

## BRIEFING NOTE

**TO:** Board of Directors

**FROM:** Fazal Khan, Registrar, CEO

**DATE:** March 3, 2025

**SUBJECT:** Strategic Outcomes Policy (1-01) Monitoring Report

☐ For Decision

☐ For Information

☒ Monitoring Report

---

### Purpose:

To provide the Board with a monitoring report on the Strategic Outcomes Policy (1-01), in accordance with the monitoring schedule approved by the Board.

### Background:

The Strategic Outcomes Policy (1-01) was most recently updated in 2023 to align with the 2023-2025 Strategic Plan.

The Board receives monitoring reports on this policy in Q1 and Q3 of each calendar year.

### How to read this monitoring report:

A copy of current monitoring report is attached as **Appendix A**.

The monitoring report is a way for the Registrar, CEO to demonstrate a reasonable interpretation with the Board's strategic plan, and to demonstrate reasonable achievement of that plan.

For each goal/outcome identified by the Board, the administrative team has identified (or will be identifying) the following information:

**Strategies:** This column shows the strategies that have been identified by the administrative team to achieve each goal/outcome identified by the board. Additional strategies will be added throughout the life of the strategic plan, as new information becomes available and/or as existing strategies are achieved.

**Key Performance Indicators (KPIs):** This column shows the quantifiable data that the administrative team uses to measure its progress toward achieving each strategy. For example, if a strategy is to create additional resources on a particular subject matter, the KPI might be the number of resources created.

**Overall Target (2023-2025):** This column shows the overall target that the administrative team will be aiming to achieve by the end of the strategic planning cycle.

**2024 Goal:** This column shows the target that has been identified for the 2024 calendar year.

**Evidence/Data:** This column will provide details of any evidence or data of having achieved some or all of the strategy.

**Budget:** This column will provide details of the expected budget that will be required to achieve the identified target(s).

**Status:** This column will identify the status of each strategy.

**Action Items Achievement/Challenges:** This column will provide details of any significant achievements and/or challenges that have taken place with respect to each strategy.

**Action Required:**

The Board is asked to consider the following questions:

1. Does the Board agree that the Registrar, CEO's interpretation of the Strategic Plan is reasonable?
2. Does the Board agree that the Registrar, CEO has complied, thus far, with the Strategic Plan, as reasonably interpreted?

# COO 2023-2025 Strategic Plan

## March 2025 Monitoring Report

### Goal 1: Safer and more inclusive patient care (Public Pillar)

#### 1.1 Patients have access to resources and information on the role of registered opticians as healthcare providers

Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
1.1.1 Develop resources for patients	# of resources	3 resources	1 resource	<ul style="list-style-type: none"> <li>14 social media posts on the role of registered opticians since 2023</li> <li>Additional social media content in development</li> </ul>	\$15,000 (2024) \$15,000 (2025)	↑	Resources: <ul style="list-style-type: none"> <li>Website content re. unauthorized practice and the role of ROs for website and intake portal (2023; updated in 2024).</li> </ul>
1.1.2 Public education on the role of registered opticians as healthcare providers	# of initiatives	3 initiatives	1 initiative	<ul style="list-style-type: none"> <li>14 social media posts on the role of registered opticians since 2023</li> <li>Exploring additional public engagement initiatives for 2025</li> </ul>	\$15,000 (2023) \$5,000 (2024) \$5,000 (2025)	↑	<ul style="list-style-type: none"> <li>Social media posts on the role of registered opticians               <ul style="list-style-type: none"> <li>2 in 2023</li> <li>12 in 2024</li> </ul> </li> <li>Educational pamphlet on the role of registered opticians (2024)</li> </ul> Initiatives: <ul style="list-style-type: none"> <li>Attendance at public engagement events:               <ul style="list-style-type: none"> <li>Sudbury, Optical Trade Show (2024)</li> <li>Oshawa, Durham Region Community Event (2024)</li> </ul> </li> </ul>

#### 1.2 A reduction in risk to patients as a result of unauthorized practice

Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
	An updated program has been launched to address unauthorized practice	Program launch	n/a	An updated Unauthorized Practice program was launched September 2023. The program includes: <ul style="list-style-type: none"> <li>New website information</li> <li>A new reporting form to make a complaint about unauthorized practice</li> <li>Updated compliance documents</li> </ul>	\$40,000 (2023)	✓	<ul style="list-style-type: none"> <li>An additional staff member was hired in the Professional Conduct department in 2023 to assist with investigating unauthorized practice complaints.</li> <li>The amount budgeted for UAP enforcement in 2025 is being allocated toward the costs of potential legal proceedings.</li> </ul>
	# of successful resolutions	40	20	As of March 2025, the COO has processed 37 unauthorized practice files, as follows:	\$60,000 (2024) \$60,000 (2025)	↑	<ul style="list-style-type: none"> <li>Following the launch of the updated UAP enforcement program, COO has shifted its approach to focus on education, prevention and right-touch strategies to encourage</li> </ul>

#### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available

# COO 2023-2025 Strategic Plan

## March 2025 Monitoring Report

				<table><tr><td></td><td>Reports Received</td><td>Reports Closed</td></tr><tr><td>2023</td><td>14</td><td>14</td></tr><tr><td>2024</td><td>23</td><td>21</td></tr><tr><td>2025 (YTD)</td><td>0</td><td>0</td></tr><tr><td><b>Total</b></td><td><b>37</b></td><td><b>35</b></td></tr></table> <p>35 reports have been closed with one or more of the following outcomes:</p> <ul style="list-style-type: none"><li>- No action (no issue/concern identified)</li><li>- Education/advice/recommendations</li><li>- Receipt of signed compliance agreement</li><li>- Referral for court proceedings</li></ul>		Reports Received	Reports Closed	2023	14	14	2024	23	21	2025 (YTD)	0	0	<b>Total</b>	<b>37</b>	<b>35</b>			<p>ongoing compliance and cooperation. In order to reflect this shift, we have removed the KPI for item 1.2.1 “# of compliance packages sent out” and replaced it with “# of successful resolutions”.</p> <ul style="list-style-type: none"><li>- Some of the successful resolutions have included:<ul style="list-style-type: none"><li>o One large chain store implementing improvements to their record keeping system to better identify the dispensing optician and avoid confusion</li><li>o Another chain store sharing their updated policies that are aimed at creating better understanding of the roles of licensed vs unlicensed staff at in the practice environment</li></ul></li></ul>
	Reports Received	Reports Closed																				
2023	14	14																				
2024	23	21																				
2025 (YTD)	0	0																				
<b>Total</b>	<b>37</b>	<b>35</b>																				
1.2.2 Educate opticians, optical business owners and other eyecare professionals about their respective responsibilities	# of resources developed	3 resources	1 resource	<p>Where appropriate, College staff have applied a right-touch approach to resolving UAP concerns that begins with providing education to opticians and/or managers/business owners about their respective responsibilities.</p> <p>The COO has also developed a series of templated letters to optical stores/managers that outline their responsibilities with respect to preventing unauthorized practice</p> <p>Additional compliance information/ resources for employers and store operators are in development</p>	Internal	↑	<p>2023 Achievements:</p> <ul style="list-style-type: none"><li>- Launch of updated Unauthorized Practice program in September 2023, including a new complaint form.</li><li>- The Unauthorized Practice page of the COO website was updated in September 2023 to include additional information about who is authorized to dispense and how to verify someone’s registration status (resource).</li><li>- 11 UAP complaints received via the new form in 2023.</li></ul> <p>2024 Achievements:</p> <ul style="list-style-type: none"><li>- 21 resolutions in UAP matters (Note: Sept 2024 Monitoring Report indicated that 28 matters had been resolved in 2024 to date, however that figure also included 2023 resolutions).</li><li>- 1 referral from ICRC to the Executive/Finance Committee to consider initiating legal proceedings.</li></ul>															

**Legend (Status column)**

- ✓ - Achieved  
 ↑ - Positive trend (not yet achieved)  
 X – not achieved in the timeframe anticipated  
 n/a – not yet applicable / data not yet available

## COO 2023-2025 Strategic Plan

### March 2025 Monitoring Report

1.3 Patient care is more inclusive and culturally safe							
Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
1.3.1 Educate and support opticians in developing and maintaining competencies around DEI and cultural safety	# of resources developed (see goal 2.3.1)	2 resources	2 resources	Current programs/resources in development: - resources for opticians on trauma-informed care. - a continuing education program on allyship for health professionals, in collaboration with the College of Audiologists and Speech Language Pathologists of Ontario - development of a Standard on cultural safety and humility (target of completion by 2025)	\$10,500 (2024) \$20,000 (2025)	↑	<ul style="list-style-type: none"> <li>- A facilitated engagement event with members of Indigenous communities took place March 2024</li> <li>- The College has met with a representative of another equity deserving group and is in the process of developing an engagement plan.</li> <li>- Item 1.3.3: the 2025 target to work with NACOR at updating national competencies around cultural safety and humility may need to be revised in order to balance competing national priorities and resources. This is anticipated to span over more than one strategic review cycle</li> </ul>
	Approve a standard of practice on anti-racism and cultural safety and humility	Draft Standard	Draft Standard	Work on a Standard and other resources has begun following engagement/consultation activities which took place in 2024.	Internal	↑	
1.3.2 Engage equity deserving stakeholder groups	# of new relationships established with equity deserving groups	3 new relationships	1 new relationship	2 new relationships in 2024: - A consultant has been retained to assist the College in engaging Indigenous communities to understand their needs and challenges in accessing vision care and prescription eyewear in Ontario. - In August 2024, the College attended an event for low-income seniors in Durham Region	\$6000 (2023) \$6000 (2024) \$6000 (2025)	↑	
	# engagement activities	6 engagement activities	2 engagement activities	2 engagement activities in 2024: - Engagement/consultation focus group help with members of the Indigenous community in April 2024 - In August 2024, the College attended an event for low-income seniors in Durham Region	\$12,000 (2023) \$6000 (2024) \$6000 (2025)	↑	

#### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available

# COO 2023-2025 Strategic Plan

## March 2025 Monitoring Report

1.3.3 Work with national group to update entry to practice competencies	The national group has committed to updating entry-to-practice competencies in next cycle	Commitment from the national group	Commitment from the national group)	NACOR meetings are scheduled for Spring and Fall 2025	Internal	↑	
1.3.4 Explore initiatives to promote access to opticianry services for equity deserving groups	# of initiatives explored	3 initiatives	1 initiative	2 initiatives in 2024: - An initiative was explored by the College in early 2024 to assess the needs of low-income individuals in Durham region. The College went on to attend an event in August 2024 to connect with low-income seniors and provide resources on the role of the College. - We continue to explore initiatives to promote access to vision care for members of the Indigenous community following a consultation that took place in Spring 2024.	\$500 (2024) \$500 (2025)	↑	
<b>1.4 Concerns about the conduct of opticians are addressed in a manner that is proportionate to the relative risk, transparent, accessible and timely</b>							
Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
1.4.1 Review and shorten ICRC processes and timelines	Decrease in the number of days to dispose of ICRC matters	25% decrease	5% decrease	To date as of September 2024: - Average days to close a 2022 complaint: <b>351 days</b> - Average days to close a 2023 complaint: <b>258 days</b> (26% reduction compared to 2022) - Average days to close a 2024 complaint: <b>167 days</b> (35% reduction compare to 2023)  Overall decrease since 2022: <b>52%</b>	\$35,000 (2023) \$35,000 (2024) \$35,000 (2025)	✓	The following steps were taken in 2023 to facilitate a reduction in ICRC timelines: - Addition of a third team member to the Professional Conduct department - Increases the frequency of ICRC panel meetings - Holding weekly meetings with the Professional Conduct team to monitor case progress  Note that the average days to close files will continue to change as older files are closed.
1.4.2 Explore strategies for early resolution of conduct concerns	Implementation of formal early resolution program	Implementation	Implementation	Implementation work in progress.	Internal	↑	

### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available

## COO 2023-2025 Strategic Plan

### March 2025 Monitoring Report

	# matters resolved through early resolution	n/a	n/a	This will be explored following implementation of program.	TBD	n/a	
1.4.3 Explore options for enhancing adjudicative expertise of discipline panels	# of initiatives explored	Explore 1 initiative	Report on results of exploration	TBD	TBD	n/a	
<b>1.5 There is a sufficient number of qualified opticians to meet the needs of Ontario patients</b>							
Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
1.5.1 Public outreach and education on considering a career in opticianry	# of initiatives/resources	3 initiatives/resources	1 initiative/resource	Initiatives to date: <ul style="list-style-type: none"> <li>- Launch of Pre-Arrival Readiness Tool (via NACOR) (2023)</li> <li>- Promotion of PLAR via social media (2024)</li> <li>- Development of pamphlet on becoming an optician to distribute at public engagement events (2024)</li> <li>- Development of a marketing campaign on PLAR process (2024). Work will continue on this initiative in 2025.</li> </ul>	\$15,000 (2024) \$30,000 (2025)	✓	<ul style="list-style-type: none"> <li>- The College and NACOR have engaged a new marketing consultant to create an international-facing information campaign about the PLAR process.</li> <li>- The College has engaged Counsel Government Relations to support efforts to address immigration barriers facing internationally-trained opticians.</li> <li>- 2025 budget for public outreach initiatives includes funds to develop and promote a PLAR marketing campaigns aimed at both international and domestic audiences.</li> </ul>
1.5.2 Reduce unnecessary barriers for individuals seeking to enter or resume the profession	Implement process to identify barriers to enter/resume the profession	2 engagements/initiatives	1 engagement/initiative	The COO is working with a consultant to facilitate an engagement with the federal government with a view to address immigration barriers for internationally trained opticians.	\$6,000 (2024) \$6,000 (2025)	↑	
	# of initiatives/resources	2 initiatives/resources	1 initiative/resource	Initiatives/resources to date: <ul style="list-style-type: none"> <li>- Transition process for opticians who have been out of practice for 3 or more years to avoid automatic revocation of their license (2024).</li> <li>- Development of a survey to assess barriers to accessing the PLAR process (2024)</li> </ul> Additional initiatives/resources in progress for 2025.	Internal	✓	

#### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available



## COO 2023-2025 Strategic Plan

### March 2025 Monitoring Report

1.5.3 Begin collecting data on attrition rates within the profession	System to collect data has been developed	1 data source	1 data source	Plans are underway to gather data on attrition rates from Canadian opticianry regulators ahead of an Industry Roundtable that will take place later in Spring 2025	Internal	↑	
1.5.4 Collect data on patient access to opticianry services	# of data sources	2 data sources	1 data source	In 2023 the COO, together with NACOR engaged Léger to survey Canadian patients with respect to access to opticianry services in urban and rural areas of Ontario and Canada.  In 2025, the COO engaged YStation to survey Ontario patients on access to opticianry services in the province	\$12,000 (2023) \$21,000 (2025)	↑	

## Goal 2: The College is relational, accessible and responsive to changes in technology and evolving patient expectations (Registrant Pillar)

### 2.1 Standards, guidelines, policies and processes are in place that support opticians in offering new services, technologies or non-traditional modes of dispensing (e.g. remote and mobile)

Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
2.1.1 Ensure standards, guidelines and policies are evidence-based and consider relevant data around risk of harm	# of standards/guidelines/policies that have undergone a risk-based review	100% of standards, guidelines and policies have been reviewed	33% of standards, guidelines and policies have been reviewed	<ul style="list-style-type: none"> <li>- 24% of policies reviewed in 2024</li> <li>- 38% of policies reviewed in 2024</li> </ul> <p>In addition, a comprehensive review of the Standards and Guidelines is currently underway.</p>	\$7,500 (2023) \$6,000 (2024)	↑	<ul style="list-style-type: none"> <li>- \$6,000 has been budgeted in 2025 for consultations and focus groups on the Standards of Practice and Practice Guidelines. These documents undergo a fulsome review every 5 years and were last reviewed in 2019.</li> <li>- As of March 2025, the Clinical Practice Committee has completed a full initial passthrough of the Standards and Guidelines and new content is being developed for review in the Fall.</li> <li>- An initial meeting was held in 2023 with the College of Optometrists to discuss specialty lenses and what their approach/guidance has been to their registrants. The aim of the collaboration is to ensure consistency between the professions</li> </ul>
	Briefing notes have been updated to include section on risk of harm	100% of briefing notes include new section	n/a	Updated briefing notes were introduced for all committee/board meetings in 2024.	Internal	✓	
2.1.2 Stay current on emerging technologies, techniques and service delivery models	# of new products or services that have been reported on to the board	3 reports	1 report	An initial meeting was held with the College of Optometrists in 2023 to discuss specialty lenses and what their approach/guidance has been to their	\$1500 (2024)	↑	

#### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available



## COO 2023-2025 Strategic Plan

### March 2025 Monitoring Report

				registrants. The aim of the collaboration is to ensure consistency between the professions. Work on this subject continued 2024 and is expected to be reflected in the updated Standards/Guidelines document that is in development for 2025. Additional information will also be brought forward as part of the large-scale environmental scan being carried out for strategic planning in April.			
2.1.3 Develop resources to support opticians that wish to offer non-traditional modes of dispensing	# of resources developed	3 resources	Inclusion of practice guidelines in Standards	Work is underway on the Standards of Practice to include guidelines for opticians.	Internal	↑	
<b>2.2 College processes and services are fair, relational and accessible to all registrants, applicants and members of the public</b>							
Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
2.2.1 Ensure College communications are transparent, relational and accessible	# of improvements	3 improvements	1 improvement	3 resources in 2024: <ul style="list-style-type: none"> <li>- Launch of updated website with improvements to colours/contrast in order to ensure the website is more readable as well as accessible to individuals with visual impairments</li> <li>- Updated website content relating to registration processes</li> <li>- Updated social media strategy using a new consultant to develop content that is more relational and available in both English and French</li> </ul>	\$3,000 (2024) \$9,000 (2025)	↑	<ul style="list-style-type: none"> <li>- Item 2.2.1: The \$3,000 budgeted for 2025 will be put toward website accessibility improvements (relational language, colours, etc). Budget relating to social media consulting and external communications is captured in lines 1.1.1 and 1.1.2.</li> </ul> 2023 Achievements: <ul style="list-style-type: none"> <li>- The Unauthorized Practice section of the website updated with relational lens (1 resource).</li> <li>- Launch of the COO's website in French (1 resource)</li> <li>- Right-touch training provided to the following committees: ICRC, QA, Registration</li> </ul>

#### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available

## COO 2023-2025 Strategic Plan

### March 2025 Monitoring Report

				Work is also underway to translate more website and policy content into French			
2.2.2 Increase the use of right-touch principles in decision-making	% of staff and committees that have received training in right touch decision-making	100%	80%	<p>2023: Right-touch training provided to: ICRC, QAC, Registration Committee</p> <p>2024: Right-touch training provided to: ICRC, QAC, Registration Committee</p> <p>2025: Right-touch training provided to QAC, Registration Committee. Right-touch training for ICRC is scheduled for later in 2025.</p>	<p>\$4500 (2023)</p> <p>\$4500 (2024)</p> <p>\$4500 (2025)</p>	↑	
2.2.3 Ensure technology is being effectively leveraged to make COO processes more efficient and easy to navigate	# initiatives/resources	3 initiatives/resources	1 initiatives/resources	<p>Completed Initiatives:</p> <ul style="list-style-type: none"> <li>- <i>Online Applications</i>: Online Applications were successfully launched in July 2024. Going forward, all new applications to the College are being completed via the online system, resulting in significantly reduced processing times.</li> <li>- <i>Renewal Portal</i>: Significant updates were made to the renewal portal to support changes arising out of the new Registration Regulation that came into effect July 1, 2024. The changes permit for ongoing tracking of currency hours and transferring between the inactive and RO classes of registration.</li> </ul>	<p>\$93,000 (2024)</p> <p>\$106,000 (2025)</p>	↑	- The COO has received positive initial feedback from applicants who have completed the application process through the new online form. Some minor improvements were also made following the initial launch to improve the overall user experience.

#### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available

## COO 2023-2025 Strategic Plan

### March 2025 Monitoring Report

				<ul style="list-style-type: none"> <li>- <i>Automation of Contact Lens Mentor Renewal:</i> Renewal of contact lens mentor status will be built into the annual renewal portal going forward.</li> </ul> <p>Work is underway in 2025 to implement process improvements for online applications and the renewal portal.</p>			
<b>2.3 Registrants have access to high quality continuing education resources, including resources on diversity, equity and inclusion and cultural safety and humility</b>							
Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
2.3.1 Create additional resources for opticians on diversity, equity and inclusion and cultural safety and humility	# of resources developed	3 resources	1 resource	<ul style="list-style-type: none"> <li>- A consultant has been retained to begin developing resources for opticians on trauma-informed care.</li> <li>- COO is in the process of planning a CE program on allyship for health professionals in collaboration with the College of Audiologists and Speech Language Pathologists of Ontario. A two-part webinar series is scheduled to take place in March/April 2025</li> </ul>	See line 1.3.1	↑	<ul style="list-style-type: none"> <li>- Item 2.3.2: The \$17,500 that has been budgeted for 2024 will go toward the following initiatives: <ul style="list-style-type: none"> <li>o Development of resources for ROs on trauma-informed care</li> <li>o Development of communications content relating to the impact of the new Registration Regulation (explanatory videos, etc)</li> </ul> </li> </ul> <p>2023 Achievements:</p> <ul style="list-style-type: none"> <li>- Presentations at 4 continuing education events in Toronto</li> <li>- Presentation at 1 continuing education event in Ottawa</li> <li>- Participating, after a 4-year absence, at the OOA continuing education event in Ottawa in Sept 2023</li> <li>- Presentations to students at Seneca and La Cité College</li> <li>- Attendance at OAC Student Night</li> </ul> <p>2024 Accredited CE presentations and/or event attendance:</p> <ul style="list-style-type: none"> <li>- March AOE event in Toronto</li> </ul>
2.3.2 Create additional continuing education resources on general practice areas	# of resources developed	6 resources	2 resources	<p>New Accredited CE activities:</p> <ul style="list-style-type: none"> <li>- 2 in 2023</li> <li>- 6 in 2024</li> </ul>	\$11,000 (2023) Internal for 2024/2025	✓	
2.3.3 Increase opportunities for registrant engagement and education	# of engagement/education opportunities	5 opportunities	3 opportunities	<p>Attendance at Registrant Events/Presentations:</p> <ul style="list-style-type: none"> <li>- 5 in 2024</li> <li>- 6 in 2024</li> </ul> <p>Webinars:</p>	\$18,000 (2024) \$18,000 (2025)	↑	

#### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available

# COO 2023-2025 Strategic Plan

## March 2025 Monitoring Report

				<ul style="list-style-type: none"> <li>- 3 Registrant in 2024 (Currency of Practice, Inactive Class, Renewal)</li> </ul> <p>Student Engagement:</p> <ul style="list-style-type: none"> <li>- Presentations to students at Seneca and La Cité College in 2023</li> <li>- Presentation to Seneca students in 2024</li> <li>- Attendance at student nights/events</li> </ul> <p>Registrant Consultations:</p> <ul style="list-style-type: none"> <li>- 7 consultations in 2023</li> <li>- 4 consultations in 2024</li> </ul> <p>Registrant Focus Groups:</p> <ul style="list-style-type: none"> <li>- 2 in 2025</li> </ul>		<ul style="list-style-type: none"> <li>- April OOA event in Toronto</li> <li>- June OOA event in Sudbury</li> <li>- September OOA event in Ottawa</li> <li>- October OOA event in London</li> <li>- November OOA event in Toronto</li> </ul> <p>Resources:</p> <ul style="list-style-type: none"> <li>- Currency of Practice webinar (2024)</li> <li>- Inactive Class webinar (2024)</li> <li>- Renewal Webinar (2024)</li> <li>- New Distance Learning page on the COO website where we house free on-demand (2024)</li> </ul> <p>Registrant Consultations:</p> <ul style="list-style-type: none"> <li>- Emergency Class Regulation (2023)</li> <li>- Registration Fees (2023)</li> <li>- Reinstatement and Changing from Inactive to Active Practice Policy (2023)</li> <li>- Currency Policy (2023)</li> <li>- Practicum Policy (2023)</li> <li>- Refraction Standard (2023)</li> <li>- Fee amendments (2023)</li> <li>- Renewal deadline and Registration Fees</li> <li>- Standards and Guidelines Review (2024)</li> <li>- Peer and Practice Assessment Fees (2024)</li> <li>- Election district reforms (2024)</li> <li>- Election/Voting/Appointment eligibility for inactive opticians (2024)</li> </ul> <p>The following events are scheduled for 2025:</p> <ul style="list-style-type: none"> <li>- March AOE event in Toronto</li> <li>- April OOA event in Toronto</li> <li>- June OOA event in Sudbury September OOA event in Ottawa</li> <li>- October OOA event in London</li> <li>- November OOA event in Toronto</li> </ul>
--	--	--	--	---	--	--

**Legend (Status column)**

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available

## COO 2023-2025 Strategic Plan

### March 2025 Monitoring Report

#### Goal 3: The College demonstrates regulatory leadership through governance excellence (Organizational Pillar)

##### 3.1 The College continues to embrace proactive governance practices that foster efficiency and public trust

Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
3.1.1 Continue to streamline board governance in accordance with Provincial, Canadian and global best practices	# of governance initiatives or reforms	3 initiatives/ reforms	n/a	Reforms Achieved: - Updates to Registrar, CEO performance evaluation process (2023) - Updates to Executive Committee election process (2023) - Reforms to the electoral district system (2024)	\$7,500 (2023) \$5,000 (2024)	✓	<ul style="list-style-type: none"> <li>- Item 3.1.2: The \$15,000 budgeted for 2024 was put toward investments in the COO's office space to facilitate space sharing with another health regulatory college (AV upgrades, workspace upgrades and addition of lockers)</li> <li>- Item 3.1.4: The goal for board/committee participation in the annual self-evaluation process has been lowered from 100% to 90% to set a more realistic benchmark for participation</li> </ul>
3.1.2 Adequate resources are invested in technology, human resources and training in order to optimize the College's ability to offer efficient and effective services	# of processes improved/ streamlined	3 processes	1 process	Processes improved/streamlined: - Adjustments to COO staff salary bands to support retention (2023) - Significant upgrades to the COO's internal database including a migration to a cloud-based system (2023) - Annual review of technology inventory and needs (2023, 2024) - AV upgrades (2024) - Addition of lockers (2024)	\$6,000 (2023) \$15,000 (2024) \$17,500 (2025)	✓	
3.1.3 The board and committee selection process remains competency-based and barrier-free	A process is in place to monitor for barriers and ensure best practices are being followed	Implementation	1 process	Work is underway to make improvements to the committee/board recruitment process to support the new electoral reforms approved by the board.	\$5000 (2025)	↑	

##### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available

## COO 2023-2025 Strategic Plan

### March 2025 Monitoring Report

	Develop committee-specific competency profiles	100%	100% of committee profiles approved	In progress	Internal	↑	
3.1.4 The board regularly assesses and evaluates its own performance and that of its committees	Rate of participation in board and committee evaluation processes	100% participation	90% participation	2023 Participation Rates: - Board: <b>87%</b> - Committees: <b>89%</b>  2024 Participation Rates: - Board: <b>91%</b> - Committees: <b>87%</b>	Internal	↑	
<b>3.2 Diversity, equity and inclusion are integrated within the College's internal governance structure and decision-making processes</b>							
Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
3.2.1 Policies and operations are reviewed through a DEI lens	# of internal policies and processes reviewed	6 policies / processes	2 policies / processes	2023 Achievements: 4 policies developed/reviewed with DEI lens (Currency of Practice; Practicum Policy; Reinstatement and Changing from Inactive to Active; Language Proficiency)  In 2024, committees and the board have reviewed DEI considerations relating to 30 policies, including: - Board election eligibility - Processes relating to implementation of the new Registration Regulation	Internal	✓	2023 Achievements: - 4 policies developed/reviewed with DEI lens (Currency of Practice; Practicum Policy; Reinstatement and Changing from Inactive to Active; Language Proficiency)
3.2.2 Additional resources are developed for board and committee members on DEI and cultural safety and humility	# of resources developed	1 resource	1 resource	A DEI training session for board and committee members took place in September 2024.  A follow up training session is scheduled for March 2025	\$5,000 (2024) \$5,500 (2025)	✓	

#### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available

## COO 2023-2025 Strategic Plan

### March 2025 Monitoring Report

3.3 The College works collaboratively with its system partners to serve the public interest more efficiently and effectively							
Strategy	Key Performance Indicator (KPI)	Overall Target (2023-2025)	2025 Goal	Evidence/Data	Budget	Status	Action Item Achievements / Challenges
3.3.1 Explore opportunities for collaboration with the optometry profession	# of opportunities/initiatives explored	3 opportunities/initiatives	1 opportunity/initiative	Initiatives: <ul style="list-style-type: none"> <li>- Initial meeting to discuss specialty lenses and to coordinate guidance to our respective registrants (2023).</li> <li>- Collaboration on a project to engage the Indigenous and collaborate on culturally relevant delivery of eye care (2023/2024/2025)</li> </ul>	See line 2.1.2	↑	<ul style="list-style-type: none"> <li>- Item 3.3.4: Additional funds are being budgeted in 2024 to support the continuation of Industry Roundtable events to ensure these valuable events can continue.</li> </ul> <p>2023 Achievements:</p> <ul style="list-style-type: none"> <li>- The COO and the College of Optometrists of Ontario committed to a joint initiative to engage with Indigenous communities and work toward a standard of practice on cultural safety and humility (initiative)</li> <li>- Explored space sharing opportunities with three other health regulatory colleges (initiative)</li> <li>- Planned and participated in an Industry Roundtable in April 2023 involving over 80 system partners who came together to discuss issues facing the opticianry profession</li> <li>- Participated in 8 events and conferences in Toronto, Vancouver and Ireland</li> </ul>
3.3.2 Explore opportunities for collaboration with other health regulatory colleges to share resources, costs and decrease duplication	# of opportunities/initiatives explored	3 opportunities/initiatives	1 opportunity/initiative	Initiatives: <ul style="list-style-type: none"> <li>- Space sharing agreement with CRTO (2024)</li> <li>- Collaboration with CASLPO on DEI webinar series (2024/2025)</li> <li>- Exploring shared extended health benefit plans with CRTO (2025 – in progress)</li> </ul>	\$2,000 (2023) 2024 - See line 3.1.2 2025 – See line 1.3.1	↑	
3.3.3 Create, sustain and/or improve relationships with key stakeholders and system partners	# of stakeholder engagement activities	3 activities	1 activity	Activities: <ul style="list-style-type: none"> <li>- Industry Roundtable (2023)</li> <li>- Industry focus group (2025)</li> <li>- Educator focus group (2025)</li> </ul> <p>Work is underway to plan a follow-up industry roundtable event in Spring 2025.</p>	\$1,250 (2023) \$12,000 (2024) \$5000 (2025)	↑	
3.3.4 Participate in events and conferences relating to professional, industry and regulatory trends and best practices	# of events/conferences	18 events/conferences	6 events/conferences	Industry events: <ul style="list-style-type: none"> <li>- 5 in 2023</li> <li>- 6 in 2024</li> </ul> <p>Conferences</p>	\$30,000 (2023) \$30,000 (2024) \$35,000 (2025)	↑	

#### Legend (Status column)

✓ - Achieved

↑ - Positive trend (not yet achieved)

X – not achieved in the timeframe anticipated

n/a – not yet applicable / data not yet available



COO 2023-2025 Strategic Plan

March 2025 Monitoring Report

				<div>- 2 in 2023 (CNAR; Clear) - 2 in 2024 (CNAR; SOAR)</div>			
--	--	--	--	---	--	--	--

**Legend (Status column)**  
✓ - Achieved  
↑ - Positive trend (not yet achieved)  
X – not achieved in the timeframe anticipated  
n/a – not yet applicable / data not yet available

## POLICY TYPE: STRATEGIC OUTCOMES

### 1-01 Strategic Outcomes Policy

---

#### 1.0 - Public Pillar

**Goal Statement/End:** Safer and more inclusive patient care.

**Detailed Outcomes:**

- 1.1 Patients have access to resources and information on the role of registered opticians as healthcare providers.
- 1.2 A reduction in risk to patients as a result of unauthorized practice.
- 1.3 Patient care is more inclusive and culturally safe.
- 1.4 Concerns about the conduct of opticians are addressed in a manner that is proportionate to the relative risk, transparent, accessible and timely.
- 1.5 There is a sufficient number of qualified opticians to meet the needs of Ontario patients.

#### 2.0 - Registrant Pillar

**Goal Statement/End:** The College is relational, accessible and responsive to changes in technology and evolving patient expectations.

**Detailed Outcomes:**

- 2.1 Standards, guidelines, policies and processes are in place that support opticians in offering new services, technologies or non-traditional modes of dispensing (e.g. remote and mobile).
- 2.2 College processes and services are fair, relational and accessible to all registrants, applicants and members of the public.
- 2.3 Registrants have access to high quality continuing education resources, including resources on diversity, equity and inclusion and cultural safety and humility.