COMPLETE

Collector: Web Link 1 (Web Link)

Page 1: Fair Registration Practices Report 2022

Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Opticians of Ontario
Contact Name: Amy Stein, Deputy Registrar
Contact Email: astein@collegeofopticians.ca
Contact Phone Number : (416) 368-3616 x 206

Q2

Section 1 - During the reporting period (January 1st–December 31st, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below.Registration requirements either through regulation, by-law or policy.

Yes,

Description of change/improvement that would impact fair registration outcomes:

Amendments to the Contact Lens Mentor Policy and the Contact Lens Fittings Policy The College extended the temporary addenda to the Contact Lens Mentor policy and the Contact Lens Fittings policy. The addenda temporarily allow students to meet registration requirements by performing fittings in a roleplay/standardized patient setting in a classroom or simulated environment, rather than in a dispensary setting only, and extend eligibility to act as a contact lens mentor to instructors in accredited education programs. These temporary provisions are geared toward addressing student challenges regarding the completion of required fittings and the shortage of contact lens mentors identified by the opticianry program coordinators. The temporary provisions will remain in effect until December 31, 2023.

Q3

Assessment of qualifications

No,
Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q4

Timelines for registration, decisions and/or responses

No,
Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q5

Registration and assessment fees

Yes,
Description of change/improvement that would impact fair registration outcomes:
To offset the continued impact of the COVID-19 pandemic on registrants, registration fees were reduced by 12.5% in 2022 to ease the financial burden for registered opticians and help them meet their registration obligations for the year 2022.

Q6

Resources for applicants

No,
Description of change/improvement that would impact fair registration outcomes:
The College launched information webinars for applicants from non-accredited educational institutions which provide an opportunity to learn about the Prior Learning Assessment and Recognition (PLAR) process and engage in an interactive session with the Registrar and the registration team. In anticipation of the launch of the new PLAR assessment tool, the College invited registered opticians to participate in the pilot project to test the new tool and offer feedback on their experience. This allowed to fine-tune the tool prior to its official launch thus creating a smoother experience for the applicants.

Q7

Changes to internal review or appeal process

No,
Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q8

Access by applicants to their records

No,
Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q9

Mutual recognition agreements

No,
Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q10

Training and resources for staff regarding registration

No,

Description of change/improvement that would impact fair registration outcomes:

No changes this year

Q11

Relationship with third party service provider(s)

No,

Description of change/improvement that would impact fair registration outcomes:

No changes this year

Q12

Accreditation of educational programs

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

No changes this year

Q13

Technological or digital improvements

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

The College implemented database changes that allow tracking of application processing times at different application stages. These changes will ensure that applications are completed within the set timeframe and are in compliance with new legislative requirements that came into effect on January 1, 2023.

Q14

Anti-racism and inclusion-based policies and practices

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

No changes this year. The practice of considering the Diversity, Equity, and Inclusion (DEI) implications of every policy recommendation and decision made by the Board of Directors and/or the Registration Committee. is built into the decision-making process by way of a section on every briefing note that prompts discussion and analysis.

Q15

Organizational structure

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

The College added an additional staff member to the registration team to provide additional support during the registration renewal period. This structural change allowed to reallocate team resources to invest more staff time in processing new applications.

Q16

Contingency or continuity of operations plans

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

No changes this year

Q17

Documentation requirements for registration

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

No changes this year

Q18

English / French language proficiency testing

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

No changes this year

Q19

Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

1
In 2022, the College administered four examination sessions, including two bilingual sessions. This initiative allowed the College to accommodate the needs of candidates whose program completion was delayed due to the COVID-19 pandemic. In 2022, 302 individuals completed the national examinations, which constitutes a 26% increase compared to 2021, and a 45% increase compared to pre-pandemic numbers.

2
Consideration of the Diversity, Equity, and Inclusion (DEI) implications of every policy recommendation and decision made by the Board of Directors and/or the Registration Committee. This practice is built into the decision-making process by way of a section on every briefing note that prompts discussion and analysis.

3
Implementation of information webinars for applicants from non-accredited educational institutions which provide an opportunity to learn about the Prior Learning Assessment and Recognition (PLAR) process and engage in an interactive session with the Registrar and the registration team.

Q20

Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

1

Risk: Impact of the COVID-19 pandemic on the availability of opticianry services to the Ontario public and the ability of the College to meet the registration needs of applicants. Mitigation Measure: The College continued taking steps to mitigate the impact of the pandemic on applicants' ability to enter the profession in a timely manner, and to ensure the availability of optician services to Ontarians. These steps included: • Temporarily amending the registration policies to support student and intern opticians' ability to meet registration requirements by permitting them to gain some or all of certain experiential requirements in a classroom or simulated setting, rather than limiting them to an optical dispensary setting. • Offering additional examination sessions to ensure that applicants had timely opportunities to complete the examinations in Ontario and subsequently transition to full licensure. • Introducing an incremental return to pre-pandemic registration fees to support registrant renewal.

2

Risk: Constraints under O. Reg 869/93 (Registration Regulation under the Opticianry Act, 1991). Mitigation Measure: The College's current Registration Regulation includes a number of provisions that preclude or impede the College from streamlining registration processes. For example, the regulation includes rigid and, at times, outdated practical experience requirements, limits access to PLAR, and precludes formal approval of new educational programs. The College is currently seeking amendments to the Registration Regulation. The proposed amendments will streamline many registration processes by removing many of the detailed requirements from the regulation itself so they can be addressed via by-law or policy. This will permit for greater flexibility and the ability to ensure registration requirements remain aligned with the realities of the practice environment, changing technologies and patient expectations. The amendments were submitted to the Ministry of Health in 2017 but are still awaiting approval. In the interim, the College has taken steps to work as efficiently as possible within the confines of the current regulation, such as interpreting access to PLAR as broadly as possible and deeming additional programs as equivalent to approved programs.

3

Risk: Constraints resulting from new expedited timelines for processing registration applications under O. Reg 508/22 (Registration Requirements). Mitigation Measure: While not necessarily a "risk", the establishment of expedited decision timelines under O. Reg. 508/22 has required reallocating College resources toward processing new applications and away from other registration functions, including licensing examinations and policy development. In the long term, this will likely also impact registration fees in order to maintain adequate resources in the department. To mitigate the impact, the College has added an additional staff member to the registration department.

Q21

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

No,

Other (please specify):

The College does not require prior Canadian work experience in opticianry before an applicant can be registered. Applicants may complete the required minimum of 1000 hours of verified dispensing experience at any time prior to their registration as a registered optician in any jurisdiction. This requirement uniformly applies to Canadian and internationally trained applicants.

Q22

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

English

French

Q23

Membership Data Demographics Data As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	**1289**
Total Female	**2011**
Total Non-binary	**1**
Gender not provided	**0**
Overall Total	**3301**

Q24

In relation to your members: Do you collect race-based data?

No

Q25

Do you collect other identity-based or demographics data?

No

Q26

Do you plan to collect race-based data in the future?

Yes,

If yes, please indicate the type::
The College is working on building race-based data collection into the annual renewal process on a voluntary basis. The collection of race-based data is estimated to launch in the 2025 renewal year.

Q27

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	**3167**
Provisional/Limited License/Certificate	**134**
Emergency License/Certificate	**0**
All other classes	**0**
Overall Total	**3301**

Q28

Jurisdiction where members were initially trainedAs of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	**2712**
Other Canadian Provinces and Territories	**363**
USA	**6**
Other Countries	**86**
Multiple and/or Unspecified Jurisdiction	**0**
Total	**3167**

Q29

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	**India - 25**
2	**USA - 10**
3	**Iran - 9**
4	**United Kingdom - 5**
5	**Philippines - 5**
6	**Nigeria - 5**
7	**China - 4**
8	**France - 3**
9	**Hong Kong - 3**
10	**Poland - 2**
11	**The following countries had one registrant each: Algeria, Austria, Cameroon, Colombia. Cote D'Ivoire, Egypt, Germany, Iraq, Israel, Italy, Jordan, Kazakhstan, Russia, Tunisia, and Ukraine**

Q30

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	**50**
Total Female	**130**
Total Non-binary	**0**
Gender not provided	**0**
Overall Total	**180**

Q31

In relation to the applications, you received:Do you collect race-based data?

No

Q32

Do you collect other identity-based or demographics data?

No

Q33

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022:

0

Q34

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.

Number of Applicants	**131**
Number of Applicants Licensed/Certified	**99**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**5**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**2**

Q35

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

Number of applicants	**41**
Number of applicants fully licensed/certified	**38**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**6**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**2**

Q36

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	**6**
Number of applicants fully licensed/certified	**5**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**6**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**2**

Q37

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	2
Number of applicants fully licensed/certified	2
Average Time to Process Application in Weeks from First Point of Applicant Contact	7
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q38

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q39

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	168
Number of applicants fully licensed/certified	136
Average Time to Process Application in Weeks from First Point of Applicant Contact	5
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q40

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	**0**
Number of applicants fully licensed/certified	**0**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**0**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**0**

Q41

Please provide any additional comments you may have for questions 33-41.

N/A

Q42

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1   **Nigeria - 2**

Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

183

Q44

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

0 – less than 3 months	**169**
3 months – less than 6 months	**8**
6 months – less than 12 months	**6**
12 months – less than 18 months	**0**
18 months – less than 24 months	**0**
24 months and greater	**0**

Q45

Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

34

Q46

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	**30**
3 months – less than 6 months	**4**
6 months – less than 12 months	**0**
12 months – less than 18 months	**0**
18 months – less than 24 months	**0**
24 months and greater	**0**
TOTAL	**34**

Q47

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2022).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	**198**
Other Canadian Provinces and Territories	**51**
Certificate to Certificate (Labour Mobility)	**0**
USA	**0**
Other International	**4**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**253**

Q48

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	**0**
Other Canadian Provinces and Territories	**0**
Certificate to Certificate (Labour Mobility)	**0**
USA	**0**
Other International	**0**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**0**

Q49

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	**0**
Other Canadian Provinces and Territories	**0**
Certificate to Certificate (Labour Mobility)	**0**
USA	**0**
Other International	**0**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**0**

Q50

Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q51

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q52

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q53

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q54

List the top three reason for appeals (by percentage) of a registration decision

1	N/A
2	N/A
3	N/A

Q55

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1	**N/A**
2	**N/A**
3	**N/A**
4	**N/A**
5	**N/A**

Q56

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1	**N/A**
2	**N/A**
3	**N/A**
4	**N/A**
5	**N/A**

Q57   **Respondent skipped this question**

Please provide any additional comments you may have: