

EXECUTIVE COMMITTEE REPORT

September 2025 Executive Committee
Report to the Board of Directors

2025 Committee Members:

Derick Summers, RO, Chair, Board Professional Member
Kevin Cloutier, RO, Vice-Chair, Elected Member
Omar Farouk, Board Public Member
Stephen Kinsella, Board Public Member
Tonya Nahmabin, RO, Board Professional Member

Number of meetings since the June Board Meeting:

- One on September 8, 2025.

Report:

1. General Business

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

Committee assignment for the new public member

The executive committee reviewed the current committee slate and will bring a recommendation to the board for committee assignments for the new public member to the September meeting.

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 2025 financial variance reports to June 30, 2025.

Annual Auditor Assessment

The Executive Committee completed the Annual Auditor Assessment tool for 2024 and will bring a recommendation to reappoint the auditor to the September Board Meeting.

Request from ICRC

The Executive Committee heard a request from the Inquiries, Complaints, and Reports Committee and approved the request to proceed with seeking an injunction in an unauthorized practice matter.

Submitted by:

Derick Summers, RO, Chair, Elected Member

GOVERNANCE COMMITTEE REPORT

September 2025 Committee Report to the Board of Directors

Committee Members:

Elliot Borins, Community Appointee, Chair
Lindsay Beriault (RO), Professional Appointee, Vice-Chair
Elyse Jackson, Community Appointee
Carlos Pacheco, (RO), Board (Professional) Member
Carlo Sicoli, Board (Public) Member

Number of Meetings since June 2025:

- August 21, 2025

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. Investment Policy 2-06
2. Delegation to the Registrar, CEO 3-03
3. Board Strategic Agenda/Workplan Policy 4-21
4. Board Monitoring System Policy 4-25

Discussion of the policies prompted a request to review the Financial Condition Policy 2-03, which would be added to the agenda for the next committee meeting.

Code of Conduct for Directors and Committee Members

The committee conducted a scheduled review of the Code of Conduct to determine whether any amendments were necessary.

The committee recommended no updates at this time as it determined that the Code remained relevant and fit for purpose.

COO Skills and Diversity Matrix

The committee reviewed the proposed updated skills and diversity matrix for elected board members and appointed committee members and discussed how this could be incorporated into the elections process.

The committee raised questions about the data that would be collected through the matrix and how this would be used in the appointments process.

The committee agreed that it was not yet able to recommend the updated matrix to the board for approval. It was acknowledged that further discussion was required, and the matrix would be included as an agenda item for the next committee meeting.

Submitted by:

Elliot Borins, Community Appointee, Chair
Sarah Scott, Director, Policy and Governance

PATIENT RELATIONS COMMITTEE REPORT

September 2025 Committee Report to the Board of Directors

Committee Members:

David Milne, Community Appointee, Chair
Jamuna Balaram, Community Appointee, Vice-Chair
Parneet Dhillon (RO), Professional Appointee
Paul Imola (RO), Board Professional Member
Panos Petrides, Community Appointee

Report:

Number of Meetings since June 2025 board meeting: 0

Following the Ministry of Health's approval of the COO's spousal exemption regulation, the committee is scheduled to meet in October to review and update the relevant materials concerning the treatment of spouses.

Submitted by:

David Milne, Community Appointee, Chair
Sarah Scott, Director, Policy and Governance

REGISTRATION COMMITTEE REPORT

September 2025 Report to Board of Directors

Committee Members:

Derick Summers, RO (Chair), Board Professional Member
Jay Bhatt, RO (Vice Chair), Professional Appointed Member
Stephanie Kelly, RO, Professional Appointed Member
Carlo Sicoli, Board Public Member
Patrick Mott, Community Appointed Member

Number of meetings since June Board Meeting:

- July 14, 2025
- September 4, 2025

Report:

Communication Timeline on Registration Regulation Change: July 1, 2025 Revocation Deadline

Changes to the Registration Regulation under the Opticianry Act, 1991 were approved by the Ontario Government in February 2024. One of the changes was the introduction of revocation for registrants who had been suspended for three years or more. The first revocation occurred on July 1, 2025.

To communicate this change to suspended registrants, the College varying degrees of contact information: full contact information for some and limited for others. The College had either full contact information (email & mailing address), email only, mailing address only, or no contact information for suspended registrants. College staff utilized various methods to communicate the important registration changes to registrants and how it would affect them. These methods included:

- Email blasts, blog posts, and social media were utilized to alert registrants and applicants to the changes.
 - Creating a dedicated email address (certificate@collegeofopticians.ca) to field questions about regulation changes and the impact to registrants.
- Communications to other impacted system partners, including educators and professional associations.
- Updates to the COO website with new pages providing details of the changes, how it would affect registrants, their options, and the deadline.
- Live presentations and printed flyers to hand out at registrant events. In 2024, there were: 3 in Toronto (400, 500, and 241 attendees), 1 in Sudbury (43 attendees), and 1 in Ottawa (125 attendees). In 2025, there were 2 in Toronto, and 1 in Sudbury. The College also had a booth at each event, plus one additional event in London (65 attendees) where College staff were available for registrants to ask additional questions.

- Webinars were held live and recorded and uploaded to the College's YouTube channel for registrants who were unable to attend the session live.
 - *Understanding New Ongoing Currency Requirements* (167 participants)
 - *Inactive Class of Registration* (144 participants)
 - *Navigating Changes to the Renewal Process* (600 participants)
- Mail: Letters were sent via regular mail to affected registrants reminding them of the upcoming July 1, 2025 deadline, how it would affect them, and what their options were.
- LinkedIn Ad Campaign: In June 2025, as a last push to ensure we didn't miss anyone, an ad campaign was launched targeting specific job titles, rather than employers. It allowed us to reach individuals who were between jobs or who had listed their profession without an active employer. This group were the ones most likely to align with those who were administratively suspended.

A full detailed list of the methods along with available statistics can be found in Appendix A.

1759 registrants who had been suspended for three years or more stood to be affected by the July 1, 2025 revocation deadline. From this group of suspended registrants, 351 were not revoked as:

- 23 reinstated;
- 90 moved to the Inactive class;
- 156 resigned; and
- 82 registrants were noted as deceased.
- 1408 registrants were revoked effective July 1, 2025

Communication Timeline: Returned Notifications

Email bounce backs were noted in the registrant's file and in a tracking sheet by staff. In these cases moving forward, if a mailing address was on file for the suspended registrant, the suspended registrant would receive mailed reminders.

Mailed notices that were returned to the College were noted in the registrant's file and in a tracking sheet by staff. In these situations, the suspended registrant would still receive the email notification. But if there is no active email address on file, it was noted that the College had no contact information.

If the College was notified of a registrant's death, their record would be updated to reflect this.

Communication Timeline: LinkedIn Metrics

Definitions on each of the metrics around the LinkedIn posts:

- Total reach: The number of unique users who viewed a post. Each individual is counted once, even if they saw the post multiple times.
- Total impressions: The number of times a post was displayed on users' screens, including multiple views by the same person.
- Total clicks: The number of times users clicked on content within a post, such as links directing to the College of Opticians of Ontario website, the National Alliance of Canadian Optician Regulators website, or other external resources.

- **Total engagement:** The combined total of all measurable interactions with a post, typically including reactions, comments, shares, and in some cases, clicks.

Refresher Program

The Committee reviewed stakeholder feedback on the proposed Refresher Program at their September meeting. The proposed Refresher Program is for applicants and opticians who need to complete this requirement in order to become registered, maintain currency, or transfer from the Inactive to the Registered Optician (RO) registration class.

The proposed Refresher Program utilizes pre-existing bridging modules that were developed by the National Alliance of Canadian Optician Regulators (NACOR) for the purposes of the Prior Learning Assessment and Recognition (PLAR) process. Modules have been organized into proposed bundles, based on the amount of time that the applicant/optician has been out of practice.

After discussion and review of the feedback, the Committee is recommending that the Board approve the proposed Refresher Program.

Legacy Retired Opticians

The Registration Committee reviewed the first batch of nominees under the new Legacy Retired Optician policy. Nine nominees were vetted by the College of Opticians of Ontario (the “College”) staff according to the requirements laid out in the policy. The Committee approved all nine to be granted Legacy Retired Optician status.

The Committee delegated approval of future Legacy nominees with no problems or flags to College staff.

File Review

The Committee reviewed the following files:

- Class change requests: 1
- Upgrading proposals: 3
- Registration Applications (Labour Mobility): 1

Submitted by:

Derick Summers, Chair, RO
Stephanie Jung, Director Registration



Communication Timeline Regarding 2024 Registration Regulation Change

LinkedIn Key Metrics Explanation:




- **Total reach:** The number of unique users who viewed a post. Each individual is counted once, even if they saw the post multiple times.
- **Total impressions:** The total number of times a post was displayed on users' screens, including multiple views by the same person.
- **Total clicks:** The number of times users clicked on content within a post, such as links directing to the College of Opticians of Ontario website, the National Alliance of Canadian Optician Regulators website, or other external resources.
- **Total engagement:** The combined total of all measurable interactions with a post, typically including reactions, comments, shares, and in some cases clicks.

Date	Type	Campaign
March 22, 2024	Email Blast	<p>Title: <i>Important Update About Your Certificate of Registration – Action Required</i></p> <p>Informed registrants on the registration regulation change coming into effect July 1, 2024 and resulting in revocation July 1, 2025. The options of what registrants could do: Take no action and be revoked, resign, join the Inactive Class, or reinstate.</p> <p>Sent To: 908 opticians suspended for over 3 years with a valid email address</p> <p>Opened: 448 Clicked Through: 113</p>
March 27, 2024	Flyers (For trade shows)	<p>Title: <i>Suspended Opticians</i></p> <p>Ordered: 1400 Total left: 0 Distributed: 1400</p>

Date	Type	Campaign
		<p>ARE YOU AN OPTICIAN WHO HAS BEEN SUSPENDED FOR 3 OR MORE YEARS? UNDER THE NEW REGISTRATION REGULATION, YOUR LICENSE WILL BE REVOKED AS OF JULY 1, 2025. PLEASE READ THIS IMPORTANT INFORMATION AND LET US KNOW HOW YOU WISH TO PROCEED.</p>   <p>College of Opticians of Ontario</p>
April 2, 2024	Mail	<p>Title: <i>Important Update About Your Certificate of Registration – Action Required</i></p> <p>Informed registrants on the registration regulation change coming into effect July 1, 2024 and resulting in revocation July 1, 2025. The options of what registrants could do: Take no action and be revoked, resign, join the Inactive Class, or reinstate.</p> <p>Sent To: Opticians suspended for over 3 years with none or valid email addresses. This included email bounce backs received from the March 22, 2024 email.</p> <p>Mailed: 692 Returned Back to College: 177</p>
April 2, 2024	Flyers (For trade shows)	<p>Title: <i>Important Update for Opticians Suspended for Over 3 Years</i></p> <p>Ordered: 500 Total Left: 378 Distributed: 122</p>

Date	Type	Campaign
		 <p>IMPORTANT UPDATE FOR OPTICIANS SUSPENDED FOR OVER 3 YEARS</p> <p>Your optician registration status will permanently expire on July 1, 2025, unless action is taken</p> <p>TAKE ACTION NOW IF YOU WANT TO MAINTAIN YOUR REGISTRATION</p> <p>If your registration has been administratively suspended for 3+ years, it will be automatically revoked on July 1, 2025.</p> <p>Revocation means that you are no longer registered with the COO in any way and must reapply and retake licensing exams to return to practice in the future.</p> <p>OPTIONS TO MAINTAIN OR END YOUR REGISTRATION STATUS</p> <div> <div> <p>JOIN THE INACTIVE CLASS (NON-PRACTISING)</p> <ul style="list-style-type: none"> Keep your registration at 1/3 of the regular fee Keep your options open to return to practise in the future <p>To join, submit the Online Inactive Class Request Form</p> </div> <div> <p>VOLUNTARILY RESIGN</p> <ul style="list-style-type: none"> Avoid revocation if you have retired or do not plan to return to practise Status displayed on the register as "resigned" (or "retired" if applicable) <p>Submit the Online Resignation Form</p> </div> </div> <div> <div> <p>REINSTATE YOUR REGISTRATION AS A REGISTERED OPTICIAN (BEFORE JULY 1, 2025)</p> <ul style="list-style-type: none"> Undergo Competency Gap Analysis (CGA) Pay applicable fees & provide liability insurance <p>Submit the Reinstatement Application</p> </div> <div> <p>PRACTISING IN ANOTHER CANADIAN PROVINCE?</p> <ul style="list-style-type: none"> Maintain your Ontario registration via Inactive Class Otherwise, reapply as a Labour Mobility Applicant at a later date </div> </div> <p>CONTACT THE COLLEGE TO DISCUSS YOUR OPTIONS</p> <p>✉ certificate@collegeofopticians.ca</p> <p>☎ (416) 368-3616, ext. 200</p> <p>📱 SCAN TO LEARN MORE</p> 
April 9, 2024	LinkedIn Post	First Line: Registered Opticians, changes are coming as of July 1, 2024!

Date	Type	Campaign
		<p><i>Practicing part-time or semi-retired? Are you an optical sales rep or retail management? The Ontario government has approved changes to our regulations including the Registration Regulation. Changes include a new ongoing currency requirement.</i></p> <p>Post Weblink</p> <p>Total Clicks: 25 Total Engagement: 36 Total Impressions: 586</p>
April 12, 2024	LinkedIn Post	<p>First Line: <i>Are you currently on maternity or health leave? Are you retired or not practicing? If you are administratively suspended due to non-renewal of your certificate, we want to ensure that you're aware of the recent regulation changes.</i></p> <p>Post Weblink</p> <p>Total Clicks: 8 Total Engagement: 11 Total Impressions: 279</p>
April 17, 2024	Webinar	<p>Title: Understanding New Ongoing Currency Requirements</p> <p>Held live. A recorded version is on the College's YouTube channel.</p> <p>Total Live Participants: 167</p>
April 19, 2024	Flyers (For trade shows)	<p>Title: <i>Understanding the New Currency Requirements</i></p> <p>Ordered: 500 Total Left: 213 Distributed: 287</p>

Date	Type	Campaign
		 <p>Understanding the New Currency Requirements</p> <p>New ongoing currency requirements are coming into effect for Registered Opticians on July 1, 2024.</p> <p>Quick Facts:</p> <ul style="list-style-type: none"> • ROs will need to maintain 500 practice hours over a 3-year period on a rolling, ongoing basis • Currency hours will be reported via the Registrant Portal on an annual basis • ROs who do not maintain currency will have the option of completing a refresher or moving to the Inactive Class <p>What Counts as Practice Hours?</p> <ul style="list-style-type: none"> • Dispensing and Duties related to dispensing • Teaching an accredited opticianry program • Supervising student and or intern opticians • Supervising, managing dispensary staff • Completing continuing education • Completing advanced learning courses in opticianry or optical sciences • Presenting continuing education activities. <p>What Does not Counts as Practice Hours?</p> <ul style="list-style-type: none"> • Sales/marketing of eyewear or optical appliances, other than sales/marketing that is direct to patients • Work in a dispensary that is unrelated to opticianry services (e.g. human resources, information technology, risk management, business administration) • Supervision of non-opticianry staff (e.g. IT staff, reception) <p> Full details of the currency policy can be found here.</p> <p> College of Opticians of Ontario COLLEGEOPTICIANS.CA</p>
April 22, 2024	LinkedIn Post	<p>First Line: <i>Curious about the College's new Inactive Class? Register for our April 24th Inactive Class webinar!</i></p> <p>Post Weblink</p> <p>Total Clicks: 14 Total Engagement: 18 Total Impressions: 217</p>
April 24, 2024	Webinar	<p>Title: Inactive Class of Registration</p> <p>Held live. A recorded version is available on the College's YouTube channel.</p> <p>Total Live Participants: 144</p>


Date	Type	Campaign
April 30, 2024	Email Blast	<p>Title: <i>Important Update About Your Certificate of Registration – Action Required</i></p> <p>Informed registrants on the registration regulation change coming into effect July 1, 2024 and resulting in revocation July 1, 2025. The options of what registrants could do: Take no action and be revoked, resign, join the Inactive class, or reinstate.</p> <p>Sent To: 465 opticians suspended for over 3 years who did not open the March 22, 2024 email.</p> <p>Opened: 163 Clicked Through: 37</p>
May 10, 2024	LinkedIn Post	<p>First Line: <i>Registered Opticians: Have you heard about the College's new ongoing currency requirement?</i></p> <p>Post Weblink</p> <p>Total Clicks: 38 Total Engagement: 48 Total Impressions: 788</p>
May 21, 2024	Blog	<p>Title: <i>Introducing the Inactive Class: A New Path for Opticians in Transition</i></p> <p>https://collegeofopticians.ca/news/view/introducing-the-inactive-class-a-new-path-for-opticians-in-transition</p>
May 22, 2024	LinkedIn Post	<p>First Line: <i>Are you hoping to maintain your professional standing with the College while you're not actively practicing as an optician?</i></p> <p>Post Weblink</p> <p>Total Clicks: 22 Total Engagement: 31 Total Impressions: 421</p>
June 25, 2024	LinkedIn Post	<p>First Line: <i>Registered Opticians: Have you heard about the registration regulation changes?</i></p> <p>Post Weblink</p>

Date	Type	Campaign
		Total Clicks: 35 Total Engagement: 45 Total Impressions: 552
July 5, 2024	LinkedIn Post	The Inactive Class First Line: <i>Are you hoping to maintain your professional standing with the College while you're not actively practicing as an optician?</i> Post Weblink Total Clicks: 6 Total Engagement: 15 Total Impressions: 313
July 16, 2024	Email Blast	Title: Important Update About Your Certificate of Registration <p>Informed registrants on the registration regulation change coming into effect July 1, 2024 and resulting in revocation July 1, 2025. The options of what registrants could do: Take no action and be revoked, resign, join the Inactive Class, or reinstate. Directly requested that registrations complete a "Declaration of Intent" form.</p> <p>Sent To: 675 opticians suspended for over 3 years who did not indicate their intent</p> <p>Opened: 407 Clicked Through: 67</p>
July 18, 2024	LinkedIn Post	What is currency? Post Weblink Total Clicks: 6 Total Engagement: 13 Total Impressions: 274
July 26, 2024	Email Blast	Title: <i>Important Update About Your Certificate of Registration – Action Required</i> <p>Informed registrants that registration will be revoked after 3 years of suspension and to plan ahead to either reinstate, resign, or join the Inactive class.</p>

Date	Type	Campaign
		<p>Sent To: 415 opticians suspended for under 3 years.</p> <p>Opened: 240 Clicked Through: 47</p>
September 13, 2024	LinkedIn Post	<p>First Line: <i>Have you heard about the College's new inactive class?</i></p> <p>Post Weblink</p> <p>Total Clicks: 9 Total Reach: 155 Total Impressions: 310</p>
October 28, 2024	Email Blast	<p>Title: <i>Upcoming Webinar – Changes to Renewal 2025</i></p> <p>Alerting registrants of November 12 webinar that will provide information on the Inactive class, revocation, and currency requirements.</p> <p>Sent To: 391 opticians suspended for under 3 years</p> <p>Opened: 234 Clicked Through: 24</p>
November 5, 2024	LinkedIn Post	<p>First Line: <i>It's renewal season! Do you know how the new renewal changes will impact your registration?</i></p> <p>Post Weblink</p> <p>Total Clicks: 6 Total Reach: 89 Total Impressions: 174</p>
November 7, 2024	Email Blast	<p>Title: <i>Upcoming Webinar Reminder – Changes to Renewal 2025</i></p> <p>Reminder email about the November 12 webinar that will provide information on the Inactive class, revocation, and currency requirements.</p> <p>Sent To: 391 Opticians suspended for under 3 years</p> <p>Opened: 211 Clicked Through: 19</p>





Date	Type	Campaign
November 10, 2024	LinkedIn Post	<p>First Line: <i>It's renewal season! Do you know how the new renewal changes will impact your registration?</i></p> <p>Post Weblink</p> <p>Total Clicks: 5 Total Reach: 105 Total Impressions: 199</p>
November 12, 2024	Webinar	<p>Title: Navigating Changes to the Renewal Process</p> <p>Held live. A recorded version is on the College's YouTube channel.</p> <p>Total Live Participants: 600</p>
December 8, 2024	LinkedIn Post	<p>First Line: <i>Do you have questions about the 2025 renewal process? We're here to help.</i></p> <p>Post Weblink</p> <p>Total Clicks: 78 Total Reach: 198 Total Impressions: 392</p>
December 20, 2024	LinkedIn Post	<p>First Line: <i>Do you have questions about the 2025 renewal process? We're here to help.</i></p> <p>Post Weblink</p> <p>Total Clicks: 35 Total Reach: 130 Total Impressions: 250</p>
March 5, 2025	Email Blast Two emails tailored to two different groups.	<p>Title 1: <i>Important Update About Your Certificate of Registration: Action Required</i></p> <p>Reminder email to registrants that they will be revoked effective July 1, 2025 unless action is taken. Information was included detailing information on joining the Inactive class and options for retired opticians or those who have moved to another province.</p> <p>Sent To: 767 opticians suspended for over 3 years</p> <p>Opened: 443</p>

Date	Type	Campaign
		<p>Clicked Through: 92</p> <p>Title 2: <i>Important Update About Your Certificate of Registration: Action Required</i></p> <p>Reminder email to registrants that they will be revoked after 3 years of suspension unless action is taken. Reminder that they may only join the Inactive class directly from suspension until July 1, 2025. Information was included for opticians who had moved to another province.</p> <p>Sent To: 216 opticians suspended for under 3 years</p> <p>Opened: 151 Clicked Through: 43</p>
March 17, 2025	LinkedIn Post	<p>First Line: <i>Opticians: Thinking about stepping away from practice in 2026?</i></p> <p>Post Weblink</p> <p>Total Clicks:13 Total Reach: 180 Total Impressions: 325</p>
May 20, 2025	Email Blast	<p>Title 1: <i>Notice of Intent to Revoke Certificate of Registration</i></p> <p>Notice to registrants suspended over 3 years that they will be revoked on July 1, 2025. The options of what registrants could do: Take no action and be revoked, resign, join the Inactive class, or reinstate.</p> <p>Sent To: 725 Opticians suspended over 3 years</p> <p>Opened: 397 Clicked Through: 110</p> <p>Title 2: <i>Urgent Action Required: Inactive Registration Incomplete</i></p> <p>Reminder email to registrants suspended over 3 years who applied for the Inactive class but did not make payment.</p> <p>Sent To: 16 opticians suspended over 3 years who applied for the Inactive class but did not make payment.</p>

Date	Type	Campaign
		<p>Opened: 14</p> <p>Clicked Through: 9</p>
May 22, 2025	Mail	<p>Title: <i>Notice of Intent to Revoke Certificate of Registration</i></p> <p>Notice to registrants suspended over 3 years that they will be revoked on July 1, 2025. The options of what registrants could do: Take no action and be revoked, resign, join the Inactive class, or reinstate</p> <p>Sent To: 580 opticians suspended over 3 years who either revoked email consent or do not have valid email addresses.</p> <p>Mailed: 580</p>
June 2025	LinkedIn	<p>Ad campaign targeted specific job titles, rather than employers. It allowed us to reach individuals who were between jobs or who had listed their profession without an active employer, which were the ones most likely to align with those who were administratively suspended.</p> <p>Total clicks: 109 clicks Total reach: 21,330 Total impressions: 30,075</p> <hr/> <div>  <p>College of Opticians of Ontario 1,620 followers 2mo • Edited •</p> </div> <p>Are you an Ontario optician who hasn't renewed your registration in three or more years? Your registration will permanently expire on July 1st unless you act now. Contact us today at certificate@collegeofopticians.ca.</p> <div> <div> <p>IMPORTANT UPDATE FOR ONTARIO OPTICIANS SUSPENDED FOR 3+ YEARS</p> <p>Your optician registration will permanently expire on July 1st unless you take action</p> <p>Review your options now and take the next step to maintain or end your registration status</p> <p>College of Opticians of Ontario</p> <p>Review your options today.</p> </div> <div> <p>JOIN THE INACTIVE</p> <p>Keep your registration regular fee Keep your optician practising in the field</p> <p>Your next step? Inactive Class R</p> <p>Want to maintain practising status</p> </div> </div>

Date	Type	Campaign
		<div data-bbox="722 226 1284 852">  <p>College of Opticians of Ontario 1,620 followers 2mo • Edited • 🌐</p> <p>Are you an Ontario optician who hasn't renewed your registration in three or more years? Your registration will permanently expire on July 1st unless you act now. Contact us today at certificate@collegeofopticians.ca.</p> <div data-bbox="722 401 1284 779"> <div data-bbox="722 401 808 779"> <p>DED</p> <p>ss</p> <p>the</p> <p>College of Opticians of Ontario</p> </div> <div data-bbox="812 401 1192 779"> <p>JOIN THE COLLEGE'S INACTIVE CLASS</p> <p>Keep your registration at 1/3 of the regular fee Keep your options open to return to practise in the future</p> <p>Your next step? Submit the online Inactive Class Request Form</p> </div> <div data-bbox="1195 401 1284 779"> <p>REIN</p> <p>REG</p> <p>REG</p> <p>Before</p> <p>Under</p> <p>Pay ap</p> <p>insura</p> <p>Your n</p> <p>colleg</p> <p>certifi</p> </div> </div> <div data-bbox="812 783 1192 852"> <p>Want to maintain a non-practising status?</p> </div> <div data-bbox="1195 783 1284 852"> <p>Planni</p> </div> </div> <div data-bbox="722 856 1284 1587">  <p>College of Opticians of Ontario 1,620 followers 2mo • Edited • 🌐</p> <p>Are you an Ontario optician who hasn't renewed your registration in three or more years? Your registration will permanently expire on July 1st unless you act now. Contact us today at certificate@collegeofopticians.ca.</p> <div data-bbox="722 1062 1284 1493"> <div data-bbox="722 1062 808 1493"> <p>S</p> <p>o</p> </div> <div data-bbox="812 1062 1256 1493"> <p>REINSTATE YOUR REGISTRATION AS A REGISTERED OPTICIAN</p> <p>Before July 1, 2025: Undergo Competency Gap Analysis (CGA) Pay applicable fees & provide liability insurance</p> <p>Your next step? Contact the college at certificate@collegeofopticians.ca.</p> </div> <div data-bbox="1260 1062 1362 1493"> <p>VOL</p> <p>Avoid</p> <p>don't p</p> <p>Your s</p> <p>regist</p> <p>applic</p> <p>Your n</p> <p>Resign</p> </div> </div> <div data-bbox="812 1497 1256 1587"> <p>Planning to practise again soon?</p> </div> <div data-bbox="1260 1497 1362 1587"> <p>Retired to pra</p> </div> </div>

Date	Type	Campaign
		<div>  College of Opticians of Ontario 1,620 followers 2mo • Edited • </div> <p>Are you an Ontario optician who hasn't renewed your registration in three or more years? Your registration will permanently expire on July 1st unless you act now. Contact us today at certificate@collegeofopticians.ca.</p> <div> <div> AN (CGA) ty </div> <div> VOLUNTARILY RESIGN Avoid revocation if you've retired or if you don't plan to return to practise Your status will be displayed on the register as "resigned" (or "retired" if applicable) Your next step? Submit the online Resignation Form </div> <div> IF YOU'RE PRACTISING IN ANOTHER PROVINCE Maintain your Ontario registration via Inactive Class Otherwise, reapply as a Labour Mobility Applicant later </div> </div> <div> on? </div> <div> Retired or don't plan to return to practise? </div> <div> Practising </div>
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Date	Type	Campaign
		 College of Opticians of Ontario 1,620 followers 2mo • Edited • <p>Are you an Ontario optician who hasn't renewed your registration in three or more years? Your registration will permanently expire on July 1st unless you act now. Contact us today at certificate@collegeofopticians.ca.</p> <div> <div> <p>CTISING ROVINCE</p> <p>istration via</p> <p>about Mobility</p> </div> <div> <p>WE'RE HERE TO HELP.</p> <p>CONTACT US TODAY</p> <p> Collegeofopticians.ca</p> <p> certificate@collegeofopticians.ca</p> <p> (416) 368-3616, ext. 200</p> </div> </div> <p>province?</p> <p>Contact the College to discuss your options.</p>
June 3, 2025	Email Blast	<p>Title: Notice Regarding Registration Status and Life Member Designation</p> <p>Advising Legacy Retired Opticians (in the past known as Life Members) that were suspended three years or more that they will be automatically revoked and that they may choose to resign instead. Also informed them they will be transitioned to the Legacy Retired Optician status.</p> <p>Sent To: 11 Legacy Retired Opticians (in the past known as Life Members)</p> <p>Opened: 9 Clicked Through: 1</p>
June 12, 2025	LinkedIn Post	<p>First Line: Important update for Ontario opticians suspended for non-renewal.</p> <p>Post Weblink</p> <p>Total Clicks: 7 Total Reach: 151 Total Impressions: 255</p>

Date	Type	Campaign
June 24, 2025	Email Blast	<p>Title: <i>Final Notice: Action required by July 1 to avoid revocation</i></p> <p>Sent To: 85 opticians suspended over 3 years who had applied for the Inactive class or otherwise been in touch but never followed through with definitive action.</p> <p>Opened: 67 Clicked Through: 32</p>
June 27, 2025	Linkedin Post	<p>First Line: <i>What is “currency” and why does it matter for Ontario’s opticians?</i></p> <p>Post Weblink</p> <p>Total Clicks: 10 Total Reach: 166 Total Impressions: 296</p>
July 2, 2025	Email Blast	<p>Title: <i>Notice of Revocation</i></p> <p>Sent To: 647 revoked opticians with valid email addresses.</p> <p>Opened: 334 Clicked Through: 12</p>
July 8, 2025	Mail	<p>Title: <i>Notice of Revocation</i></p> <p>Sent To: 1197 revoked registrants. This group included those who had no valid email addresses and ones with valid email addresses.</p> <p>Mailed: 1197</p>

REGISTRATION COMMITTEE

Q3 Report

Registrant Numbers (at September 5, 2025)

3,439 Registered Opticians

↑ 1%
From Q2

95 Intern Opticians

↓ 49%
From Q2

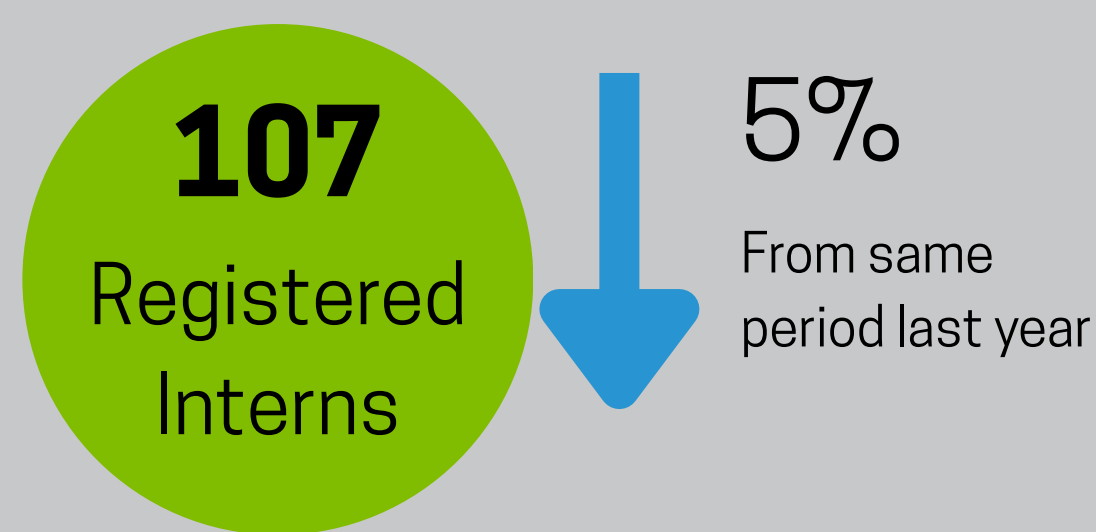
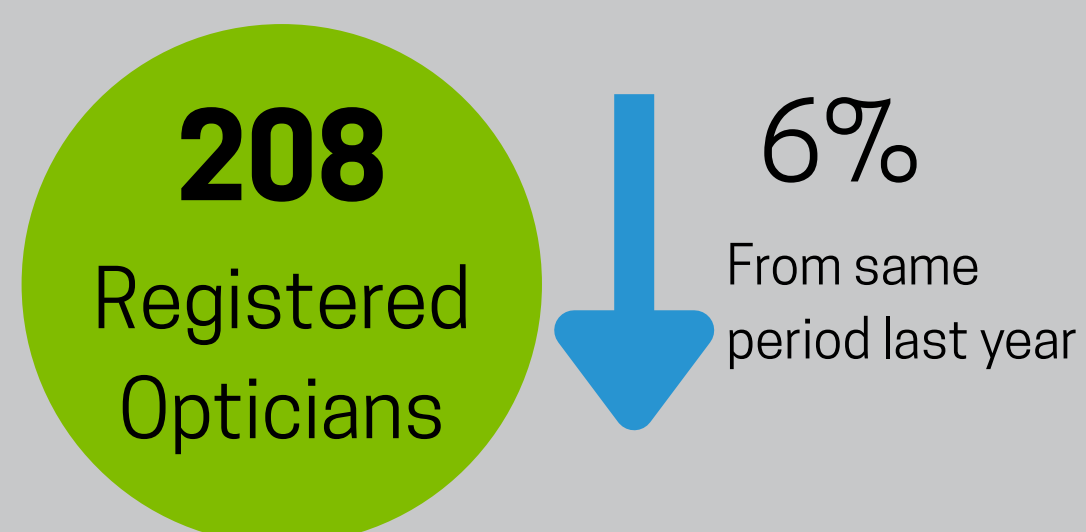
252 Inactive Opticians

↑ 89%
From Q2

- Registration numbers fluctuate throughout the year depending on factors such as the timing of National Examinations & graduation dates. The results of the spring Ontario sitting of the exams were released in Q3, resulting in Intern expirations or a move to the Registered Optician class.

- Growth in the new Inactive Class is from suspended opticians who opted to maintain registration with the College after the July 1 2025 automatic revocation deadline.

New registrations in each category (YTD)



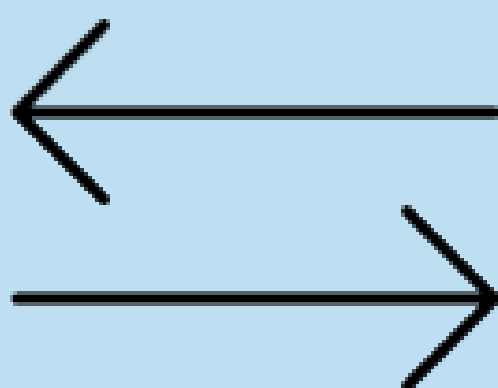
Average application processing time*: **8 days**

*Refers to the average calendar days from completed application to registration, as reported to the Ministry of Health in its most recent report.

National Mobility (YTD)

Left Ontario for
another province

5



Registered in
Ontario from
another province

2

QUALITY ASSURANCE COMMITTEE REPORT

September 2025 Committee Report to the Board of Directors

Committee Members:

Tanya Nahmabin, RO, Chair, Board Professional Member
Omar Farouk, Vice Chair, Board Public Member
Lindsay Beriault, RO, Professional Appointee
Parminder Kalsi, RO, Professional Appointed Member
Panos Petrides, Community Appointee

Accreditation Panel Members:

Derick Summers, RO, Professional Elected Member
John Battaglia, RO, Professional Appointed Member
Jay Bhatt, RO, Professional Appointed Member
Melissa Campbell, RO, Professional Appointed Member
Robert Quinn, RO, Professional Appointed Member
Elisabeth Roche, RO, Professional Appointed Member
David Milne, Community Appointed Member

Number of meetings since the June Board Meeting: 2

- June 26, 2025
- August 28, 2025

Report:

Jurisprudence

The Committee reviewed the accreditation values of Jurisprudence Chapters 1 through 4 and determined to amend the values of 4 of the Chapters to align with how other written course materials are valued under the Accreditation Policy. The Committee was of the view that the updated values more accurately reflect the time spent by a registrant promoting fairness to registrants and providing an increase in cost-free continuing education hours, which has previously been identified as a barrier.

Chapter	Word Count/Time	Previous Value	Updated Value
1: Professional Boundaries & Sexual Abuse Prevention	7219	1 PG	3.5 PG
2: Record Keeping, Confidentiality & Privacy	6324	1 PG	3 PG
3: Communications	6116	1 PG	3 PG
4: Introduction to the RPHA	7036	1 PG	3.5 PG
5: Diversity, Equity & Inclusion	60 mins	1 PG	1 PG

The Committee also reviewed and approved proposed updates to the test questions for Chapters 1 through 3 of the Jurisprudence Tool. The tests questions were revised by COO staff in consultation with John Wickett, a psychometrician to align with best practices for constructing multiple choice questions for quantitative assessments and to provide a better QA resource that objectively measures a registrant's knowledge and understanding of the material.

As part of the QA program, Chapter 1: Professional Boundaries and Sexual Abuse Prevention is mandatory for registrants to complete within 12 months of registration and then once every 3 years, the remaining 4 chapters are optional and can be completed once every 3 years.

2025 Competency Review and Evaluation Process

All professional portfolios have been assessed, and registrants have been notified of their results. To date, QA Committee has reviewed 38 incomplete portfolios. The remaining incomplete and outstanding portfolios will be reviewed at an upcoming meeting.

The 2025 CRE applied updated data-driven selection criteria to focus on registrants who appeared to have gaps in their portfolio submission. The resulting pull saw a 55% increase in portfolios that were identified as incomplete and/or deficient. Of those 74% have resolved the issue and were issued exit letters.

Peer and Practice Assessments of registrants randomly selected as part of the CRE are well underway, with 18 of 35 planned assessments completed, 4 assessments are in progress and 13 to complete. In addition, 2 assessments from 2024 have been completed.

Peer and Practice Assessment Results

To date, the Committee has reviewed 12 Peer and Practice Assessment reports. The interviews have not identified any major practice concerns related to dispensing; however, record keeping has been identified as an area of opportunity.

Free on Demand Continuing Education

As part of the College's commitment to actively work against discrimination, and to support the ongoing professional development of our registrants, the College will once again be collaborating with the College of Audiologists and Speech Language Pathologists of Ontario to present a webinar on Ageism in Health Care.

Submitted by:

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

QUALITY ASSURANCE COMMITTEE

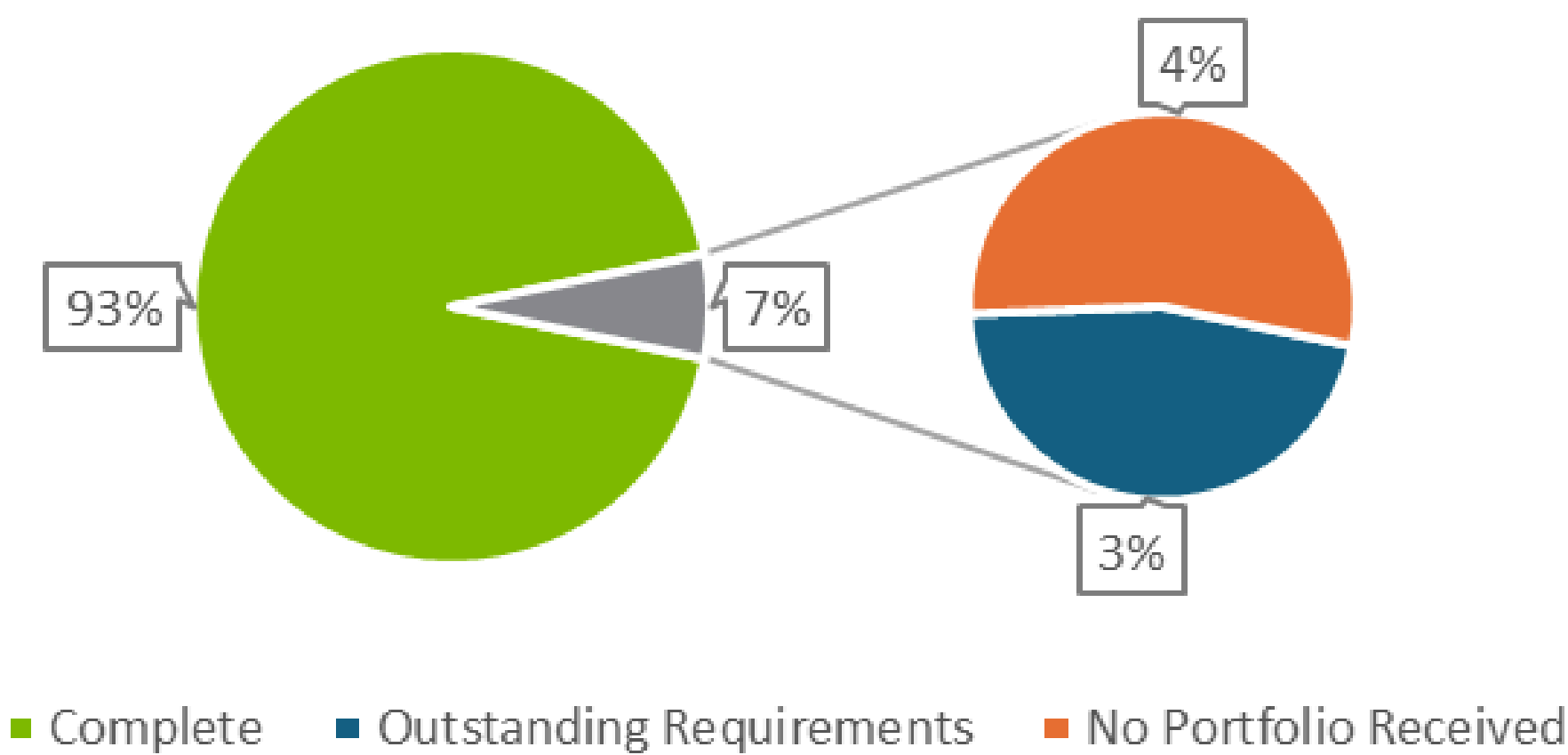
Q3 Report

2025 Competency Review & Evaluation Process

Notable Points:

- 93% of registrants have successfully completed the process
- 79% of incomplete portfolios have been resolved

Professional Portfolios

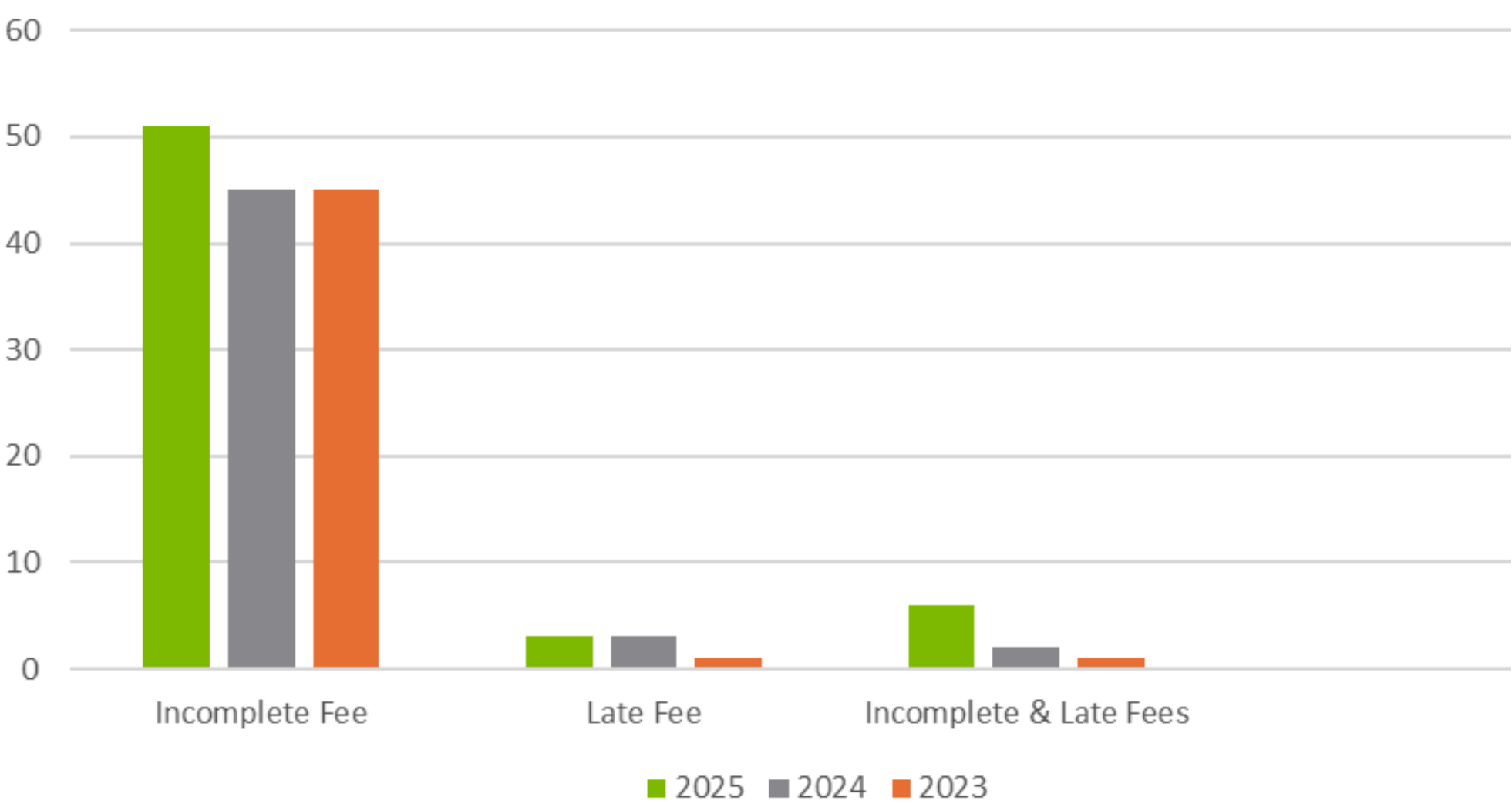


QA Fees

Notable Points

- fees are charged to registrants after the file has been reviewed
- the QA Committee will be reviewing the remaining incomplete portfolios at an upcoming meeting

QA Fees

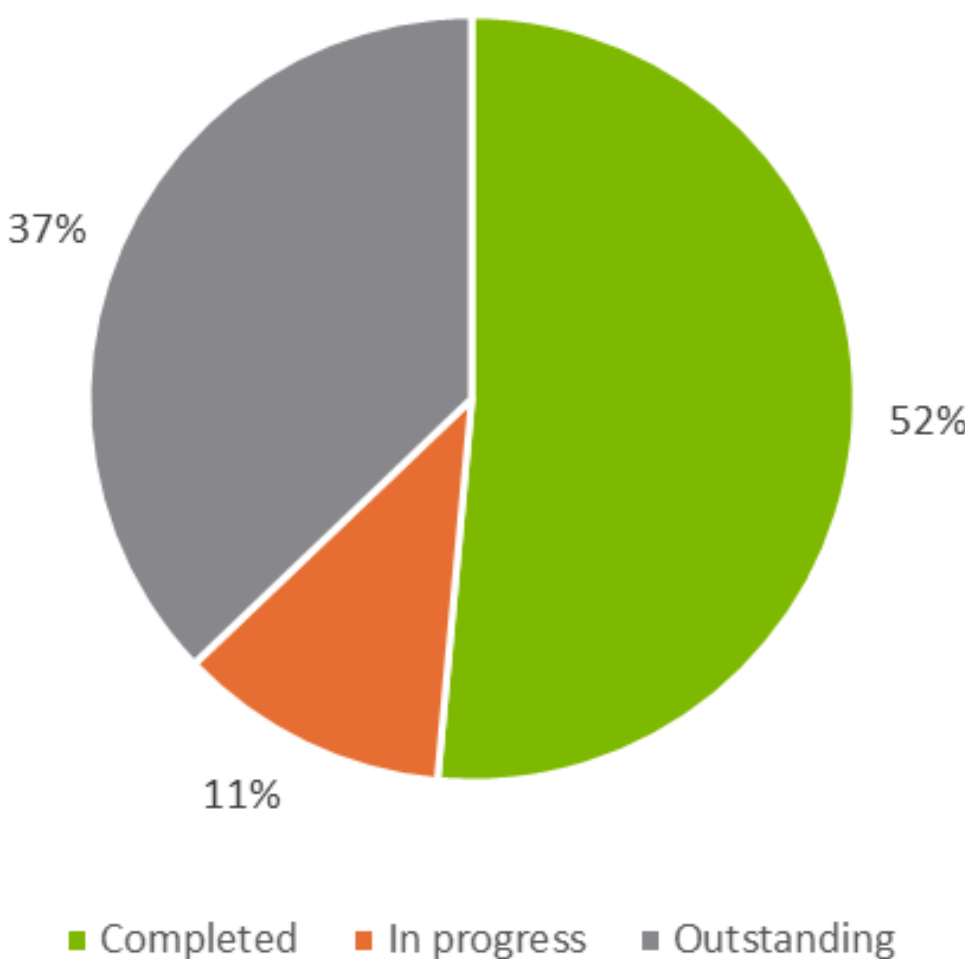


Peer and Practice Assessments

Notable Points

- Record Keeping has been identified as an area of opportunity
- 2 assessments from 2024 have also been completed

Peer and Practice Assessments



**Reported in percentage*

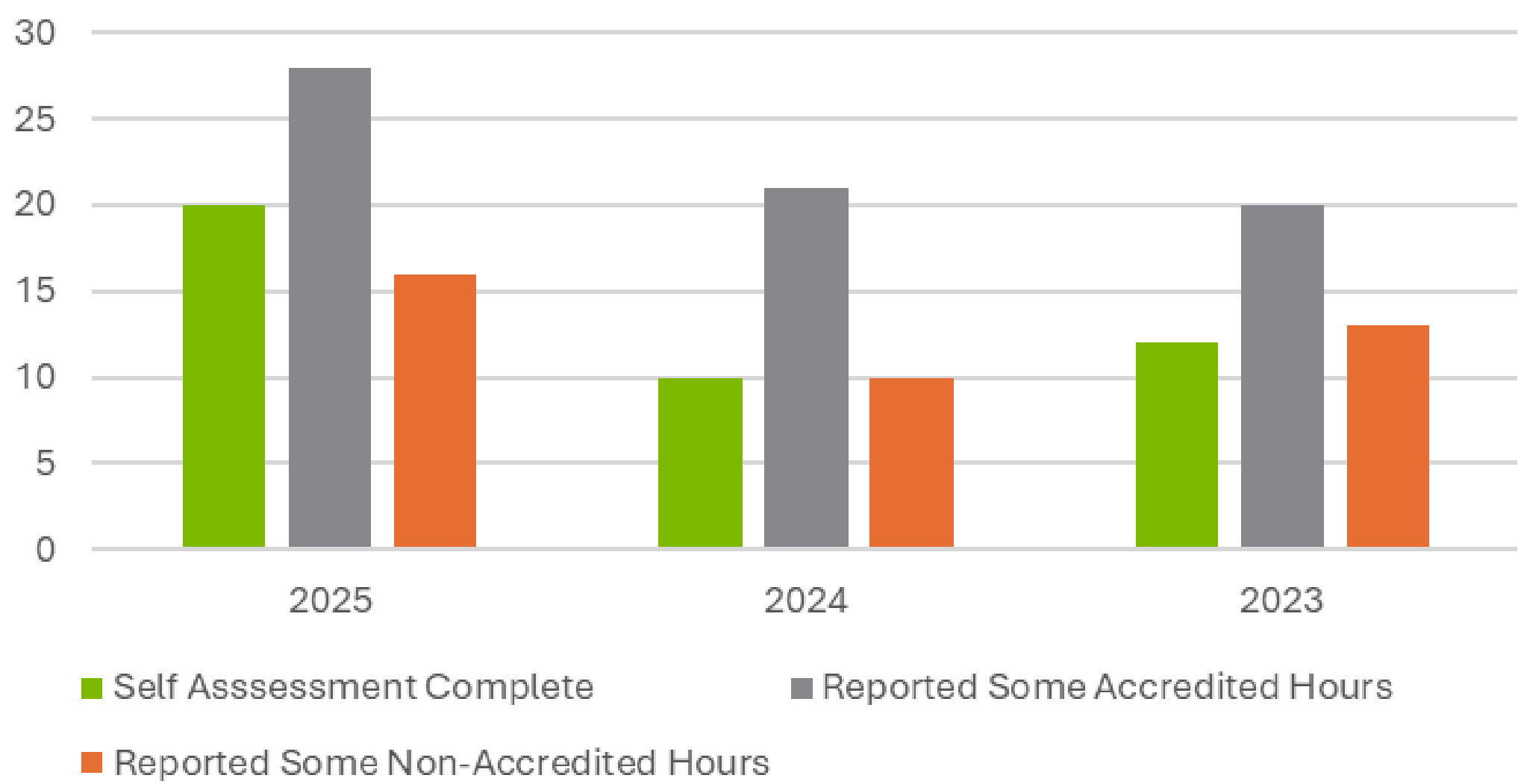
2025 Professional Portfolio Trends

Notable Points:

- To date, 28% of registrants have uploaded at least some of their 2025 Professional Portfolio requirements. This is trending consistently with the past years as the majority of uploads typically take place in the latter part of the calendar year.

**Reported in percentage of registrants who have completed at least some component of their Portfolio*

YTD Portfolio Trends



Accreditation Requests

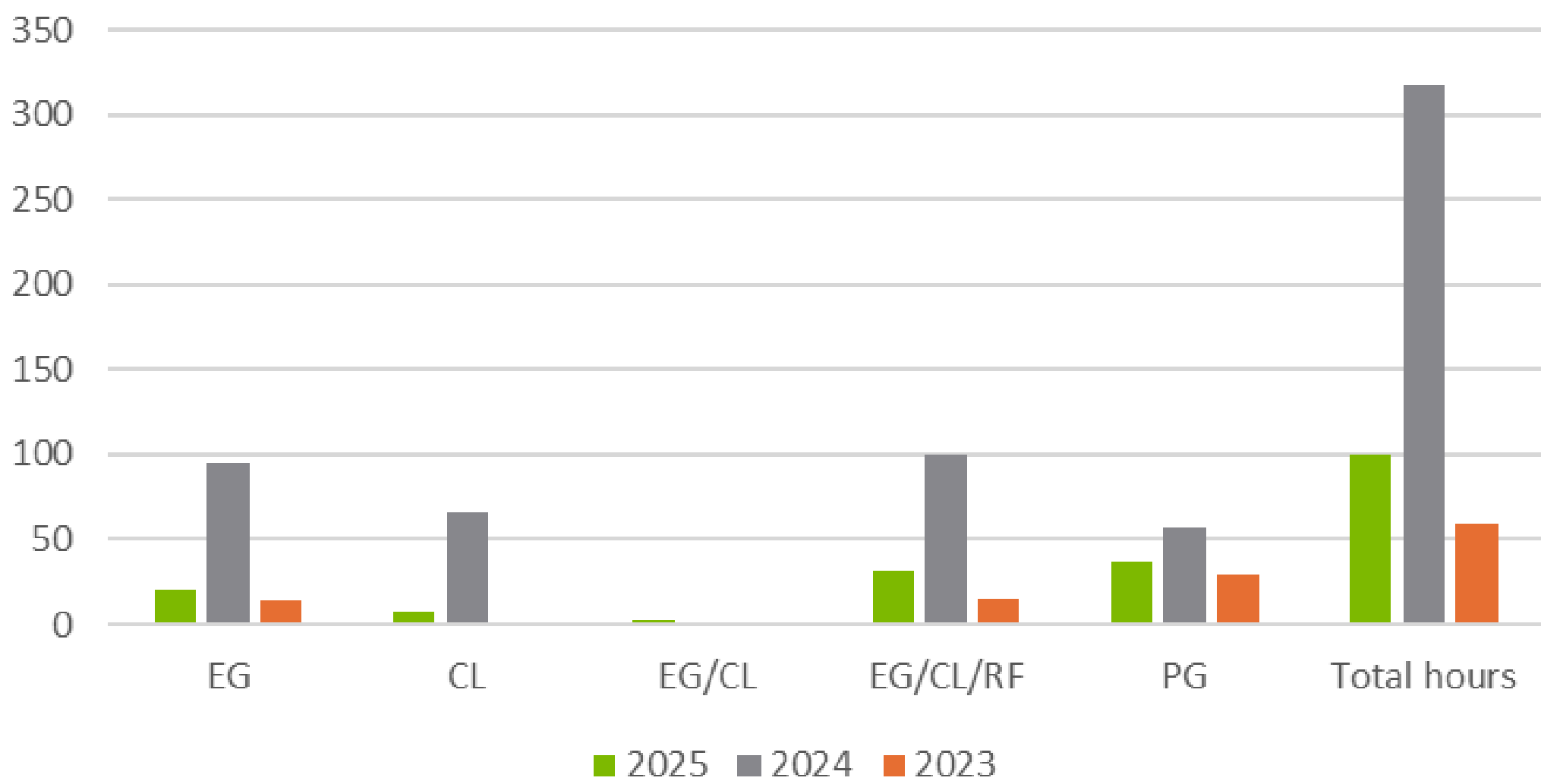
Notable Points:

- Following an anomalous year in 2024 that happened as a result of two new CE providers entering the market, accreditation numbers appear to be on trend for this point in the year.

Legend*
Eyeglass Hours - EG
Contact Lens Hours - CL
Eyeglass/Contact Lens Hours - EG/CL
Eyeglass/Contact Lens/Refracting Hours - EG/CL/RF
Professional Growth Hours - PG

**Reported in hours*

YTD CE Hours Accredited



CLINICAL PRACTICE COMMITTEE REPORT

September 2025 Committee Report to the Board of Directors

Committee Members:

Parneet Dhillon, RO, Chair, Professional Appointee
Stephanie Kelly, RO, Vice Chair, Professional Appointee
Grazyna Sepczynska, RO, Board Professional Member
Rebecca Forte, Community Appointee
Parminder Kalsi, RO, Professional Appointee

Number of meetings since the June Board Meeting: 1

- August 25, 2025

Report:

Committee Self-Evaluation

The Committee reviewed the results of the 2024 survey and did not identify any concerns or action items for 2025. All members indicated that they are satisfied with the current processes related to orientation/training and feel the expectations are clearly outlined.

Standards of Practice and Practice Guidelines

The Committee reviewed a draft of proposed updates to the Standards of Practice and Practice Guidelines. The updates were made at the direction of the Committee after considering feedback received from registrants and other stakeholders on whether more guidance or clarity was needed.

Proposed updates include:

- Updating Standard 3: Dispensing of Appropriate Optical Devices to include criteria related to dispensing specialty lenses.
- Updating Standard 7: Remote Practice and Technology to include criteria around incorporating and using technology in any aspect of practice.
- Updating Standard 10: Delegation to account for the discontinuation of the refraction designation.
- Adding or updating the following new practice guidelines:
 - Professional judgement
 - Sexual Abuse
 - Treating spouses, family, or friends
 - Remote delivery of contact lenses
 - Technology and the use of Artificial Intelligence
 - Discontinuing service to a patient

- Technology and artificial intelligence
- The use of social media and responding to online reviews

The proposed updates have been circulated for stakeholder feedback. The feedback will be reviewed at their next meeting and will help to inform the Committee if any changes to the proposed updates are required.

Once approved by the Committee, the proposed updates will be presented to the Board of Directors for approval.

Submitted by:

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

DISCIPLINE COMMITTEE REPORT

September 2025 Discipline Committee Report to the Board of Directors

2025 Discipline Committee Members:

Committee Members:

Elected Members

Tonya Nahmabin, **Vice Chair**, RO
Derick Summers, RO
Paul Imola, RO
Kevin Cloutier, RO
Samir Modhera, RO
Grazyna Sepczynska, RO
Carlos Pacheco, RO

Public Members

Omar Farouk
Stephen Kinsella
Carlo Sicoli
Alicia Munian
Mark Priddle

Appointed Members

David Milne, Chair, Non-RO
Jay Bhatt, RO
John Battaglia, RO
Robert Quinn, RO
Stephanie Kelly, RO
Parneet Dhillon, RO
Elisabeth Roche, RO
Lindsay Beriault, RO
Melissa Campbell, RO
Parminder Kalsi, RO
Elliot Borins, Non-RO
Jamuna Balaram, Non-RO
Panos Petrides, Non-RO
Patrick Mott, Non-RO
Elyse Jackson, Non-RO
Rebecca Forte, Non-RO

Number of meetings since last Board Meeting: n/a

Report:

The Discipline Committee anticipates sending 8 members to the Health Profession Regulators of Ontario (HRPO) Discipline Orientation Workshops in Fall 2025. The upcoming sessions will be held on October 30, 2025 (Basic) and November 6, 2025 (Advanced).

On July 25, 2025, a panel of the Discipline Committee held a hearing regarding allegations against Registrant, Murtaza Ahmed Janmohamed, RO #3334. The decision is available on the College website.

The following matters have been referred to the Discipline Committee:

Matter

College of Opticians v. David Gallo
College of Opticians v. Gopal Puri

Hearing Date

TBD
TBD

Submitted by:

David Milne, Chair, Appointed Member

Tertia van Jaarsveld, Senior Coordinator, Professional Conduct

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

September 2025 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
Robert Quinn, RO, Chair, Elected Member	Stephen Kinsella, Vice Chair, Public Member
Omar Farouk, Public Member	Melissa Campbell, RO, Appointed Member
Alicia Munian, Public Member	John Battaglia, RO, Appointed Member
Elizabeth Roche, RO, Appointed Member	Kevin Cloutier, RO, Elected Member
Samir Modhera, RO, Appointed Member	Elyse Jackson, Appointed Member

Number of meetings since the June 2025 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 2025	
Full Committee Meeting	2
Panel Meetings	5

Number of Meetings Since Last Board Meeting in December 2023	
Full Committee Meeting	1
Panel Meetings	3

Report:

The Committee met as a group on June 25, 2025 to have an additional training session with Anastasia-Maria Hountalas, Legal Counsel, Steinecke, Macuira and Leblanc Barristers and Solicitors. This session covered the role and function of the Committee with a focus on a right-touch approach. Additionally, the Committee reviewed the ICRC Self-Evaluation Results for 2024.

Peggy Judge, Public Member, completed her term with the College on July 8, 2025; thus ending her time on the Committee.

The Committee met in their panels to review completed investigations. Panel 1 met on August 15, 2025, and reviewed 8 completed investigations. Panel 2 met on July 29, 2025, to request an appointment of an investigator and to approve a request of an investigator. Panel 2 also met on August 27, 2025, and reviewed 5 completed investigations.

On September 8, 2025, the Executive Committee approved injunction proceedings in a matter concerning unauthorized practice, following a recommendation from a panel of the ICRC. The College now has two unauthorized practice matters that in which injunctions are being sought.

Submitted by:

Robert Quinn, RO, Chair, Elected Member

Raj Bhatti, Director, Professional Conduct

INQUIRES, COMPLAINTS & REPORTS COMMITTEE

Q3 Report

Complaints

of Complaints Received (2025 YTD): **11**
of Complaints Open (TOTAL) : **19**
of Complaints Closed* (2025 YTD) : **11**
of Complaints Awaiting** Decisions : **13**

* 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 (both panels recently reviewed complaints)

Processing Times

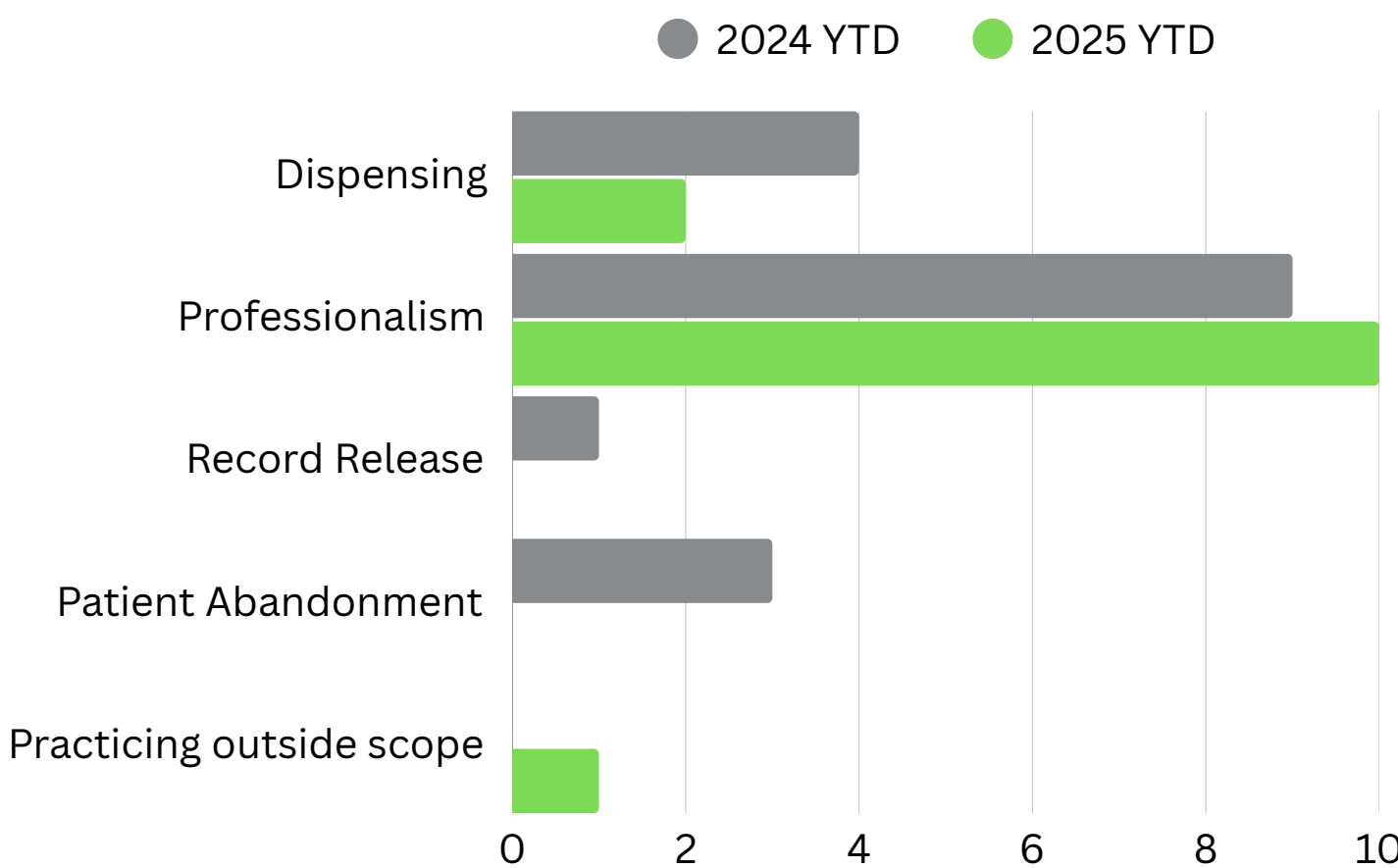
Avg. Days 2022: **351**
Avg. Days 2023: **284**
Avg. Days 2024: **198**

Complaint Themes

Trends

There is a trend of professionalism being the main concern. This can include behaviour, language, rudeness or lack of troubleshooting the issue

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

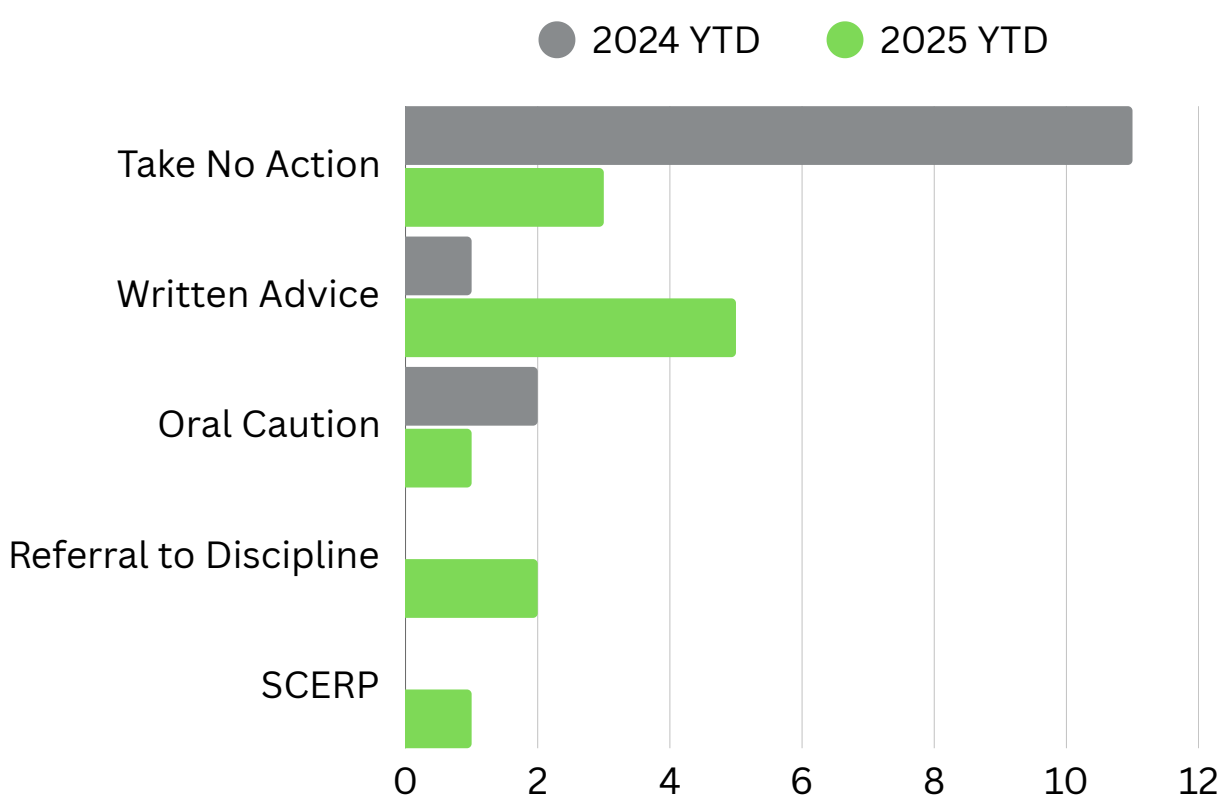


Complaint Dispositions Themes

Trends

The disposition themes so far in 2025 lend to more varied outcomes.

A complaint may have more than one disposition.



Reports

of Reports Open (2025 YTD): **1**
of Reports Open (TOTAL): **18**

Unauthorized Practice (UAP)

of UAP Reports Received (2025 YTD): **10**
of UAP Reports Closed (2025 YTD): **5**

2 reports have proceeded to the injunction stage

Total Open Matters

Number of Open Complaints & Reports

2025 YTD 37
2024 YTD 56