

## EXECUTIVE COMMITTEE REPORT

December 2023 Executive Committee  
Report to the Board of Directors

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### 2023 Committee Members:

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

Number of meetings since the June Board Meeting:

- One on November 20, 2023.

### Report:

#### 1. General Business

##### *Board Mentorship Program*

The executive committee reviewed the feedback from the survey on the mentorship program. The Executive Committee directed the administration to create a guidelines document and make a list of volunteers which will be posted in the virtual boardroom. Board directors can then choose who they want to be matched with and reach out to those individuals.

#### 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 with respect to 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 did not exercise its powers to act as the Board since the last meeting.

#### 3. Finance Committee

The Executive Committee carried out the following activities in its capacity as the Finance Committee of the College:

##### *2023 Budget and Financial Statements*

The Executive conducted a detailed review of the financial variance report to October 31, 2023, and reviewed the draft budget for 2024. The Committee reviewed two versions of the budget that outline differences in revenue and expenses associated with national examinations. Both versions of the budget will be reviewed and discussed at the upcoming board meeting.

#### *Fees Schedule By-law*

The Executive Committee reviewed stakeholder feedback relating to proposed changes to assessment and miscellaneous fees under the by-laws. The Committee will be recommending that the Board approve the proposed changes at its December meeting.

**Submitted by:**

Stephen Kinsella, Chair, Public Member

## QUALITY ASSURANCE COMMITTEE REPORT

December 2023 Committee Report to the Board of Directors

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### Committee Members

Tonya Nahmabin, RO, Elected Member, Chair  
Desiree Petralito, RO, Appointed Member, Vice Chair  
Henry Wiersema, Public Member  
Angelia Brown, RO, Appointed Member  
Panos Petrides, Appointed Member

### Accreditation Panel Members

Jay Bhatt, RO, Appointed Member, Chair  
Derick Summers, RO, Elected Member, Vice Chair  
Kevin Cloutier, RO, Elected Member  
John Battaglia, RO, Appointed Member  
Janice Mallette, RO, Appointed Member  
David Milne, Appointed Member  
Dennis O'Hagan, RO, Appointed Member

Number of meetings since the October Board Meeting: 1

- November 8, 2023

### Report:

#### ***Accreditation Policy***

The committee will be recommending that the Board of Directors approve proposed updates to the policy at the December Board Meeting. These updates include:

- Criteria for accreditation of "Scholastic Continuing Education"
- Additional criteria around types of Distance Learning (i.e. podcasts)
- Updated Category definitions

In addition, the Committee considered concerns from Continuing Education providers around the availability of CE to all opticians and the use of logos throughout the presentation. The Committee will make recommendations at the December Board meeting.

#### ***QA Policy Manual***

The Committee reviewed and approved updates to the internal QA Policy Manual. These updates address;

- Professional Portfolio Extension requests
- Deferral requests related to the Competency Review and Evaluation process

The updates will allow for a timelier response to registrants requesting extensions for their professional portfolio requirements during the renewal process as well as for deferral requests requested when randomly selected to participate in the Competency Review and Evaluation process.

### ***Peer and Practice Assessment Tools***

At their November meeting, the Committee received an update from Rigor, an independent consultant retained by the College to conduct research and recommend updates to the Peer and Practice Assessment tools. Rigor reported on progress made to date with their research and tool development. The updated tool is being designed to allow for an efficient assessment in a shorter period which will allow for more assessments to be completed and may alleviate some anxiety that registrants feel when participating in the assessment process.

### ***Accreditations***

From September 16, 2023, through November 16, 2023, the Accreditation Panel reviewed 39 continuing education activities; all of these activities were accredited. There are 9 requests pending review.

Year to date:

Type of Request	Number	Requests Accredited	Pending Review	Requests Not Accredited
Standard	99	85	14	0
Fast Track	27	23	2	2
Rush	8	7	1	0
Re-Accreditation	29	28	0	1
<b>Totals</b>	<b>163</b>	<b>143</b>	<b>17</b>	<b>3</b>

### **Submitted by:**

Tonya Nahmabin, RO, Chair  
Peggy Dreyer, Manager, Professional Practice & Quality Assurance

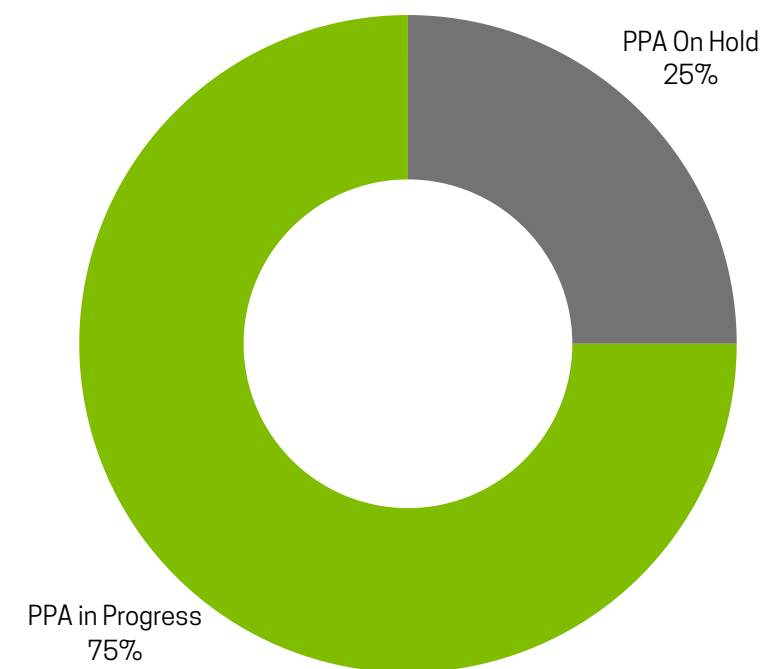
# QUALITY ASSURANCE COMMITTEE

## Peer and Practice Assessments

Year to date, 12 PPAs have been ordered due to non-compliance with the Competency Review and Evaluation process versus 7 in 2022.

25% of the PPAs ordered by the QAC have been placed on hold following corrective steps taken by the registrant.

## PPA Progress



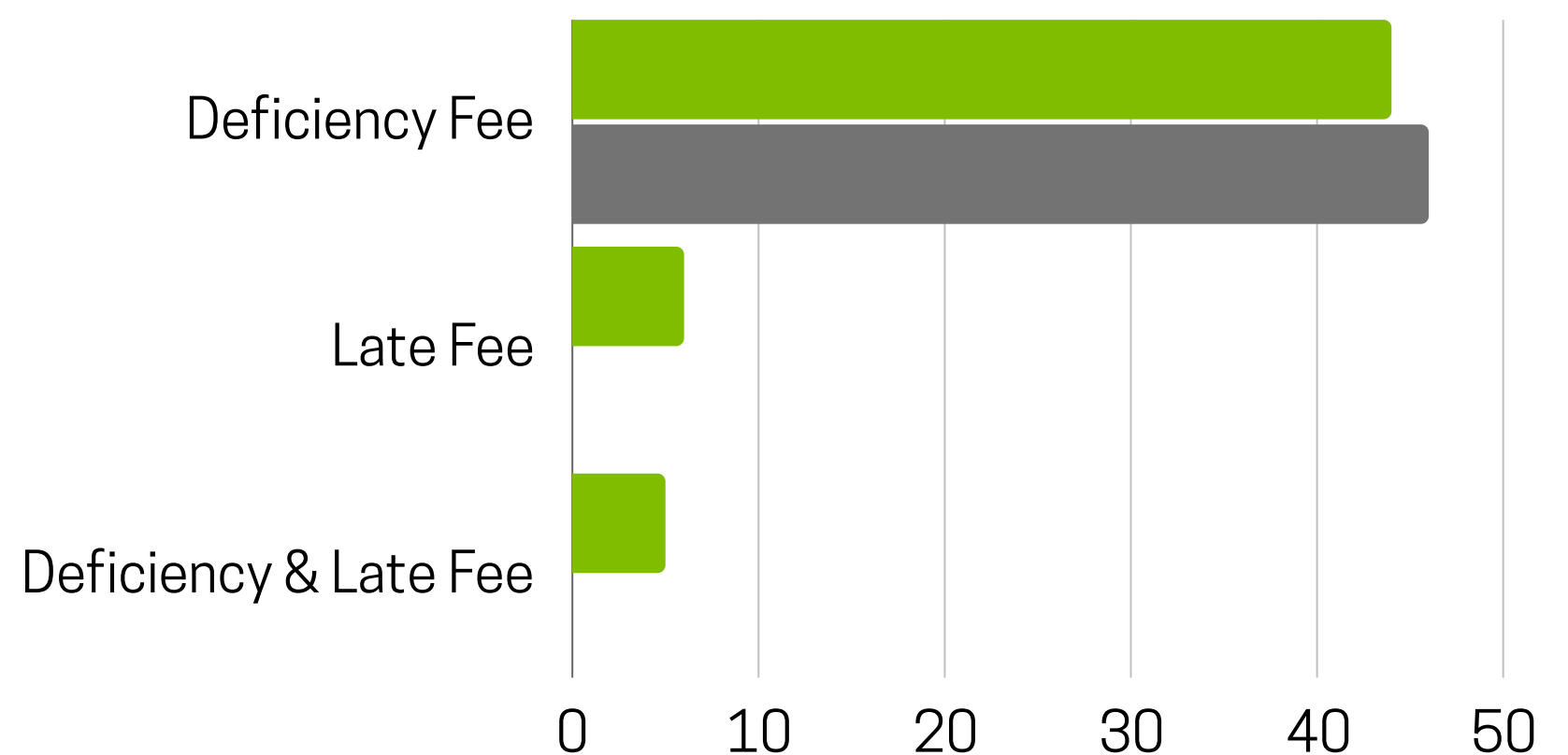
## Competency Review and Evaluation Related Fees

Deficient Fee: - submission of a professional portfolio deficient in accredited continuing education hours.

Late Fee: submission of a professional portfolio past the due date

- Late fees were not charged in 2022.
- Deficiency fees increased by 12% in 2023

■ 2023 ■ 2022



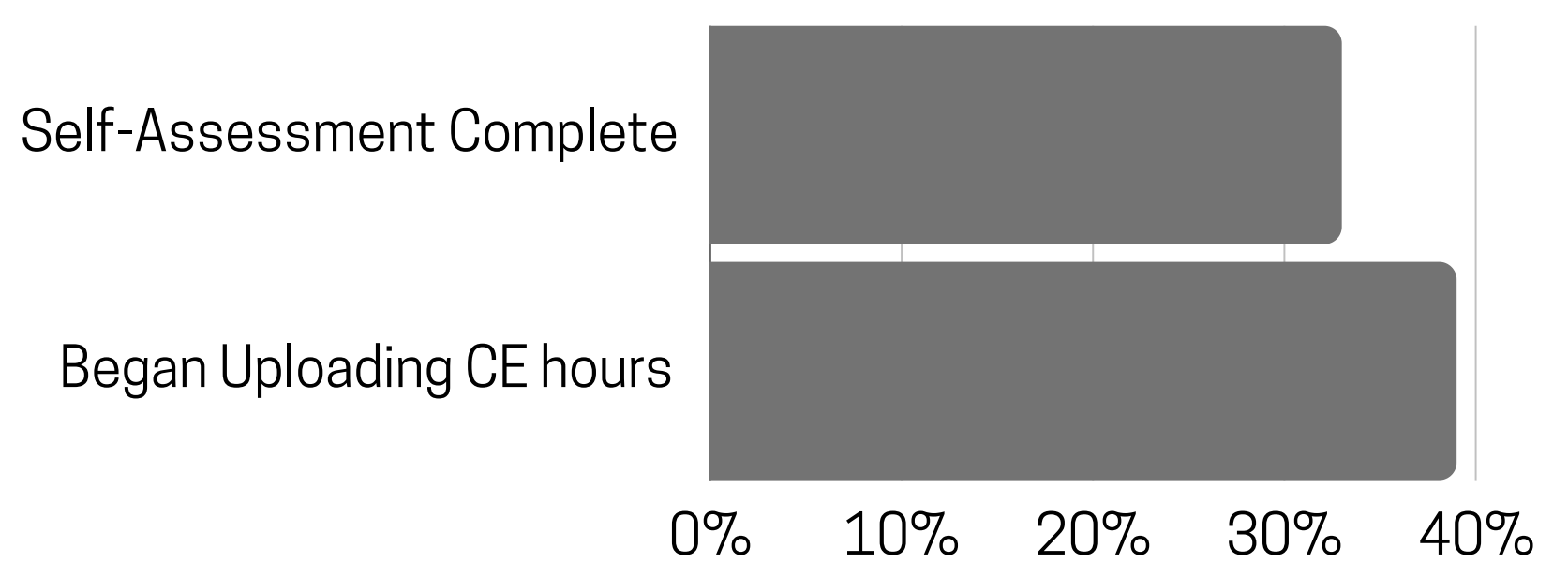
## 2023 Professional Portfolio Upload Progress

Registrants are required upload their professional portfolio to the Registrant Portal by December 31 each year.

As of November 22, 2023, approximately:

- 33% of registrants have completed their self-assessment
- 39% have begun uploading the required continuing education hours.

## YTD Uploading Progress



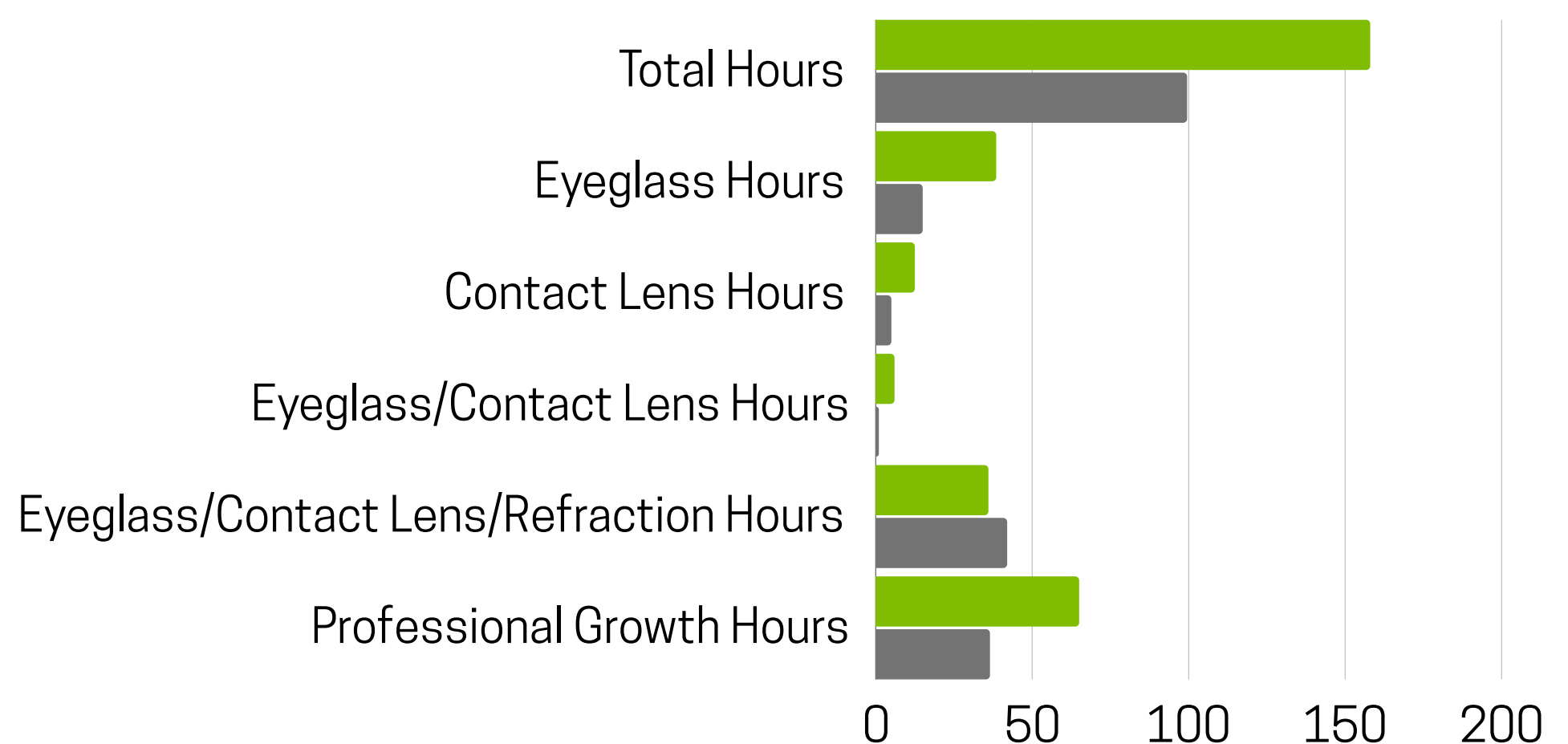
## Accreditation Requests

The accreditation team is responsible for reviewing continuing education activities and ensuring they meet the criteria for accreditation.

Year to date, 143 CE activities have been accredited.

This represents a 37% increase over the same period in 2022, including a 44% increase in approved Professional Growth activities.

■ YTD 2023 ■ YTD 2022



## CLINICAL PRACTICE COMMITTEE REPORT

December 2023 Committee Report to the Board of Directors

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**Committee Members:**

Dennis O'Hagan, RO, Chair, Appointed Member  
Robert Quinn, RO, Vice-Chair, Appointed Member  
Dorina Reiz, RO, Elected Member  
Elliot Borins, Appointed Member  
Stephanie Kelly, RO, Appointed Member

**Report:**

The Clinical Practice Committee has not met since the last Board of Directors meeting.

**Submitted by:**

Dennis O'Hagan, RO, Chair, Appointed Member  
Peggy Dreyer, Manager, Professional Practice and Quality Assurance

## REGISTRATION COMMITTEE REPORT

December 2023 Report to Board of Directors

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### Committee Members:

Rob Vezina, Chair, RO, Elected Member  
Daniela Schowalter, Vice-Chair, RO, Appointed Member  
Janice Mallette, RO, Appointed Member  
Panos Petrides, Public Member  
Omar Farouk, Public Member  
Alicia Munian, Public Member

### Number of meetings since the October Board Meeting:

- November 6, 2023
- November 29, 2023

### Report:

#### *Policy Review*

#### Registration Policies for Content Review

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

- Internationally Educated Applicant Policy
- Examination and Upgrading Proposal Policy
- Retention of Legal and Verifying Documents Policy

The purpose of the review was to ensure the policies remain relevant and continue to serve the College of Opticians' needs and objectives.

The Committee proposed several amendments to align the policies with the current processes and to improve their overall readability. The Committee recommended that the Board approve the proposed amendments to the aforementioned policies.

#### Addenda to the Contact Lens Fittings Policy and the Contact Lens Mentor Policy

The Registration Committee reviewed the temporary addenda to the Contact Lens Fitting and the Contact Lens Mentor policies that addressed the challenges being posed to students in obtaining the requisite number of eyeglass and contact lens fits.

The Committee noted that post-pandemic, students did not encounter challenges in completing the required eyeglass fittings in a dispensary setting. Therefore, the Committee did not deem it necessary to further extend the addendum to the Contact Lens Fitting Policy.

The Committee identified that students continued to face significant challenges in finding preceptors to supervise the required Rigid Gas Permeable (RGP) lens fits. Therefore, the Registration Committee recommended an extension of the addendum to the Contact Lens Mentor policy to grant temporary contact lens mentor status to faculty who are teaching contact lens courses in an academic setting.

The Committee recommended that the temporary addendum to the Contact Lens Mentor policy be extended until December 31, 2024.

#### *File Review*

The Committee reviewed one initial reinstatement application (over three years), two PLAR assessment results, and two upgrading proposals.

#### **Submitted by:**

Rob Vezina, Chair, RO

Anna Jeremian, Manager, Registration

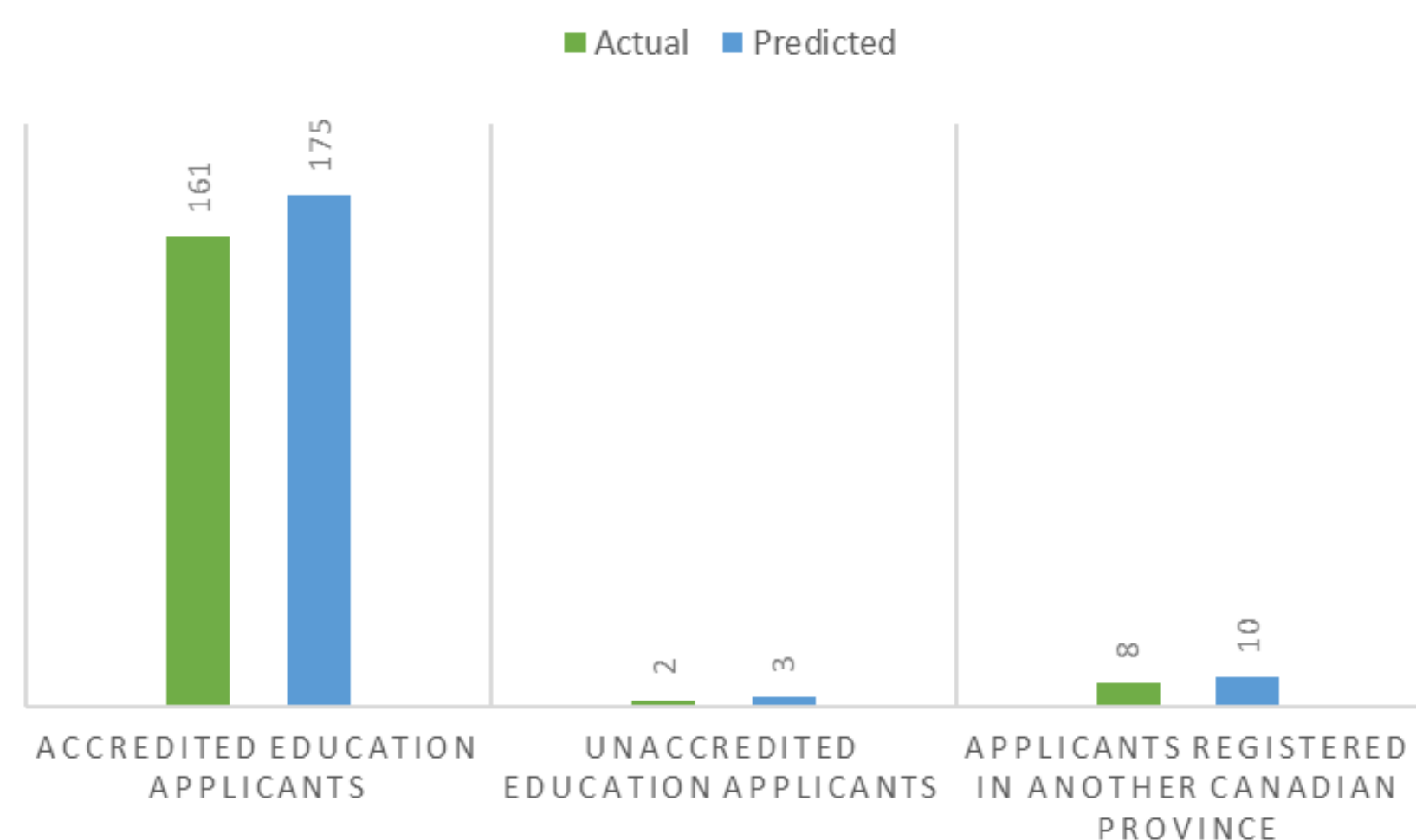


# REGISTRATION COMMITTEE

## Q4 Report

### Year in Review:

A comparison of actual vs predicted Registered Optician applicant numbers for 2023



### 2024 Renewal Highlights:

- 12.8% registrants renewed their registration as of November 27, 2023
- 17 registrants indicated that they will not be renewing their registration in 2024

## DISCIPLINE COMMITTEE REPORT

December 2023 Discipline Committee Report to the Board of Directors

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### Committee Members:

#### *Elected Members*

David Milne, **Chair**, Non-RO  
Tonya Nahmabin, **Vice Chair**, RO  
Derick Summers, RO  
Neda Mohammadzadeh, RO  
Dorina Reiz, RO  
Kevin Cloutier, RO  
Rob Vezina, RO  
Elsa Lee, RO  
Samir Modhera, RO

#### *Public Members*

Omar Farouk  
Stephen Kinsella  
Henry Wiersema  
Peggy Judge  
Paul-Josef Wilik

#### *Appointed Members*

Daniela Schowalter, RO  
Dennis O'Hagan, RO  
Desiree Petralito, RO  
Jay Bhatt, RO  
John Battaglia, RO  
Robert Quinn, RO  
Janice Mallette, RO  
Stephanie Kelly, RO  
Angelia Brown, RO  
Elliot Borins, Non-RO  
Jamuna Balaram, Non-RO  
Panos Petrides, Non-RO

Number of meetings since last Board Meeting: n/a

**Report:** The Discipline Committee had 1 member complete the Health Profession Regulators of Ontario (HRPO) Discipline Orientation Workshops in the fall.

The referred matter below will be scheduled before a panel of the Discipline Committee in early 2024.

The following matters have been referred to the Discipline Committee:

#### **Matter**

*College of Opticians v. Mitchell*

#### **Hearing Date**

TBD

### Submitted by:

David Milne, Chair, Appointed Member  
Raj Bhatti, Manager, Professional Conduct

## INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

### December 2023 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 for the purpose of reviewing appropriate cases.

Panel 1	Panel 2
Samir Modhera, Chair, RO, Elected Member	Jay Bhatt, Vice Chair, RO, Appointed Member
Robert Quinn, RO, Appointed Member	Kevin Cloutier, RO, Elected Member
John Battaglia, RO, Appointed Member	Angelia Brown, RO, Appointed Member
Jamuna Balaram, Appointed Member	Margaret Judge, Public Member
Omar Farouk, Public Member	Stephen Kinsella, Public Member

#### Number of meetings since the March 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 for the purpose of reviewing and disposing of cases.

Number of Meetings in 2023	
Full Committee Meetings	1
Panel Meetings	15

Number of Meetings Since Last Board Meeting	
Full Committee Meetings	0
Panel Meetings	2

Additionally, the College launched its new Unauthorized Practice (UAP) program to the public on the College's website in October. Staff have started to receive completed report forms in which they are to determine if sufficient information has been received to open an investigation. More fulsome statistics will be available in 2024.

#### Submitted by:

Samir Modhera, Chair, RO, Elected Member  
Raj Bhatti, Manager, Professional Conduct

# INQUIRES, COMPLAINTS & REPORTS COMMITTEE

## Complaints

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

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

# of Complaints Received (YTD 2023) - 26

# of Complaints Open (total) - 41

# of Complaints Closed\* (YTD 2023) - 14

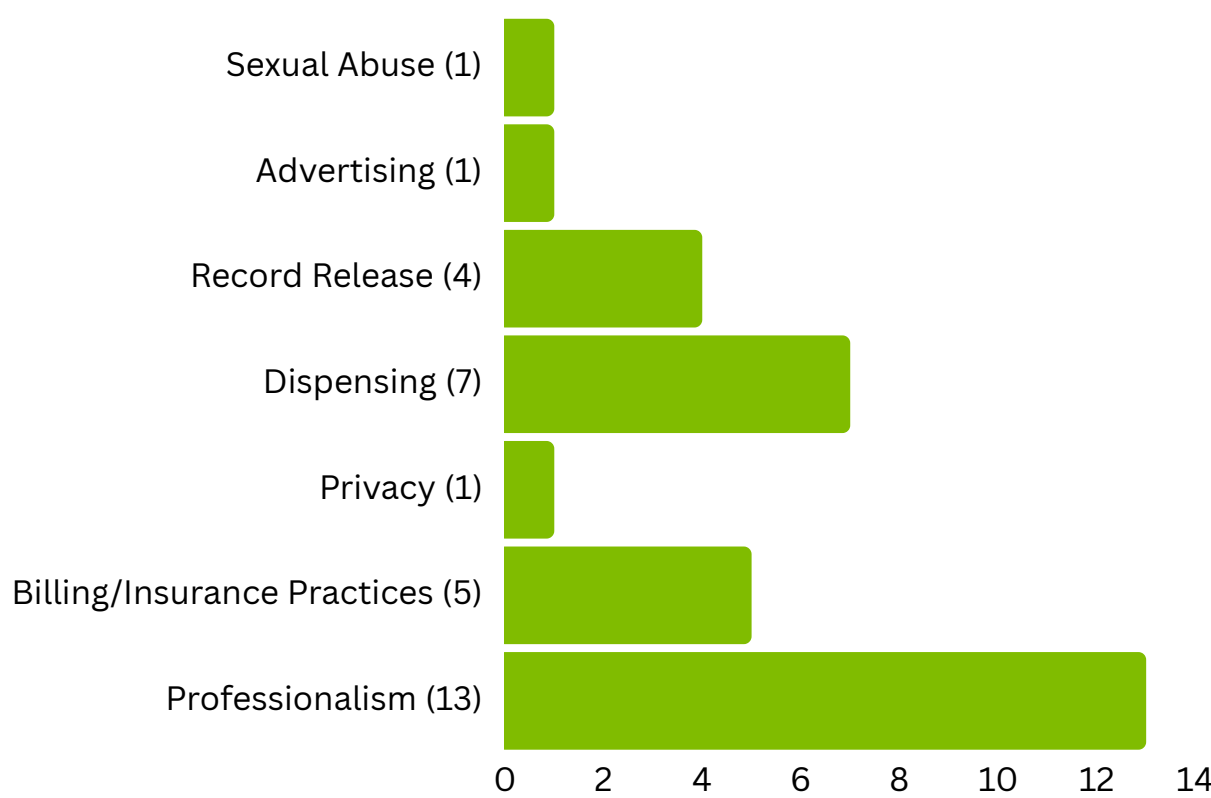
# of Complaints Awaiting\*\* Decisions - 15

## Key Complaint Themes

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

### Trends

- Increase of complaints related to patient record release and/or withholding personal health information

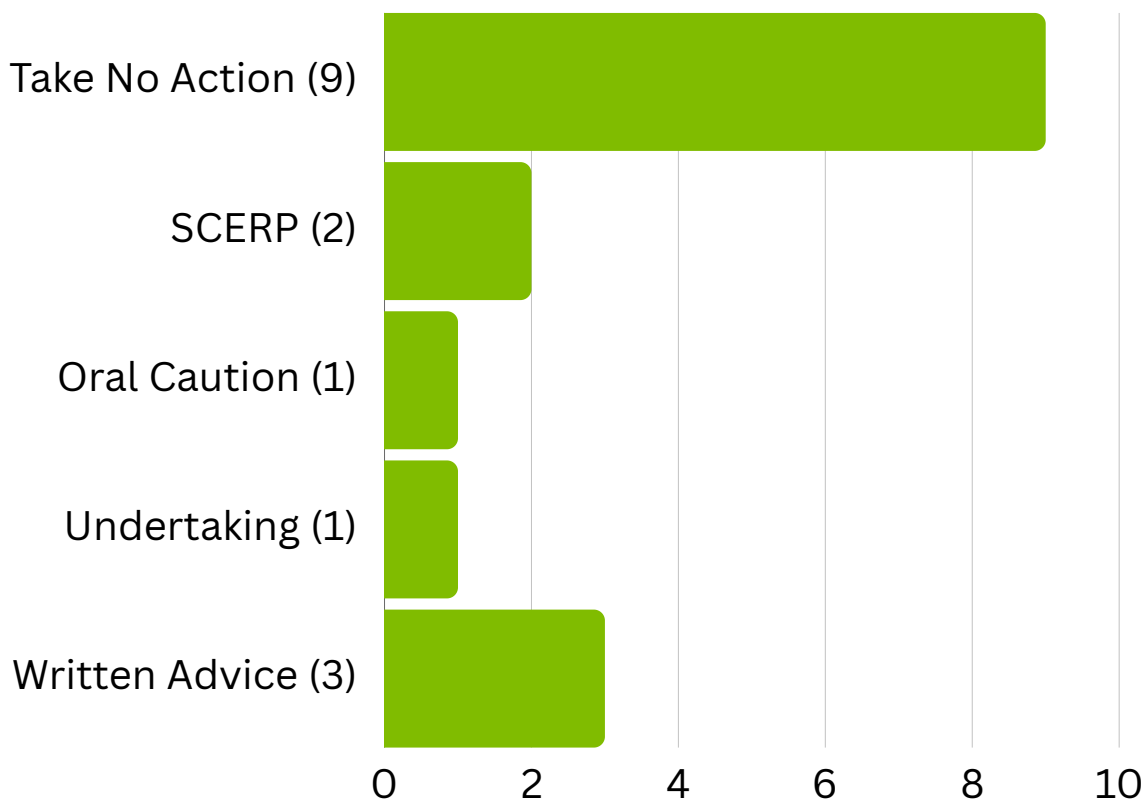


## Complaint Dispositions

A complaint may have more than one disposition.

### Trends

- 14 complaints have been closed in 2023 so far compared to 7 in the same period of 2022.
- ICRC is on pace to close the year with a total of 30 completed complaint files, a significant increase from the previous two years



## Reports

Registrar's Report Investigations

# of Reports Open (2023) - 2

# of Reports Open (total) - 14

# of Reports Closed (2023) - 3

# of Reports Awaiting Decision - 1

## Total Open Matters

Complaints & Reports year to date vs 2022 year to date (cumulative)

2023

55

2022

71