

# REPORT

**TO:** Board Directors

**FROM:** Fazal Khan, Registrar, CEO

**DATE:** May 11, 2020

**SUBJECT:** 13.1 Registrar's Report

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## Highlights:

- Continuous Improvement
- Remote Operations
- External Relations
  - Collaboration with other Regulators
  - External Events
- Council member update

## Continuous Improvement:

The College has now launched its new website and Virtual Boardroom. The website design brings an updated interface with more of a focus on public accessibility to useful information. Both the website and the virtual boardroom have been updated to allow staff greater ability to update content in-house, reducing our dependence on external resources and improving processing time. As well, the College has moved to a new web domain name, [www.collegeofopticians.ca](http://www.collegeofopticians.ca) and deployed dedicated email accounts for all board directors, committee members and peer assessors for improved security.

## Remote Operations:

Over the past two years, the College has been focusing on preparing for any business interruptions including the move to voice-over-internet-phones, transitioning to laptop computers and investing in teleconferencing technology including providing webcams and headsets for board members. The move to a remote office has been a smooth transition during this pandemic. Mail and courier have been redirected and we have moved to greater use of electronic banking.

## **External Relations:**

### **Collaboration with Regulators and Other Stakeholders:**

The College staff continue to participate in regular board meetings of HPRO - Health Professions Regulators of Ontario (formerly FHRCO) with the current focus on the pandemic and coordinating with the Ministry of Health.

The College continues to collaborate with the College of Optometrists and regularly liaises on inter-professional topics with their Practice Advisor. Currently, we are coordinating on the development of Return to Practice Guidelines.

During this pandemic, the College has been collaborating closely with industry stakeholders including manufacturers and large retail operators as we navigate both the reduction and eventual return to practice.

### **External Events**

- Academy of Ophthalmic Education Continuing Education Day March 7-8, 2020. The College had a booth at the trade show and presented an update to the registrants. There was excellent traffic to the booth with questions mainly regarding the updated Quality Assurance program.
- Seneca College Student Trade Show March 10, 2020. The College had a booth at the student run trade show and engaged with year one and two students from the full and part time opticianry programs.
- Spring NACOR meeting were to take place in Vancouver, B.C. Thursday, April 16 & Friday, April 17, 2020. Those meetings were converted to a one-day remote meeting. Please refer to the National Meeting Report for further details.
- Ontario Opticians Association Continuing Education Day Sunday April 19, 2020. The College was to have a booth at the trade show and present an update to the registrants however, due to the pandemic, this event was held via videoconference and was well attended with 1000 attendees from across Canada in attendance. A majority of the presentation focused on COVID19 related guidance.
- The College will be participating in a remote continuing education day hosted by the Academy of Ophthalmic Education on Sunday May 24<sup>th</sup>.

### **Board Member Update**

Currently Ms. Margaret Osborne has taken a leave of absence from her position as an appointed member. Her position as Chair of Governance has been filled by Stephen Kinsella (former vice-chair); the Vice-Chair position has been filled by Diana Bristow. Mr. Robin

Dickinson has also taken a leave of absence. His position of Vice Chair of Discipline will be filled following the board meeting in May.

Respectfully submitted by:

Fazal Khan, RO  
Registrar, CEO