

CODE OF ETHICS

The mandate of the College of Opticians of Ontario is to regulate the profession of opticianry in the public interest.

As regulated health professionals, opticians have an obligation to act competently and ethically in the practice of their profession. Opticians have a responsibility to ensure that the optician-patient relationship is built on trust and respect, in a manner that enhances the integrity of the profession and protects patients' interests.

This Code of Ethics identifies the ethical principles that all opticians must follow in order to meet their professional obligations, and serves to help opticians make ethical decisions in their practice. The Code of Ethics must be read in conjunction with the [Standards of Practice and Practice Guidelines](#).

Putting Patients First

1. An optician puts the benefit and well-being of their patients above all other considerations, including their commercial or business interests.
2. An optician declines to provide services that, in their professional opinion, are unsafe or not appropriate to meet the patient's needs.
3. An optician recognizes a patient's right to make an informed decision about the services that are being offered, and the patient's right to decline services.

Accountability

4. An optician accepts responsibility for their behaviour and decisions in the professional context.
5. An optician is aware of, and complies with, the relevant laws, regulations, by-laws, policies, Standards of Practice and guidelines that govern the profession.
6. An optician participates in ongoing professional development and integrates ongoing and relevant learnings into their practice.

7. An optician practices only within the limits of their professional competence and recognizes any personal limitations.

Honesty and Integrity

8. An optician demonstrates honesty and integrity in all professional activities and relations.
9. An optician is responsible for setting a reasonable value for their services.
10. An optician ensures that they do not take physical, mental, social, sexual, cultural or financial advantage of their patients.

Respect and Dignity

11. An optician treats all members of the public, patients, colleagues and peers with respect, and does not engage in harassment, abuse or discrimination in their professional practice.
12. An optician respects the inherent dignity of all patients, regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, religion/creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability, financial position or ability to pay.

Privacy and Confidentiality

13. An optician respects the privacy of their patients and holds patients' personal information in confidence, except as permitted or required by law (e.g. for the purposes of collaboration with other health care providers involved in the care of the patient).

Transparency and Communication

14. An optician provides the patient with the information they need to make an informed decision about the services they are being offered or are receiving, and answers questions appropriately.
15. An optician provides clear information about the eyewear being dispensed, including information about warranties, billing and returns (where applicable) and what to do if the eyewear does not perform as expected.
16. An optician recognizes the patient's right to access their personal health information.
17. An optician communicates with patients in a respectful manner, whether in person, by telephone or online (e.g. social media, review websites, etc.).