaiting a hearing:

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

The hearing in the following matter remains ongoing:

*College of Opticians v. Sanger*

**Submitted by:**

Derick Summers, Chair

Daniël Jansen, Manager, Professional Conduct

## **PATIENT RELATIONS COMMITTEE REPORT**

**May 11, 2020 Committee Report to the Board**

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### **Patient Relations 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

### **Number of Meetings:**

The Patient Relations Committee has not met yet this year since its last report to the Board.

### **Report:**

The following topics will be carried over to the Committee's next meeting in May:

1. Jurisprudence Handbook Updates
  - a. RHPA chapter
2. Sexual harassment of Non-Patients/Employees
3. Land Acknowledgment Agreements

### **Submitted by:**

Behzad Safati, Chair, Appointed Member  
Deidre Brooks, Manager Governance & Patient Relations



## Inquiries, Complaints and Reports Committee

Report to the Board – as of April 27, 2020

The Inquiries, Complaints and Reports Committee (ICRC) acts as a screening committee to conduct investigations, consider reports, and make decisions on cases pertaining to the professional conduct of opticians. Concerns about opticians' conduct come to the attention of the College by way of formal complaints, Registrar's Reports, or referrals from the Quality Assurance Committee.

The ICRC also reviews information received by the College about unregistered individuals who may be practising opticianry or referring to themselves as opticians.

### 2020 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, <b>Chair</b>	Kevin Cloutier, <b>Vice Chair</b> (beginning March 24, 2020)
Neda Mohammadzadeh	Ingrid Koenig
Ed Viveiros	Jacalyn Cop-Rasmussen
Amber Fournier	Margaret Osborne, <b>Vice-Chair</b> (until March 23, 2020)
Daniela Schowalter	Jack Zwicker

### 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 2020	
Full Committee Meetings (in-person)	1
Full Committee Meetings (teleconference/webinar)	0
<b>Total Full Committee Meetings</b>	<b>1</b>
Panel Meetings (in-person)	1

Panel Meetings (teleconference/webinar)	4
<b>Total Panel Meetings</b>	<b>5</b>

<b>Number of Meetings Since Last Board Meeting</b>	
<b>Full Committee Meetings</b>	<b>0</b>
Panel Meetings (in-person)	1
Panel Meetings (teleconference/webinar)	3
<b>Total Panel Meetings</b>	<b>4</b>

### **Committee Updates**

On March 23, 2020, Margaret Osborne notified the Registrar of her intention to step down from her role as Vice-Chair. On March 24, 2020, Omar Farouk, Chair appointed Kevin Cloutier to the role of Vice-Chair, which he accepted until an election can be held. A new Vice-Chair will be elected at the May 2020 Board meeting.

### **Submitted by:**

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



**ICRC Statistical Report 2020**  
(Statistics accurate as of April 27, 2020)

<b>Complaints Disposition</b>	<b># of Files</b>
<b>Inquiries:</b>	
Total number of complaint inquiries received in 2020	31
Covid-19 related inquiries	7
Inquiries that became a formal complaint in 2020	5
<b>Formal Complaints:</b>	
Complaint files opened in 2020	5
Cases brought forward from 2019 (1 from each of 2017 and 2018)	23
Frivolous and vexatious	-
Complaints disposed of in 2020	5
No further action	-
Written advice	4
Oral caution	1
Specified Continuing Education or Remediation Program	1
Undertaking	-
Referred to discipline	-
Withdrawn by Registrar	-
Open complaints pending further investigation	23
Open complaints awaiting decisions	2

<b>QAC and Registrar's Reports Disposition</b>	<b># of Files</b>
<b>Registrar's Reports:</b>	
Registrar's Reports referred to ICRC in 2020	3
Registrar's Reports brought forward from 2019 (4 from 2018)	9
QAC Reports brought forward from 2019 (1 from 2018)	4
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	-
Closed with an undertaking	-
Reports disposed of in 2020	-
Open Registrar's Reports pending further consideration	12
Open Registrar's Reports awaiting decisions	-

<b>HPARB Reviews</b>	<b># of Files</b>
HPARB reviews requested in 2020	2
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

<b>Unauthorized Practice</b>	<b># of Files</b>
Total number of UPC inquiries in 2020	4
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	14

## QUALITY ASSURANCE COMMITTEE REPORT

May 2020 Report to Board

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### **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 February: 5**

- March 10, 2020 -Deferral Meeting
- March 20, 2020
- April 6, 2020
- April 7, 2020 -Deferral Meeting
- April 23, 2020

### **Report:**

#### *Competency Review and Evaluation Process*

On March 20, 2020, the Quality Assurance Committee decided to take the following steps to address the challenges that the COVID-19 pandemic has created with respect to registrants' ability to participate in the Competency Review and Evaluation process:

1. Extending the deadline for portfolio submission to May 4, 2020
2. Suspending the Multi-Source Feedback process until 2021. Registrants who had already completed the process will receive their results as usual. Registrants who had partially completed the process will have the option of applying the surveys that have been completed to next year and completing the additional requirements at that time or starting fresh.
3. Suspending all Peer and Practice Assessments until further notice.

The recommended actions were put before the Executive Committee for consideration and approval given the urgent nature of the situation.

### *Accrediting Continuing Education Policy*

At its meeting on April 6, 2020, the QA committee reviewed the process for accrediting continuing education (CE) activities and considered whether it would be appropriate to delegate the accreditation process to an external body that specializes in accreditation. The committee determined that professional members of the committee would continue to review and accredit CE at this time.

The committee recommended updating the Accreditation Policy and creating a comprehensive checklist to refer to when reviewing materials. The committee sought feedback from several key stakeholders on the proposed changes.

The updated Draft Accreditation Policy and checklist are before the Board at this meeting.

The accreditation team has accredited 23 CE activities since February.

### *Peer and Practice Assessments*

Due to the COVID-19 pandemic, Peer and Practice Assessments have been suspended until further notice. There are 37 assessments outstanding.

In order to facilitate the backlog this will create, after reviewing the process, the committee determined to move to remote assessments. This will allow assessors the opportunity to complete the assessments more efficiently as there will not be the need to travel to the registrant.

The committee has temporarily suspended onsite premises inspections and chart reviews. Interview questions will be developed to ensure both elements are captured during the assessment.

On April 27, 2020, peer assessors underwent additional training on conducting remote assessments.

### *Quality Assurance Outreach*

QA department staff attended one continuing education event and a student event at Seneca College in March to answer questions about the QA program.

Submitted by:

Derick Summers RO, Chair

Peggy Dreyer RO, Manager, Quality Assurance

## REGISTRATION COMMITTEE REPORT

May 2020 Report to Board of Directors

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### **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

### **Number of meetings:**

The Registration Committee held one meeting since the February Board meeting.

### **Report:**

#### *Criminal Reference Checks*

The Committee reviewed an environmental scan of other regulatory Colleges in the province, types of Criminal Record Checks available and the logistics involved in the process of obtaining a Criminal Record Check from registrants.

Upon review of the above-noted information, the Committee motioned to recommend the adoption of a Vulnerable Sector Check requirement for new applicants at the time of initial application. Mandatory reporting requirements, including annual professional conduct questions during the renewal process would capture subsequent years and current registrants. A policy will be presented to the Board for its consideration at an upcoming meeting.

#### *Conducting PLAR Interviews in French*

In consideration of a request from a francophone applicant to conduct their PLAR interview in French, the 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.

### *Contact Lens Mentor Policy Amendment*

The Committee approved an amendment to the current Contact Lens Mentor Policy to include a provision for applicants who were registered as an optician in another Canadian jurisdiction where opticianry is a regulated profession for a minimum of three years, or hold a combination of registration with COO and an equivalent College regulating opticianry in another Canadian jurisdiction for a minimum of three years.

The Committee discussed the possibility of granting Contact Lens Mentor status to registered opticians who hold full-time academic positions. The Committee motioned to bring this issue to a future meeting for further deliberations.

### *NACOR Exam Postponement*

The Committee received an update on postponement of the spring NACOR examination session due to the COVID-19 pandemic. It was further noted that students were losing practicum opportunities as a result of dispensary restrictions. The economic repercussions of the pandemic are yet to be seen as many businesses may not contemplate hiring students after reopening, thus posing a challenge for the 2020 cohort.

### *In-Person Interviews*

In February 2020, two in-person interviews were conducted for PLAR applicants.

### *File Review*

The Committee reviewed one initial PLAR applications, two PLAR assessment results, and three reinstatement (over three years) applications.

### *Post-Meeting Survey*

The Committee was encouraged to complete a survey to share their meeting experience and provide suggestions for future improvements.

### **Submitted by:**

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

## CLINICAL PRACTICE COMMITTEE REPORT

May 2020 Report to the Board

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### **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

Number of meetings since February:

- April 22

### **Report:**

#### *Emergency Temporary Guidelines*

In light of the current COVID-19 pandemic there is a need to ensure that essential services continue to be available but that they are delivered in a way that reduces the risk of transmission to both opticians and patients to the greatest degree possible.

The Committee reviewed and amended draft emergency temporary guidelines which are intended as a temporary measure to reduce the risk to opticians and patients while delivering essential services during the COVID-19 pandemic.

The Committee requested that the Executive Committee exercise their authority to act between Board meetings in order to review and approve these temporary guidelines as there was a sense of urgency to have these publicized sooner than following the next board meeting.

With different jurisdictions starting to relax workplace restrictions, it is likely that Ontario will begin easing restrictions in the next month. Opticians will be looking for guidance on returning to work. While the government will be setting broad guidelines, in the coming weeks, the committee will explore what the short and long term reality might look like. The committee will be seeking input from industry stakeholders as they develop guidelines for opticians' return to practice.

### **Submitted by:**

Bryan Todd, Chair, RO  
Peggy Dreyer, RO, Practice Advisor