

## DISCIPLINE COMMITTEE REPORT

May 2018 Committee Report to Council

---

### Discipline Committee Members

#### Elected Members

Ingrid Koenig RO  
Balbir Dhillon RO  
Peggy Dryer RO  
Neda Mohammad Zedah RO  
Rob Vezina RO  
Bryan Todd RO  
Ed Viveiros RO

#### Public Members

**Trudy Mauth, Chair**  
David Milne  
Joseph Richards  
Gord White  
Jacalyn Cop-Rasmussen

#### Appointed Non-Council Members

**Derick Summers RO VC**  
John Battaglia RO  
Dorina Riez RO  
Margaret Osborne RO  
Daniela Celi RO  
Robert Quinn RO  
Beza Safati RO  
Dennis Tse RO

### Hearings:

The College has one discipline hearing which is presently ongoing.

Four additional members have been referred to the Discipline Committee this year. Two are scheduled to be heard on June 11, 2018, another for July 19, 2018 and one is currently awaiting a date.

### Committee Training:

The Chair and Vice Chair attended a Refresher for Discipline Committee Chairs at the College through ILC on March 5, 2018. Six discipline committee members attended the College for a Discipline Committee Workshop for New Members through ILC on March 20, 2018.

### Submitted by:

Trudy Mauth, Chair  
Deidre Brooks, Manager, Professional Conduct

## REGISTRATION COMMITTEE REPORT

May 2018 Report to Council

---

### Committee Members:

Robert Vezina, Chair, RO  
John Battaglia, Vice Chair, RO  
Bryan Todd, RO  
Ed Viveiros, RO  
Jacalyn Cop-Rasmussen, Public Member  
Omar Farouk, Public Member  
Behzad Safati, RO  
Derick Summers, RO

### Registration Appeal Panel:

Balbir Dhillon, RO  
David Milne, Public Member  
Robert Quinn, RO

Number of meetings since January Council:

- March 7, 2018
- May 2, 2018 (teleconference)

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

### Report:

#### *Orientation Training*

All members of the Registration Committee underwent orientation training at the outset of the first Registration Committee meeting of the year.

#### *Avoiding Bias and Conflicts of Interest Training*

All members of the Registration Committee underwent training on avoiding bias and conflicts of interest at the first Registration Committee meeting of the year.

#### *NAIT Refracting Course Accreditation*

At its meeting on May 2, 2018, the Registration Committee reviewed the National Association of Canadian Optician Regulators (NACOR)'s decision to accredit the Northern Alberta Institute of Technology (NAIT) refracting course. The Registration Committee agreed that the NAIT refracting course, as presented, meets the current refracting national competencies. The Registration Committee acknowledged that the completion of the course would not entitle a graduate to refract in Ontario. The

Registration Committee's recommendation that Council accept NACOR's decision to accredit the NAIT refracting course is before Council at its meeting on May 28, 2018 for consideration.

**Submitted by:**

Robert Vezina, Chair, Public Member  
Laura Briard, Manager, Professional Programs

DRAFT

## Statistical Report (since January 2018)

<b>PLAR Applicants</b>	
<b>Initial Inquiries Received</b>	<b>22</b>
<ul style="list-style-type: none"> <li>Internationally educated applicants</li> </ul>	19
<ul style="list-style-type: none"> <li>Applicants from non-accredited Canadian programs</li> </ul>	3
<ul style="list-style-type: none"> <li>No formal education</li> </ul>	0
<b>New Applications Received</b>	<b>11</b>
<ul style="list-style-type: none"> <li>Internationally educated applicants</li> </ul>	4
<ul style="list-style-type: none"> <li>Applicants from non-accredited Canadian programs</li> </ul>	7
<ul style="list-style-type: none"> <li>Applicants that completed international training &amp; non-accredited Canadian education</li> </ul>	0
<ul style="list-style-type: none"> <li>No formal education</li> </ul>	0
<b>Applications Refused</b>	<b>0</b>
<b>Applications Completed</b> (Decision and Reasons Issued)	<b>1</b>
<ul style="list-style-type: none"> <li>Applicants required to complete bridging</li> </ul>	0
<ul style="list-style-type: none"> <li>Applicants permitted to write the National Examinations</li> </ul>	1

<b>Active Applications in Process</b>	<b>13</b>
<ul style="list-style-type: none"> <li>Awaiting further information from applicant</li> </ul>	6
<ul style="list-style-type: none"> <li>Initial Registration Committee review pending</li> </ul>	1
<ul style="list-style-type: none"> <li>Applicants currently scheduled for the CGA/eligible to write CGA</li> </ul>	5
<ul style="list-style-type: none"> <li>CGA completed, interview pending</li> </ul>	1
<ul style="list-style-type: none"> <li>Final Registration Committee review pending</li> </ul>	0

<b>Other Applications for Registration</b>	
<b>New Applications for Reinstatement (3+ yrs.) Received</b>	<b>3</b>
<b>Active Applications in Process</b>	<b>5</b>
<ul style="list-style-type: none"> <li>Initial Registration Committee review pending</li> </ul>	2
<ul style="list-style-type: none"> <li>Applications considered by Registration Committee</li> </ul>	3
<ul style="list-style-type: none"> <li>Applications approved to reinstate, with/without continuing education</li> </ul>	1
<ul style="list-style-type: none"> <li>Competency assessments required</li> </ul>	2
<b>Internal Registration Appeals</b>	<b>0</b>
<b>HPARB Appeals</b>	<b>0</b>
<b>Upgrading Programs Considered by Committee</b>	<b>2</b>
<b>Previously Approved Upgrading Programs Completed</b>	<b>1</b>
<b>Requests for Extension of Registration Committee Decision</b>	<b>3</b>

## FITNESS TO PRACTISE COMMITTEE REPORT

May 2018 Report to Council

---

### **Committee Members:**

Robert Vezina, Chair, RO  
John Battaglia, Vice Chair, RO  
Bryan Todd, RO  
Ed Viveiros, RO  
Jacalyn Cop-Rasmussen, Public Member  
Omar Farouk, Public Member  
Behzad Safati, RO  
Derick Summers, RO  
Balbir Dhillon, RO  
David Milne, Public Member  
Robert Quinn, RO

Number of meetings since January Council:

The Fitness to Practise Committee holds hearings to determine if a member is incapacitated to such a degree that this prevents him/her from practicing safely and effectively. The Committee meets on an as-needed basis, should allegations of incapacity of a member be referred.

There have been no referrals made to the Fitness to Practise Committee.

### **Submitted by:**

Robert Vezina, Chair, Public Member  
Laura Briard, Manager, Professional Programs

## INQUIRIES, COMPLAINTS & REPORTS COMMITTEE REPORT

May 2018 Committee Report to Council

---

### Panel Information and Composition:

The Inquiries, Complaints and Reports Committee (ICRC) reviews concerns made to the College regarding its members. This includes formal complaints, Registrar investigations arising from information that is brought to the attention of the College or referrals from the Quality Assurance Committee. Every complaint and report are thoroughly and objectively investigated. A Risk Assessment Framework is used to guide panels of the ICR Committee in the decision-making process when determining outcomes of complaints and reports. The Committee considers concerns relating to a member's conduct, competency and capacity to determine if a referral to the Discipline Committee is needed, or if other recommendations are more suitable. The ICRC also investigates and, where appropriate, refers matters to the Executive Committee to commence prosecution in matters involving unauthorized practice.

The Committee's business is conducted by 2 panels:

Panel 1	Panel 2
<b>Omar Farouk (Chair)</b>	<b>Bryan Todd (Vice Chair)</b>
Ingrid Koenig	John Battaglia
Ed Viveiros	Neda Mohammadzadeh
Gord White	Robert Quinn
Margaret Osborne	Jacalyn Cop-Rasmussen
Daniela Celi	

In order to work efficiently, and taking into consideration convenience and cost-effectiveness, the panels attempt to alternate in-person meetings and conference calls whenever possible. The panels also conduct some of their work via email.

The Committee had its first orientation meeting on May 1, 2018. Both Panel 1 and 2 held their meetings in conjunction with the group meeting. Last year's panels have also met in March and May of this year to complete ongoing files. There have been a total of four webinar meetings held in March and May.

There are currently eight open complaints and eight registrar reports that are under investigation. The College has 1 SCERP to monitor and 6 oral cautions pending. The matters in this report involve concerns pertaining to unprofessional behaviour, unsatisfactory eyeglasses, performing eye exams, record keeping, insurance/OHIP fraud, failing to complete QAC portfolio and professional misconduct.

**Submitted by:**

Omar Farouk Public Member, Committee Chair  
Deidre Brooks, Manager, Professional Conduct



**ICRC Statistical Report 2018**  
(Statistics accurate as of May 28, 2018)

<b>Complaints Disposition</b>	<b># of Files</b>
<b>Inquiries:</b>	
Total number of complaint inquiries received in 2018	24
Inquiries that became a formal complaint	1
Inquiries abandoned	8
Inquiries outside jurisdiction	4
General Inquiries	11
<b>Formal Complaints:</b>	
Complaint files opened in 2018	3
Cases brought forward from 2017	10
Frivolous and vexatious	-
Closed with no further action	3
Closed with oral caution	1
Closed with an oral caution & specified continuing education and remediation	1
Closed with a referral to discipline	-
Complaints disposed of in 2018	5
Open complaints pending further investigation	8

<b>Registrar's Reports Disposition</b>	<b># of Files</b>
<b>Inquiries:</b>	
Total number of registrar's report inquiries received in 2018	4
Inquiries that became a registrar's report	2
<b>Registrar's Reports:</b>	
Registrar's Reports referred to ICRC in 2018	3
Cases brought forward from 2017 (8 new QAC files in November)	13
Closed with a referral to discipline	2
Closed with no further action	2
Closed with written advice	-
Closed with oral caution issued	-
Closed with oral caution issued and a specified continuing education and remediation program	4
Closed with an undertaking	-
Reports disposed of in 2018	8
Open Registrar's Reports pending further investigation	8



<b>HPARB Appeals</b>	<b># of Files</b>
Total number of HPARB appeals in 2018	6
HPARB review pending (files opened in 2017)	4
HPARB review pending (files opened in 2018)	2
Committee decisions confirmed	4
Committee decisions returned for further investigation and reconsideration	-

<b>Unauthorized Practice</b>	<b># of Files</b>
<b>Total number of UPC inquiries in 2018</b>	4
Inquiry abandoned – not enough information / outside jurisdiction / not unauthorized practice	4
Inquiry pending – further information needed	-
Inquiry – formal file	-
<b>UPC files opened in 2018</b>	0
Open files pending further investigation	4

## PATIENT RELATIONS COMMITTEE REPORT

May 2018 Committee Report to Council

---

### **Patient Relations Committee Members:**

David Milne, Chair, Public Member  
Dennis Tse, Vice Chair, Appointed Member  
Dorina Reiz, Elected Member  
Daniela Celi, Appointed Member  
Joseph Richards, Public Member  
Behzad Safati, Appointed Member

### **Number of Meetings:**

The committee met once since the last Council meeting.

### **Report:**

The committee reviewed Strategy 2 - Public Engagement Strategy of the College's strategic plan, updating and amending strategic action items. As part of the Public Engagement Strategy the committee will be working with the Citizen's Advisory Group.

An initial review was conducted on the newly developed Communications module to be included as part of the College's jurisprudence module once approved.

Based on new Bill 87 requirements, the committee reviewed revisions to the College's Sexual Abuse Prevention Guidelines. The revised guidelines will be submitted to Council at the May meeting for review and approval.

In keeping with statutory mandate of administering the College's Funding for Therapy and Counselling program and recent Bill 87 changes, the Committee reviewed and approved patient application and other related forms for use by patients who have made allegations of sexual abuse by a member. The forms will be submitted to Council at the May meeting for review and approval.

### **Submitted by:**

David Milne, Chair, Public Member  
Bev Sloan, Deputy Registrar

## EXECUTIVE COMMITTEE REPORT

May 2018 Committee Report to Council

---

### **Governance Committee Members:**

David Milne, Chair, Public Member  
Bryan Todd, Vice Chair, Elected Member  
Ingrid Koenig, Elected Member  
Peggy Dreyer, Elected Member  
Trudy Mauth, Public Member

Number of meetings since January Council:

- 1 in person meeting April 23, 2018.
- 1 teleconference on May 14, 2018.

### **Report:**

Executive met April 23<sup>rd</sup> to screen several issues including creating a Committee to update the Standards of Practice as well as reviewing the Appointed Member Selection process. The Committee's recommendations on both these matters are currently before Council. The Executive Committee also conducted the Registrar's Review.

The Executive discussed meeting with the Executive Committee from the Ontario Opticians Association to renew our joint strategy. While no meeting has been scheduled to date we are hoping to have one in the near future.

The Executive Committee was also briefed regarding Bill 87 and how the changes coming into force on May 1<sup>st</sup> will affect the College and our Registrants.

At the May 14<sup>th</sup> meeting Executive met with the Auditor and reviewed the Reserve Funds Allocation Proposal and approved the audited financial statements for 2017.

### **Submitted by:**

David Milne, Chair, Public Member

## GOVERNANCE COMMITTEE REPORT

May 2018 Committee Report to Council

---

### **Governance Committee Members:**

Gord White, Chair, Public Member  
Ingrid Koenig, Vice-Chair, Elected Member  
Peggy Dreyer, Elected Member  
Neda Mohammadzadeh, Elected Member  
Omar Farouk, Public Member  
Margaret Osborne, Appointed Member

### **Number of Meetings:**

The Governance Committee held one in-person meeting and one teleconference since the last Council Meeting

### **Report:**

The committee reviewed feedback received on proposed amendments to two previously circulated by-laws:

- Proposed Amendments to Committee Terms
- By-law Article 6.3 – Eligibility for Election (Electoral District 6)

The committee recommended that both by-law amendments be submitted to Council for approval at the May 28, 2018 Council meeting.

The Committee also reviewed proposed amendments to the following by-laws:

- By-law Article 9.1 – Election of Executive Committee
- By-law Articles 10 and 12.1 – Statutory Committee Composition

The committee recommended that the proposed amendments to Article 9.1 be submitted to Council for approval at the May 28, 2018 Council meeting. The committee also recommended that the proposed amendments to Articles 10 and 12.1 be submitted to Council at the May 28, 2018 Council meeting for approval in principle to circulate the amendments for review and feedback.

Ms. Karen Fryday-Field of Meridian Edge Consulting facilitated a working session with the committee reviewing governance policies. The committee recommended that four governance policies be submitted for approval at the May 28, 2018 Council meeting.

**Submitted by:**

Gord White, Chair, Public Member  
Bev Sloan, Deputy Registrar

## QUALITY ASSURANCE COMMITTEE REPORT

May 2018 Report to Council

---

### Committee Members:

Peggy Dreyer, Chair, RO  
Joseph Richards, Vice Chair, Public Member  
Dorina Reiz, RO  
David Milne, Public Member  
Derick Summers, RO  
Dennis Tse, RO

Number of meetings since January Council:

- March 28, 2018
- May 16, 2018 (teleconference)

### Report:

#### *2018 Competency Review and Evaluation (CRE) Process*

In February 2018, 546 members received notice that they had been randomly selected to participate in this year's Competency Review and Evaluation (CRE) process. Half of these members were selected to participate in Stream One and half of these members were selected to participate in Stream Two:

- Stream One – 273 members were required to submit their 2017 Professional Portfolio to the College by April 5, 2018.
- Stream Two – 273 members were required to submit their 2017 Professional Portfolio to the College by April 5, 2018 and participate in the Multi-Source Feedback (MSF) process by April 25, 2018.

In addition, 73 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.

Currently, QA department staff is in the process of assessing all portfolios received and assembling multi-source feedback results. All members participating in this year's CRE process will be provided with an update by August 31, 2018. The QA Committee will then work to review all deficient portfolios by November 2018.



### *Quality Assurance Outreach*

Since January 2018, QA department staff and the QA Committee chair attended two continuing education events to answer questions from members about the QA program.

### *Accreditations*

The QA Committee continues to work via email to review accreditation requests submitted by continuing education providers. Since January 2018, the QA Committee has accredited 34 continuing education courses.

### *Peer and Practice Assessments*

Since January 2018, the College's peer assessors have completed ten peer and practice assessments.

### **Submitted by:**

Peggy Dreyer, Chair, RO  
Laura Briard, Manager, Professional Programs

## EXAMINATIONS REPORT

May 2018 Report to Council

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 connection with the National Association of Optician Regulators (NACOR), conducts two national examination sessions in Ontario each year. All eligible examination candidates can complete the examinations anywhere in Canada.

### Spring Examinations:

The spring session of examinations was held at Georgian College in Barrie on May 4-6, 2018 with the following number of candidates:

Candidate Type	Total	Ontario Applicants <sup>1</sup>	Out-of-Province Applicants <sup>2</sup>
Contact Lens	80	77	3
Eyeglass	56	54	2

<sup>1</sup>Ontario applicants intend to seek registration in Ontario

<sup>2</sup>Out-of-province applicants intend to seek registration in other Canadian provinces

### Fall Examinations:

The fall session of examinations will take place November 2-4, 2018, and will be held at Georgian College in Barrie.

### Submitted by:

Peggy Dreyer, Chief Examiner for Ontario  
Laura Briard, Manager, Professional Programs