

# EXECUTIVE COMMITTEE REPORT

September 2024 Executive Committee  
Report to the Board of Directors

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## 2024 Committee Members:

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

Number of meetings since the June Board Meeting:

- One on September 5, 2024.

## Report:

### 1. General Business

The Executive Committee heard the Registrar's Report and reviewed the Board Agenda.

### 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 for 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.

### 3. Finance Committee

#### *Financial Statements*

The Executive reviewed the 2024 financial variance reports to June 30, 2024.

#### *Annual Auditor Assessment*

The Executive Committee completed the Annual Auditor Assessment tool for 2023 and will bring a recommendation to reappoint the auditor to the September Board Meeting.

### *Honoraria Policy Update*

The Executive Committee carried out a scheduled review of the honoraria policy for board and committee members, which was last updated in 2020. The committee will be bringing forward recommendations for amendments at the September board meeting.

**Submitted by:**

Derick Summers, RO, Chair, Elected Member

## PATIENT RELATIONS COMMITTEE REPORT

September 2024 Committee Report to the Board of Directors

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### **Committee Members:**

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

Number of meetings since June 2024 Board Meeting:

- June 11, 2024

### **Report:**

#### *Jurisprudence*

The committee reviewed proposed revisions to the test questions for Jurisprudence Chapter 1 (Professional Boundaries and Sexual Abuse Prevention), Chapter 2 (Record Keeping, Confidentiality and Privacy) and Chapter 3 (Communications).

The questions had been revised in consultation with John Wickett, Psychometrician of Wickett Measurement Systems. The amendments had been made to align with best practices for constructing effective multiple-choice questions for quantitative assessments and to provide a better QA resource to objectively measure a registrant's knowledge and understanding.

The committee reviewed proposed amendments to the Chapter 1 test questions. The committee raised concerns that the wording of one particular question could confuse registrants as to whether consent was required in advance of clinical touching. Following the meeting, this question was amended to address concerns raised and approved by the committee via email.

The committee reviewed and approved proposed amendments to the Chapter 2 test questions. The committee noted that the module contained important information and queried if its completion should be made mandatory. The committee agreed that it would be helpful to receive information on whether there were any issues of registrants failing to comply with record keeping, confidentiality and privacy expectations to inform further discussion on if the module should be mandated.

The committee reviewed and approved proposed amendments to the Chapter 3 test questions.

### **Submitted by:**

David Milne, Chair, Public Appointed Member  
Sarah Scott, Director, Policy and Governance

## GOVERNANCE COMMITTEE REPORT

September 2024 Committee Report to the Board of Directors

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### 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 June 2024:

- August 23, 2024

### Report:

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

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

1. Asset Protection Policy 2-04
2. Patient Relations Committee Terms of Reference and Mandate Policy 4-10
3. Inquiries, Complaints and Reports Committee (ICRC) Terms of Reference and Mandate Policy 4-11
4. Pre-Election Training Module Policy 4-18

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

#### *Eligibility of Inactive Registrants to Run for Election, Vote or be Appointed as a Committee Member – Stakeholder Feedback*

At its June meeting, the board agreed that it was important to seek feedback from registrants and other system partners before a decision could be reached on the eligibility of inactive registrants. The consultation opened on June 21 and closed on August 19, 2024 (60 days). The committee reviewed and discussed the consultation feedback received during this period.

The committee agreed to make a recommendation to the board that only registrants holding a certificate of registration as a Registered Optician should be eligible for election to the Board or appointment as an Appointed Committee Member.

The committee agreed to make a recommendation to the board that the by-laws should be amended to permit registrants holding a certificate of registration in the Inactive Class to vote in the COO board elections.

The proposed by-law amendments and the rationale for this will be presented to the board at its upcoming meeting.

*Adjustment to Registrar, CEO Performance Evaluation and Compensation Policy*

The committee considered further amendments to the confidential appendix to the Registrar, CEO Performance Evaluation and Compensation Policy which had been proposed by the COO's governance consultant at the board's request. The amendments will be presented to the board at its upcoming meeting.

**Submitted by:**

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

## QUALITY ASSURANCE COMMITTEE REPORT

September 2024 Committee Report to the Board of Directors

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### **Committee Members:**

Tanya Nahmabin, RO, Elected Member, Chair  
Omar Farouk, Public Member, Vice Chair  
Henry Wiersema, Public Member (until June 24, 2024)  
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  
Elisabeth Roche, RO, Appointed Member  
David Milne, Appointed Member

Number of meetings since the June Board Meeting: 2

- June 26, 2024 – file review
- August 28, 2024

### **Report:**

At their August meeting, the Committee considered the implications to the Quality Assurance Program of the updated Registration Regulation which became effective July 1, 2024.

#### *Professional Portfolio Due Date*

In June, the annual renewal deadline for Registered Opticians was extended to January 15. The Committee considered the implications of this change for both registrants and staff related to the professional portfolio due date. On review, the Committee determined to extend the deadline to complete and submit portfolio requirements in order to align it with the new annual renewal deadline. Accordingly, the portfolio year will run from January 16<sup>th</sup> to January 15<sup>th</sup> of the following year. The Committee identified that the change would:

- Cause less confusion
- Alleviate any stress and/or pressure of multiple deadlines
- ensure staff are more accessible prior to the deadline as there are no closures due to statutory holidays

### *QA Requirements – Registrants Moving to Inactive Class*

When applying to move to the inactive class, registrants must not be subject to any outstanding requirements of the QA Program. At their August meeting, the Committee considered what it would mean for an optician to have “outstanding requirements” for this purpose, and determine to define this as where the QA Committee has directed/ordered the optician to do something (e.g., submit professional portfolio, participate in a PPA) and they have not done so. For example, the RO was

selected to participate in the CRE process, and they failed to submit their portfolio when requested.

When determining this, the Committee considered:

- Registrants are not required to submit/upload any part of their professional portfolio before the deadline.
- The reasons a portfolio may not be started or complete may be directly related to the reason the RO is moving to inactive class
- Opticians in the inactive class cannot practice opticianry including under delegation or assignment, or supervise the practice of opticianry
- Inactive opticians are not required to participate in the QA Program
- Before returning to practice, inactive opticians need to go through a “currency check.”

### **Remote Peer and Practice Assessment Fees**

The Committee considered stakeholder feedback related to proposed reduced fees for Remote Peer and Practice Assessments. Once approved, the fees will apply only to those registrants who are required/ordered to participate in a PPA; they do not apply to those registrants who are randomly selected. The proposed fees are before the Board at their September meeting.

### **Policies and Guidelines**

The following policies were reviewed and updated at the August meeting:

- Peer and Practice Assessment Criteria
- 2.2 Peer and Practice Assessment Requirements
- 2.3 Professional Portfolio Submissions

### **Free On Demand Continuing Education**

As part of the College’s commitment to support our registrants in meeting their professional obligations, a section on the website was created where registrants will find free continuing education content. This launched in July; registrants were notified by eblast.

At this time, registrants can view two recent webinars that were recorded:

- New Ongoing Currency Requirements
- The Inactive Class

To obtain a certificate of completion, registrants must successfully complete a short quiz after viewing the webinar.

Between July 11<sup>th</sup> and September 3<sup>rd</sup>:

- 20 registrants have successfully completed The Inactive Class
- 16 registrants have successfully completed New Ongoing Currency Requirements

Content will be added as materials become available.

**Submitted by:**

Tonya Nahmabin, RO, Chair, Elected Member  
Peggy Dreyer, Director, Professional Practice & Quality Assurance

# QUALITY ASSURANCE COMMITTEE

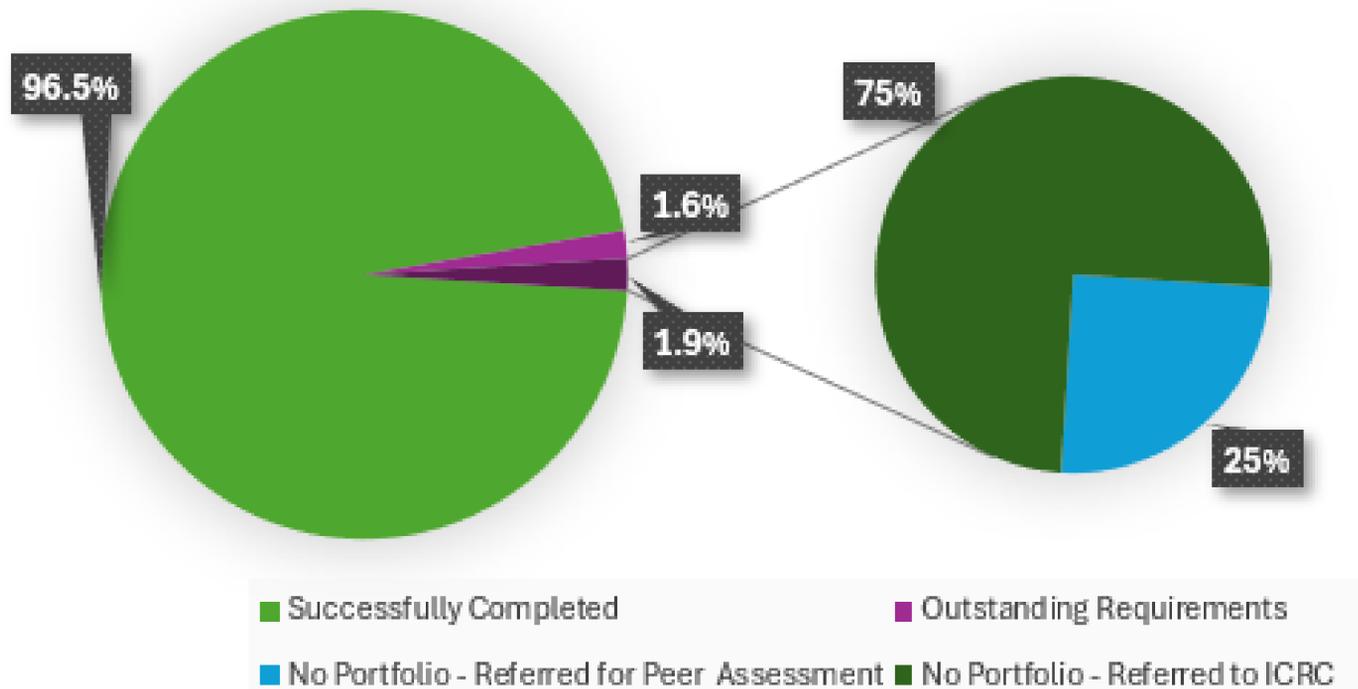
## Q3 Report

### Results of the 2024 Competency Review & Evaluation

#### Noteable Points:

- 95.5% of registrants selected to participate have successfully completed the process
- 93% of deficient and/or incomplete portfolios issues are resolved
- Only 1 deferral request was received versus in 7 requests in 2023

### Professional Portfolio Results

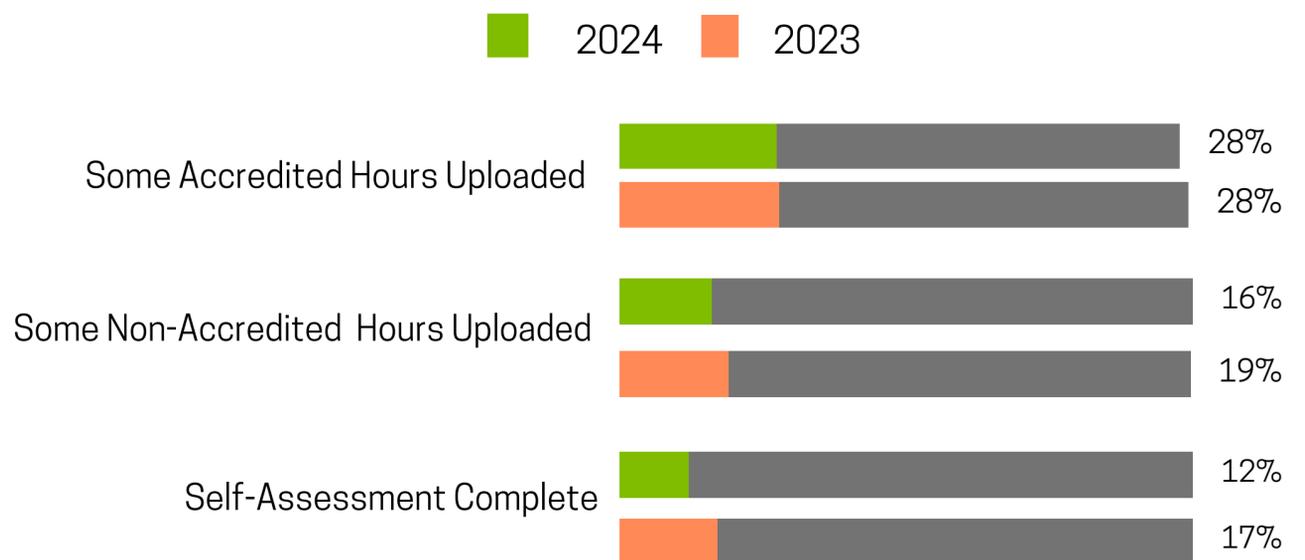


### YTD Professional Portfolio Uploads

Registrants are required to upload their professional portfolio to the Registrant Portall by December 31.

#### Noteable Points:

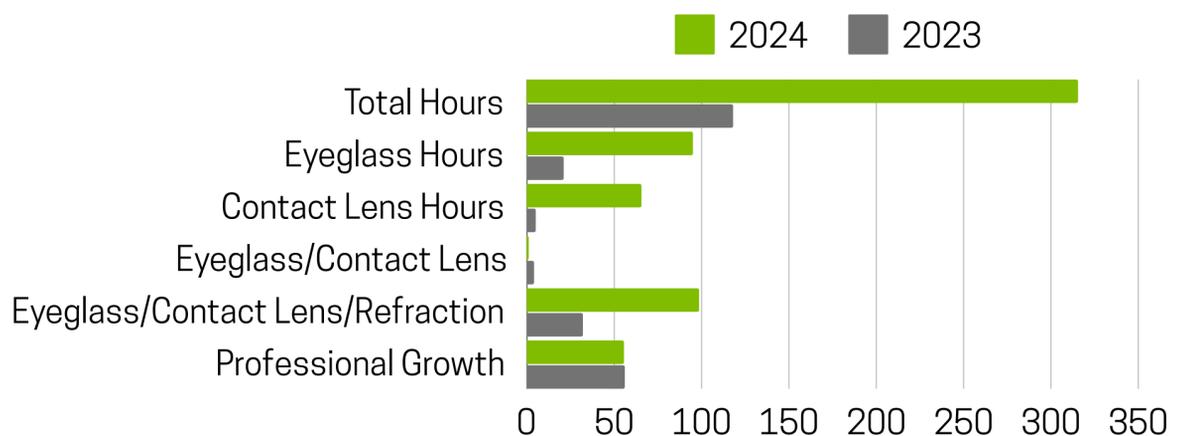
Uploads by registrants appear to be on trend with last year.



### Accreditation Requests

#### Noteable Points:

- 185 activities have been submitted for review versus 113 during the same time period last year. This represents an increase of 64%.



Reported in Hours

## CLINICAL PRACTICE COMMITTEE REPORT

September 2024 Committee Report to the Board of Directors

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### 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 since the June Board Meeting: 3

- June 17, 2024
- July 8, 2024
- August 1, 2024

### Report:

This year, the Committee is carrying out a scheduled review of the Standards of Practice and Practice Guidelines. An initial consultation took place in Spring 2024 to gather feedback from registrants and other sources on areas where more guidance or clarity is needed.

A total of 306 responses to the survey were received with over 97% of the respondents indicating the Standards of Practice were clear and over 80% indicating they understood their responsibilities in specific areas.

Some areas that respondents identified as needing clarification or a further look include:

- prescription expiry dates
- obtaining patient consent
- specialty lenses
- record keeping
- remote practice
- delegation

The Committee then met on three occasions to review the consultation feedback and propose areas for update, clarification, amendment, and/or additional guidance. A draft of the proposed updates will be circulated for further consultation later in the year or early 2025.

### Submitted by:

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

## REGISTRATION COMMITTEE REPORT

September 2024 Report to Board of Directors

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### **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 June Board Meeting:**

- July 31, 2024
- September 4, 2024

### **Report:**

#### *Policy Review*

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

- Mutual Recognition Agreement/Labour Mobility Policy
- Examinations and Upgrading Policy
- Non-Practising Status 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 will be recommending that the Board approve the proposed amendments to the aforementioned policies.

The Committee further reviewed and updated the following policies to ensure they accurately reflect the references to the new Registration Regulation:

- Language Proficiency Policy
- Currency of Practice Policy
- Practicum Policy

No changes were made to the content of the aforementioned policies.

Lastly, the Committee reviewed the Policy on Acceptance of Quality Assurance Program Compliance from other Canadian Provinces. The Committee noted that the new Registration Regulation that came into force on July 1, 2024, no longer requires evidence of QA compliance as a condition for reinstatement. Rather, the new regulation stipulates that in order to reinstate a certificate of registration that was suspended, the Registrar must be satisfied that the registrant will be in compliance with any outstanding orders or requirements of the QA Committee (or other committees).

Accordingly, the Registration Committee will be recommending to the Board that the Policy on Acceptance of Quality Assurance Program Compliance from other Canadian Provinces be rescinded as it is no longer required.

#### *Refresher Program*

Under the new Registration Regulation, individuals wishing to maintain, transfer to, or be granted a certificate of registration as a Registered Optician (RO) are required to demonstrate that their knowledge and skills are current and up to date (“current”). Opticians who do not meet the currency requirement may be required to a refresher program that has been set and approved by the Registration Committee. The refresher program will bridge the potential gaps in the individual’s knowledge, skill, and judgment to continue with their registration in the COO.

The Registration Committee is in the process of exploring potential options for the refresher program, which includes reviewing environmental scans and potential course offerings.

#### *File Review*

The Committee reviewed one initial application for registration as a Registered Optician, four initial reinstatement applications (over three years), three upgrading proposals, and one PLAR application (post-assessment).

#### **Submitted by:**

Rob Vezina, Chair, RO  
Anna Jeremian, Director, Registration

# REGISTRATION COMMITTEE

## Q3 Report

### New registrants in each registration category:

A comparison of year-to-date (Jan.1 - September 13, 2024) registrant numbers vs same time periods in 2023 and 2022

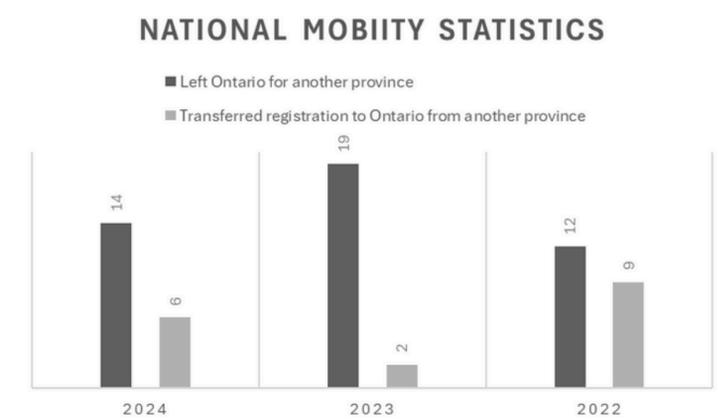
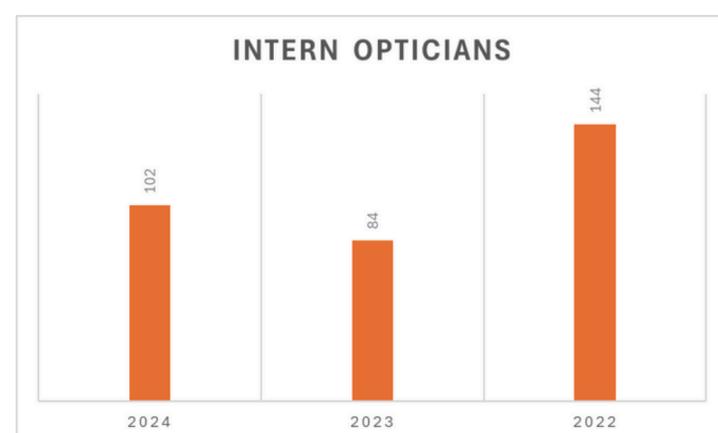
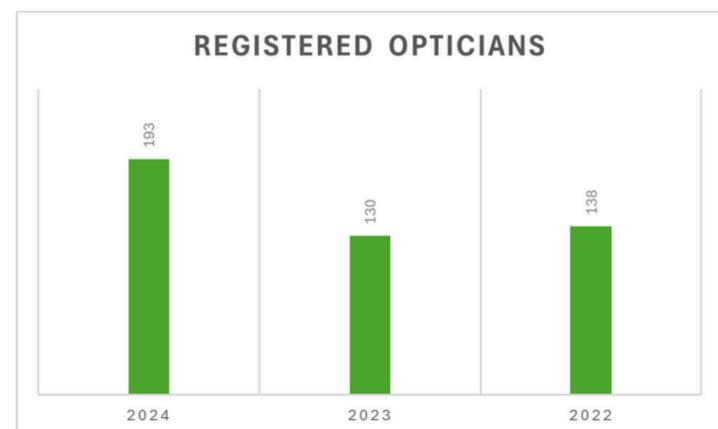
#### Key Trends:

- Demonstrated increase in the number of new Registered Opticians in Q3 correlates with the timing of the national examinations this year
- The number of internationally trained registrants increased in 2024
- Intern registration numbers in 2024 and 2023 are consistent with the pre-pandemic numbers



#### National Mobility Key Trends:

- The number of opticians that left Ontario in 2024 is consistent to that in 2022
- The number of opticians that transferred from another province remains steady over 3 years



## INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

September 2024 Committee Report to the Board of Directors

The role of the Inquiries, Complaints and Reports Committee (ICRC) is to review concerns about the conduct and actions of opticians. These concerns come to the ICRC's attention in several ways, including formal complaints, reports from the Registrar, or referrals from the College's Quality Assurance Committee. The ICRC investigates all complaints and reports and determines whether it is appropriate to refer a matter to the Discipline Committee or Fitness to Practice Committee for a hearing, require some form of remedial or educational activity, or take no action. The Committee and Panel composition in 2024 is tabled below.

### ICRC 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.

Table 1: ICRC Panels 2024	
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

## REPORT

### Number of ICRC meetings:

The ICRC holds full committee meetings to provide orientation and training and 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.

	Table 2: Number of Meetings	
	2024 YTD	Since Last Board Meeting
Full Committee Meetings	1	0
Panel Meetings	5	3

Panel 1 of the ICRC met on May 31, 2024, to review seven complaints. On June 28, 2024, the Panel again met to approve 11 appointments of investigators. On June 14, 2024, Panel 2 of the ICRC held a meeting to review five complaints. Both panels are to meet at the end of September or early October to review at least 12 investigations collectively.

### **Complaints**

In 2024, the Committee has closed 14 complaints in 2024 year to date. Two of the closed matters were opened earlier this year. Six more complaints are in the final stages of completion in which staff are finalizing the Decision and Reasons of the ICRC to send to the parties. In comparison, the ICRC closed 8 complaints by the third quarter in 2023.

### **Registrar's Reports**

There are currently 17 ongoing reports, including four opened this year. Year-to-date, the College has closed one report.

### **Referrals from the Quality Assurance Committee**

Currently, 22 referrals from the Quality Assurance Committee are being processed.

### **Unauthorized Practice (UAP) Reports**

<b>Table 4: UAP Reports</b>		
<b>Description</b>	<b>2023</b>	<b>2024 YTD</b>
UAP Reports Received	13	19
Reports Closed	13	14
Reviews On-going	0	5

The College has now reviewed and closed all UAP Reports received in 2023 with internal actions taken, such as contacting store locations to verify who is dispensing and/or taking responsibility for opticianry duties. Some cases required further follow-up with store executives to ensure compliance.

In 2024, the College has received 19 UAP reports year to date and have managed to successfully close 14. Of the 14 closed, three highlight the right touch approach such as reaching out to the optical store's upper management to ensure documentation they are providing patients and customers are accurate and not misleading, reminding multidisciplinary settings such as big box stores that only registered opticians are performing opticianry duties and confirming student opticians are working under the supervision of either a registered optician or optometrist.

One report opened in 2024 will be escalated to the ICRC to seek legal proceedings against unauthorized persons.

**Submitted by:**

Samir Modhera, RO, Chair, Elected Member

Raj Bhatti, Director, Professional Conduct

# INQUIRES, COMPLAINTS & REPORTS COMMITTEE

## Q3 Report

### Complaints

# of Complaints Received (2024 YTD): **16**  
 # of Complaints Open (TOTAL) : **39**  
 # of Complaints Closed\* (2024 YTD) : **14**  
 # of Complaints Awaiting\*\* Decisions : **6**

### Reports

# of Reports Opened (2024 YTD): **4**  
 # of Reports Open (TOTAL YTD) : **17**  
 # of Reports Closed (2024 YTD) : **1**  
 # of Reports Awaiting Decision : **1**

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

\*\* complaints in which the ICRC has met and reviewed the files and the decision and reasons is being finalized

### Complaint Processing Times

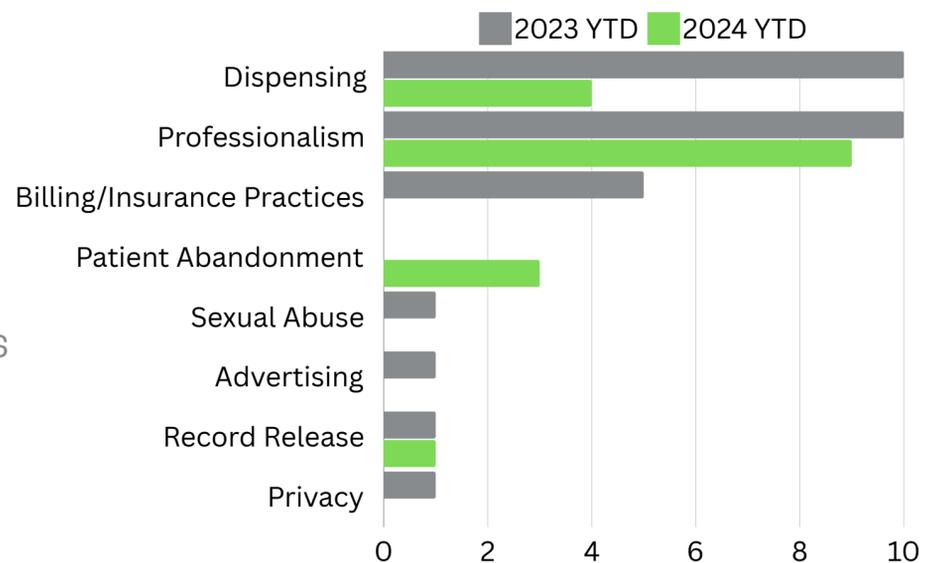
Avg. Days to Process a 2022 Complaint : **351**  
 Avg. Days to Process a 2023 Complaint (YTD) : **195**  
 Avg. Days to Process a 2024 Complaint : **Strategic Plan Target: 5% Reduction**

### Complaint Themes

#### Trends

The themes in Q3 2024 YTD are generally consistent with the themes observed in Q3 2023. However, we have received 3 complaints regarding patient abandonment in Q3

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



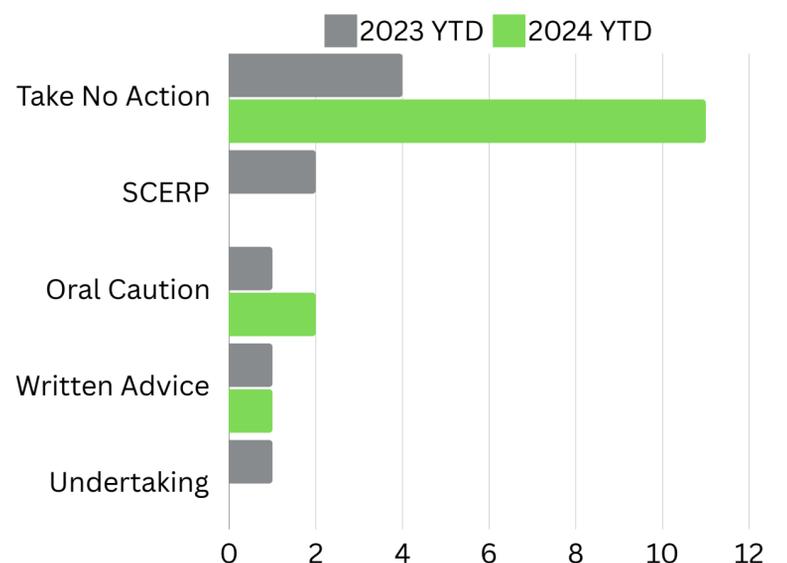
### Complaint Dispositions Themes

#### Trends

Between Jan 2023 to Oct 2023, the College issued 8 decisions.

Between Jan 2024 to Sept 2024, the College issued 14 decisions.

A complaint may have more than one disposition.



### Total Open Matters

Number of Open Complaints & Reports

<b>2024 YTD</b>	<b>2023 YTD</b>
<b>56</b>	<b>53</b>

## DISCIPLINE COMMITTEE REPORT

September 2024 Discipline Committee Report to the Board of Directors

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### 2024 Discipline Committee Members:

#### *Elected Members*

David Milne, **Chair**, Non-RO  
Tonya Nahmabin, **Vice Chair**,  
RO Derick Summers, RO  
Paul Imola, RO  
Kevin Cloutier, RO  
Rob Vezina, RO  
Samir Modhera, RO  
Grazyna Sepczynska, RO  
Carlos Pacheco, RO

#### *Public Members*

Omar Farouk  
Stephen Kinsella  
Henry Wiersema  
Peggy Judge  
Paul Wilk  
Alicia Munian

#### *Appointed Members*

Jay Bhatt, RO  
John Battaglia, RO  
Robert Quinn, RO  
Janice Mallette, RO  
Stephanie Kelly, RO  
Angelia Brown, RO  
Parneet Dhillon, RO  
Elizabeth Roche, RO  
Lindsay Beriault, RO  
Melissa Campbell, RO  
Parminder Kalsi, RO  
Elliot Borins, Non-RO  
Jamuna Balaram, Non-RO  
Panos Petrides, Non-RO

Number of meetings since last Board Meeting: n/a

#### **REPORT:**

Seven members of the Discipline Committee completed the Health Profession Regulators of Ontario's Discipline Orientation Workshop – Advanced Session on June 13, 2024.

On May 13, 2024, a panel of the Discipline Committee heard a motion to adjourn a discipline hearing regarding allegations against Registrant, Regan Mitchell. Mr. Mitchell signed an Acknowledgement and Undertaking in which he resigned and surrendered his membership with the College. The Panel ordered the College to adjourn the matter indefinitely. The decision has been posted on the College website.

No new matters have been referred to the Discipline Committee:

#### **Submitted by:**

David Milne, Chair, Appointed Member  
Tertia van Jaarsveld, Coordinator, Professional Conduct