

BRIEFING NOTE

TO: Board of Directors

FROM: Amy Stein, Deputy Registrar

DATE: December 4, 2023

SUBJECT: Results of Leger Survey on Patient Access to Opticianry Services

☐ For Decision

☒ For Information

☐ Monitoring Report

Purpose:

To hear a presentation on the results of a survey conducted by Leger on patient access to opticianry services. No action required.

Background:

In November 2022, the COO, in conjunction with the National Alliance of Canadian Opticianry Regulators (NACOR), hosted an Industry Roundtable in Toronto. The event was a collaborative meeting of regulators, educators, associations and industry stakeholders. A second meeting was held in Montreal in April 2023. The aim of the meetings was to bring together opticianry stakeholders to review and discuss registration trends and to identify shared challenges and opportunities. The group intends to keep meeting at regular intervals to continue sharing information and to collaborate on action items.

A recurring discussion point at the Roundtable events was around registration trends and expected demand for opticians in the coming years.

In order to gather more data on this issue, the COO and NACOR retained Leger to carry out a survey of people across Canada on access to opticianry services. The survey was put to 2000 individuals and sought to better understand whether patients faced any barriers or challenges to accessing services. The survey also looked at use of online optical services by Canadians.

At the upcoming meeting, the Board will hear a presentation on the results of the Leger survey.

Action:

This update is for information only.