

EXECUTIVE COMMITTEE REPORT

March 2025 Executive Committee
Report to the Board of Directors

2025 Committee Members:

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

Number of meetings since the December Board Meeting:

- Two, one on December 16, 2024, and one on February 18, 2025.

Report:

1. General Business

Executive Committee Orientation

The Executive Committee heard from Amy Stein, Deputy Registrar, regarding the role of the Executive Committee.

Vacant Seat in District Six

The Committee received an update and reviewed the options under the by-laws for filling the vacant seat in district six. Currently, the only appropriate option is to leave the seat vacant and proceed with the election already scheduled for the spring. The successful candidate in that election will begin their term on January 1, 2026. The Board will receive an update at the March meeting.

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.

At the December 16, 2024, meeting, the Executive Committee exercised its powers to act as the Board to appoint Derick Summers to the Registration Committee. The appointment followed the receipt of notice from

committee member, Robert Vezina, that he would be resigning from the College effective January 1, 2025. The Committee determined that it was necessary to appoint another individual to the Registration Committee to ensure it began the year properly constituted under the by-laws and committee terms of reference.

3. Finance Committee

Financial Statements

The Executive reviewed the 2025 financial variance report to December 31, 2024.

Request from ICRC

The Executive Committee heard a request from the Inquiries Complaints and Reports Committee and approved the request to proceed with seeking an injunction in an unauthorized practice matter.

Review of the Tax Status of the Board and Committee Member Honoraria and Expenses

The Executive Committee reviewed a request from a board member to review the College's treatment of board/committee member honoraria payments for tax purposes. The committee reviewed an opinion from the College's accountant and auditor, who indicated that current practice aligned with CRA requirements and should not be changed. The Committee determined to take no further actions on the request at this time. The Board will receive an update at the March meeting.

Submitted by:

Derick Summers, RO, Chair, Elected Member

GOVERNANCE COMMITTEE REPORT

March 2025 Committee Report to the Board of Directors

Committee Members:

Elliot Borins, Community Appointee, Chair
Lindsay Beriault (RO), Professional Appointee, Vice-Chair
Elyse Jackson, Community Appointee
Carlos Pacheco, (RO), Board (Professional) Member
Carlo Sicoli, Board (Public) Member

Number of Meetings since December 2024:

- February 19, 2025

Report:*Orientation and Training*

Members of the Governance Committee were provided with orientation and training. This included an overview of the Governance Committee's role, a detailed review of the Board's Policy Governance Framework and Manual, as well as an update on the College's ongoing governance reforms and the evolution of its operational and governance structure.

Governance By-laws and Policies

The Committee reviewed the following policies as per the Policy Review Schedule set out in the Governance Manual:

1. Registration Committee Terms of Reference and Mandate Policy 4-13
2. Fitness to Practice Committee Terms of Reference and Mandate Policy 4-14

Updates will be proposed to these policies at the upcoming board meeting.

Submitted by:

Elliot Borins, Community Appointee, Chair
Sarah Scott, Director, Policy and Governance

PATIENT RELATIONS COMMITTEE REPORT

March 2025 Committee Report to the Board of Directors

Committee Members:

David Milne, Community Appointee, Chair
Jamuna Balaram, Community Appointee, Vice-Chair
Parneet Dhillon (RO), Professional Appointee
Paul Imola (RO), Board Professional Member
Panos Petrides, Community Appointee

Report:

Number of Meetings since December 2024 board meeting: 0

Submitted by:

David Milne, Community Appointee, Chair
Sarah Scott, Director, Policy and Governance

DISCIPLINE COMMITTEE REPORT

March 2025 Discipline Committee Report to the Board of Directors

2025 Discipline Committee Members:

Committee Members:

Elected Members

Tonya Nahmabin, **Vice Chair**, RO
Derick Summers, RO
Paul Imola, RO
Kevin Cloutier, RO
Samir Modhera, RO
Grazyna Sepczynska, RO
Carlos Pacheco, RO

Public Members

Omar Farouk
Stephen Kinsella
Peggy Judge
Carlo Sicoli
Alicia Munian

Appointed Members

David Milne, Chair, Non-RO

Jay Bhatt, RO
John Battaglia, RO
Robert Quinn, RO
Stephanie Kelly, RO
Parneet Dhillon, RO
Elisabeth Roche, RO
Lindsay Beriault, RO
Melissa Campbell, RO
Parminder Kalsi, RO
Elliot Borins, Non-RO
Jamuna Balaram, Non-RO
Panos Petrides, Non-RO
Patrick Mott, Non-RO
Elyse Jackson, Non-RO
Rebecca Forte, Non-RO

Number of meetings since last Board Meeting: n/a

Report: The Discipline Committee anticipates sending its new members to the Health Profession Regulators of Ontario (HRPO) Discipline Orientation Workshops in the Spring.

The upcoming sessions will be held on May 5, 2025 (Basic) and May 8, 2025 (Advanced).

The following matters have been referred to the Discipline Committee:

Matter

College of Opticians v. Janmohamed

Hearing Date

TBD

Submitted by:

David Milne, Chair, Appointed Member
Tertia van Jaarsveld, Senior Coordinator, Professional Conduct

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

March 2025 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 to review appropriate cases.

Panel 1	Panel 2
Robert Quinn, RO, Chair, Elected Member	Stephen Kinsella, Vice Chair, Public Member
Omar Farouk, Public Member	Peggy Judge, Public Member
Alicia Munian, Public Member	Melissa Campbell, RO, Appointed Member
Elizabeth Roche, RO, Appointed Member	John Battaglia, RO, Appointed Member
Samir Modhera, RO, Appointed Member	Kevin Cloutier, RO, Elected Member
	Elyse Jackson, Appointed Member

Number of meetings since the December 2024 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 to review and dispose of cases.

Number of Meetings in 2024	
Full Committee Meeting	1
Panel Meetings	0

Number of Meetings Since Last Board Meeting in December 2023	
Full Committee Meeting	1
Panel Meetings	0

Report: On February 7, 2025, the committee had a general orientation and training session, which included presentations by Raj Bhatti, Director of Professional Conduct and Amy Stein, Deputy Registrar. The Committee will be meeting again as a group later on the year to meet with Anastasia-Maria Hountalas, Partner, Steinecke Maciura LeBlanc Barristers & Solicitors.

Committee panel meetings have been scheduled for March 14th and March 20th in which members will review investigations.

On February 18, 2025, the Executive Committee approved injunction proceedings against illegal practice, following a recommendation from a panel of the ICRC.

Submitted by:

Robert Quinn, RO, Chair, Elected Member
Raj Bhatti, Director, Professional Conduct

INQUIRES, COMPLAINTS & REPORTS COMMITTEE

Q1 Report

Complaints

of Complaints Received (2025 YTD): **2**
of Complaints Open (TOTAL) : **22**
of Complaints Closed* (2025 YTD) : **0**
of Complaints Awaiting** Decisions : **13**

Processing Times

Avg. Days 2022: **351**
Avg. Days 2023: **258**
Avg. Days 2024: **167**

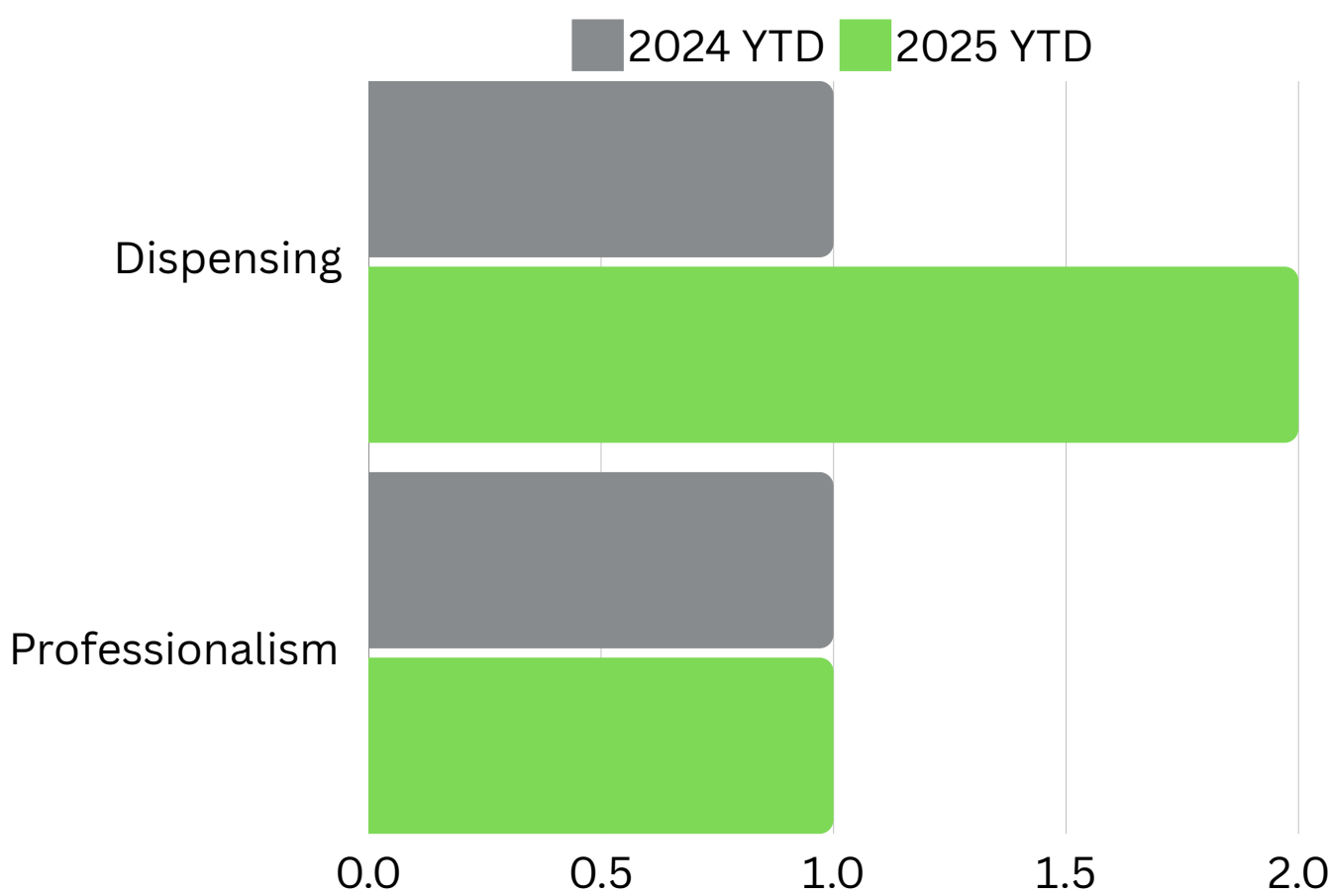
* complaints in which the decision and reasons have been sent to both parties
** complaints in which the ICRC has met and reviewed the files and the decision and reasons is being finalized

Complaint Themes

Trends

The themes in Q1 2025 YTD are generally consistent with the themes observed in Q1 2024.

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



Reports

of Reports Received (2025 YTD): **0**
of Reports Open (TOTAL): **17**

Unauthorized Practice (UAP)

of UAP Reports Received (2024): **23**
of UAP Reports Closed (2024): **21**
of UAP Reports Received (2025 YTD): **1**
of UAP Reports Closed (2025 YTD): **1**

1 report has been approved to seek an injunction against illegal practice
1 report has escalated to further investigations

Total Open Matters

Number of Open Complaints & Reports

2025 YTD	2024 YTD
52	71

QUALITY ASSURANCE COMMITTEE REPORT

March 2025 Committee Report to the Board of Directors

Committee Members:

Tanya Nahmabin, RO, Elected Member, Chair
Omar Farouk, Public Member, Vice Chair
Lindsay Beriault, RO, Professional Appointed Member
Parminder Kalsi, RO, Professional Appointed Member
Panos Petrides, Community Appointed Member

Accreditation Panel Members

Derick Summers, RO, Professional Elected Member
John Battaglia, RO, Professional Appointed Member
Jay Bhatt, RO, Professional Appointed Member
Melissa Campbell, RO, Professional Appointed Member
Robert Quinn, RO, Professional Appointed Member
Elisabeth Roche, RO, Professional Appointed Member
David Milne, Community Appointed Member

Number of meetings to date: 1

Report:

Orientation and Training

Members of the Accreditation Panel were provided with orientation and training related to the Accreditation Policy, reviewing continuing education activities and continuing education categories.

Members of the Quality Assurance (QA) Committee will receive orientation and training at their meeting February 28th.

QA Portal

Ahead of the 2025 Competency Review and Evaluation (CRE) process, registrants identified as not completing some or all their 2024 Professional Portfolio through their Registrant portal were notified that they may have some deficiencies that required their attention.

Staff were able to identify registrants in the following categories:

- Completed their requirements in their registrant portal but did not upload certificates of completion for the accredited hours reported
- Completed some, but not all, of their professional portfolio requirements in the registrant portal
- Did not complete/upload any professional portfolio requirements in their registrant portal

Competency Review and Evaluation Process

Registrants randomly selected to participate in the 2025 Competency Review and Evaluation process will be notified by email no later than March 14, 2025. In addition to an audit of their 2024 Professional Portfolio, some of these registrants will be selected at random to undergo a Peer and Practice Assessment.

Staff will begin reviewing portfolios as the submissions come in.

Peer and Practice Assessment Training

Peer Assessor training is scheduled to take place in March.

Submitted by:

Tonya Nahmabin, RO, Chair, Elected Member
Peggy Dreyer, Director, Professional Practice & Quality Assurance

QUALITY ASSURANCE COMMITTEE

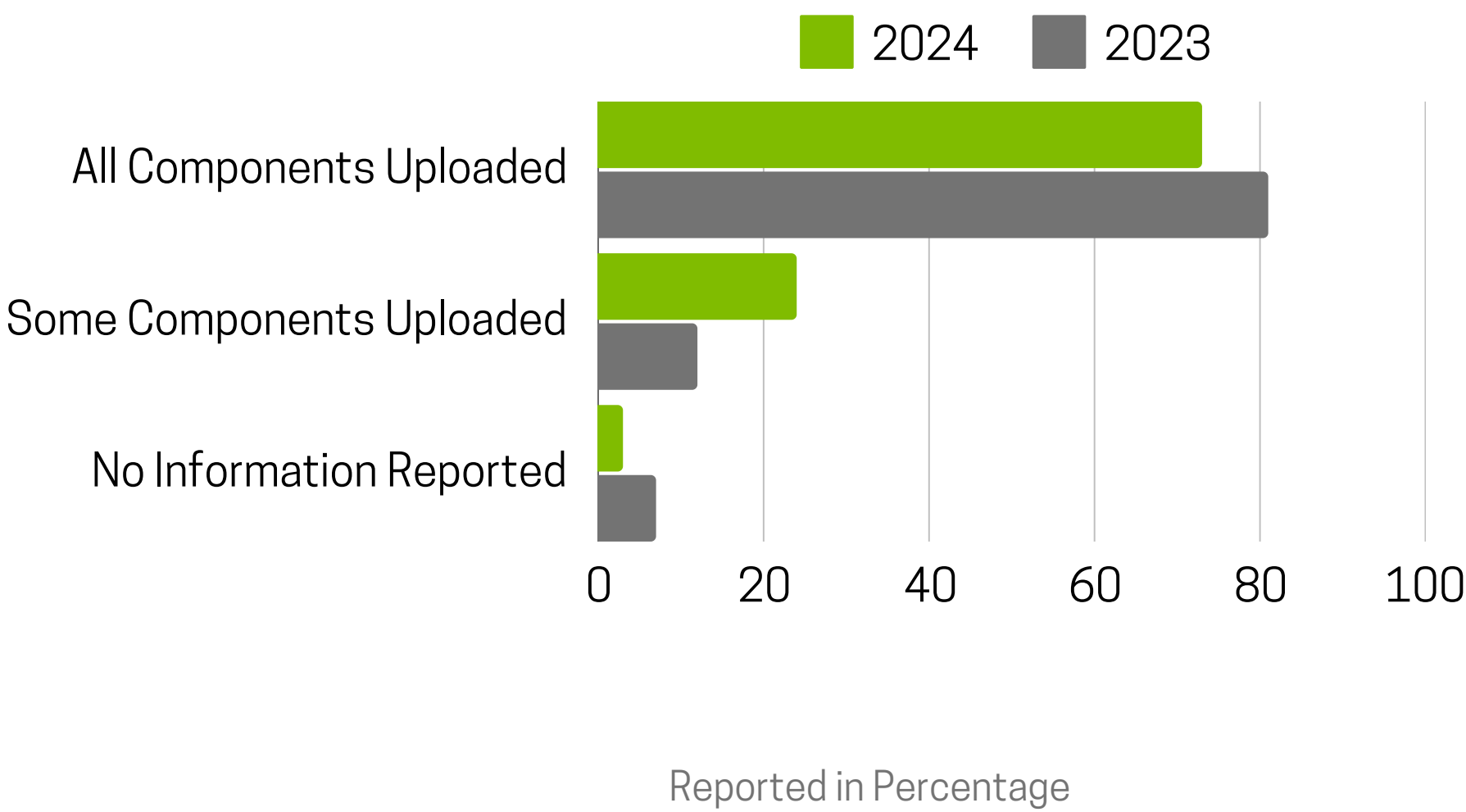
Q1 Report

2024 Professional Portfolio Trends

Registrants were required to upload their 2024 Professional Portfolio by January 15, 2025 .

Notable Points:

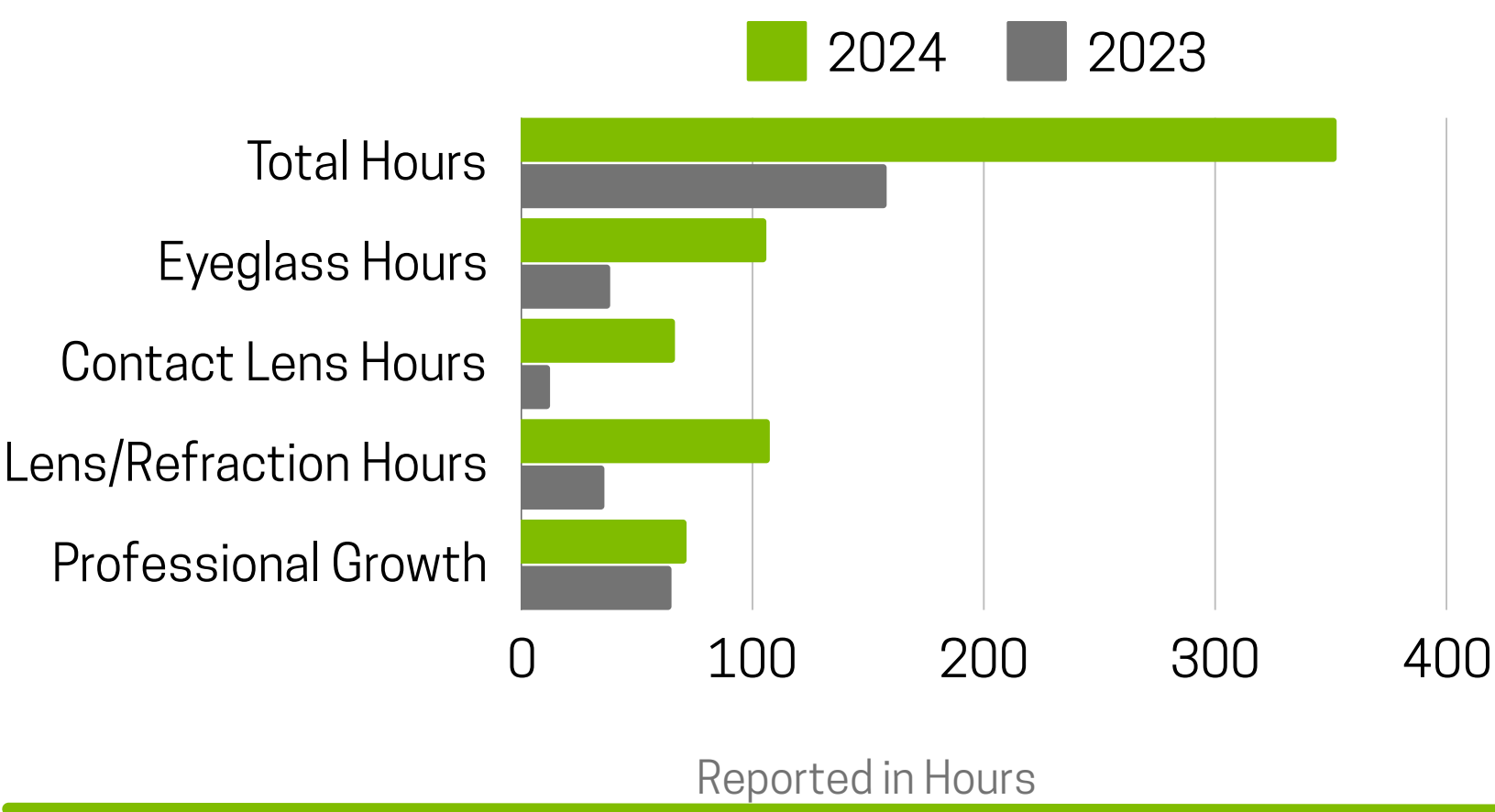
- The number of registrants who did not report/upload any information has decreased by 55%
- The number of registrants who uploaded some information information doubled that of last year
- The number of registrants who uploaded all components has decreased by 10%



Accreditation Requests

Notable Points:

- As of February 14th , the Accreditation panel has reviewed 17 activities, 15 of which were accredited.
- 47% of the continuing education activities approved to date have been accredited in the Eyeglass/Contact Lens/ Refraction (EG/CL/RF) category



REGISTRATION COMMITTEE REPORT

March 2025 Report to Board of Directors

Committee Members:

Derick Summers, RO (Chair), Board Professional Member
Jay Bhatt, RO (Vice Chair), Professional Appointed Member
Stephanie Kelly, RO, Professional Appointed Member
Carlo Sicoli, Board Public Member
Patrick Mott, Community Appointed Member

Number of meetings since December Board Meeting:

- January 20, 2025
- February 10, 2025

Report:

Registration Committee Orientation and Training

The Committee received an orientation on the role of the College and the Registration Committee, an overview of the types of commonly reviewed applications, the appeal process, the role of the Office of the Fairness Commissioner (OFC), fair access law, and implicit bias.

The Committee received additional training on the Prior Assessment and Recognition (PLAR) process from Jodi Dodds, the Executive Director of the National Alliance of Canadian Optician Association (NACOR), and on the principles of right-touch regulation from Natasha Danson, partner with Steinecke Maciura Leblanc.

Transfer of PLAR Administration to NACOR

Under the Registration Regulation, the Registration Committee is responsible for approving the PLAR process, such that applicants who successfully complete it will be deemed to have obtained the entry to practice competencies possessed by a graduate of an accredited program.

The Committee reviewed the current PLAR administration process carried out jointly by the College and the NACOR and evaluated whether it would be advantageous to transfer full responsibility for administering the PLAR process to NACOR. The Committee noted that NACOR has expanded its resources to fully administer PLAR across multiple provinces, and transferring this responsibility to NACOR would align the College with other provinces and ensure consistency of the PLAR process across different provinces. The Committee further noted that transferring PLAR process administration to NACOR would reduce the administrative workload for the College and shield the Registration Committee

from potential challenges related to the consistency, fairness, or potential arbitrariness of its decision-making.

In their deliberations, the Committee also considered public interest and Diversity, Equity, and Inclusion (DEI) concerns, and discussed strategies to mitigate organizational risks associated with transferring the PLAR process to a third party.

Consequently, the Registration Committee approved NACOR as the third-party administrator for the PLAR process moving forward.

Stakeholder Feedback Review – Life Member Status

The Committee reviewed the feedback received from stakeholders on an alternative process to recognize long-serving opticians that would balance protection of public interest and recognition of service to the profession.

The alternative process proposed by the Committee included renaming the Life Member title to “Honorary Retired Status”; granting the title upon resignation (as opposed to administrative suspension) due to retirement; listing the honorary title holders on a designated webpage instead of the public register; and removing voting privileges to align with other opticians who no longer hold registration with the College.

The Committee noted that the majority of survey respondents expressed that they saw value in continuing to honour retired opticians for their contributions to the profession and were in support of the proposed alternative process. The Committee further noted that numerous respondents identified that the current “Life Member” title was potentially misleading and could cause public confusion. This was identified by the Committee as a potential risk to the College. While many respondents were in support of retaining the “Life Member” title, no clear pathway was identified for how the College could keep the title while addressing the identified risks.

Upon review of stakeholder feedback, the Committee decided to proceed with the proposed alternative model and make a subsequent recommendation to the Board. The Committee further recommended replacing the Life Member title with Legacy Retired Optician.

Registration Committee Meeting Calendar

The Committee established a meeting calendar for 2025. The Committee set quarterly meetings and agreed to hold monthly panel meetings as needed to expedite file reviews.

File Review

The Committee reviewed one initial application for a certificate of registration, two initial reinstatement applications (over three years), and one upgrading proposal.

Submitted by:

Derick Summers, Chair, RO
Anna Jeremian, Director, Registration

REGISTRATION COMMITTEE

Q1 Report

Total number of registrants as of February 20, 2025:

3619

3341
Registered
Opticians

170
Inactive
Opticians

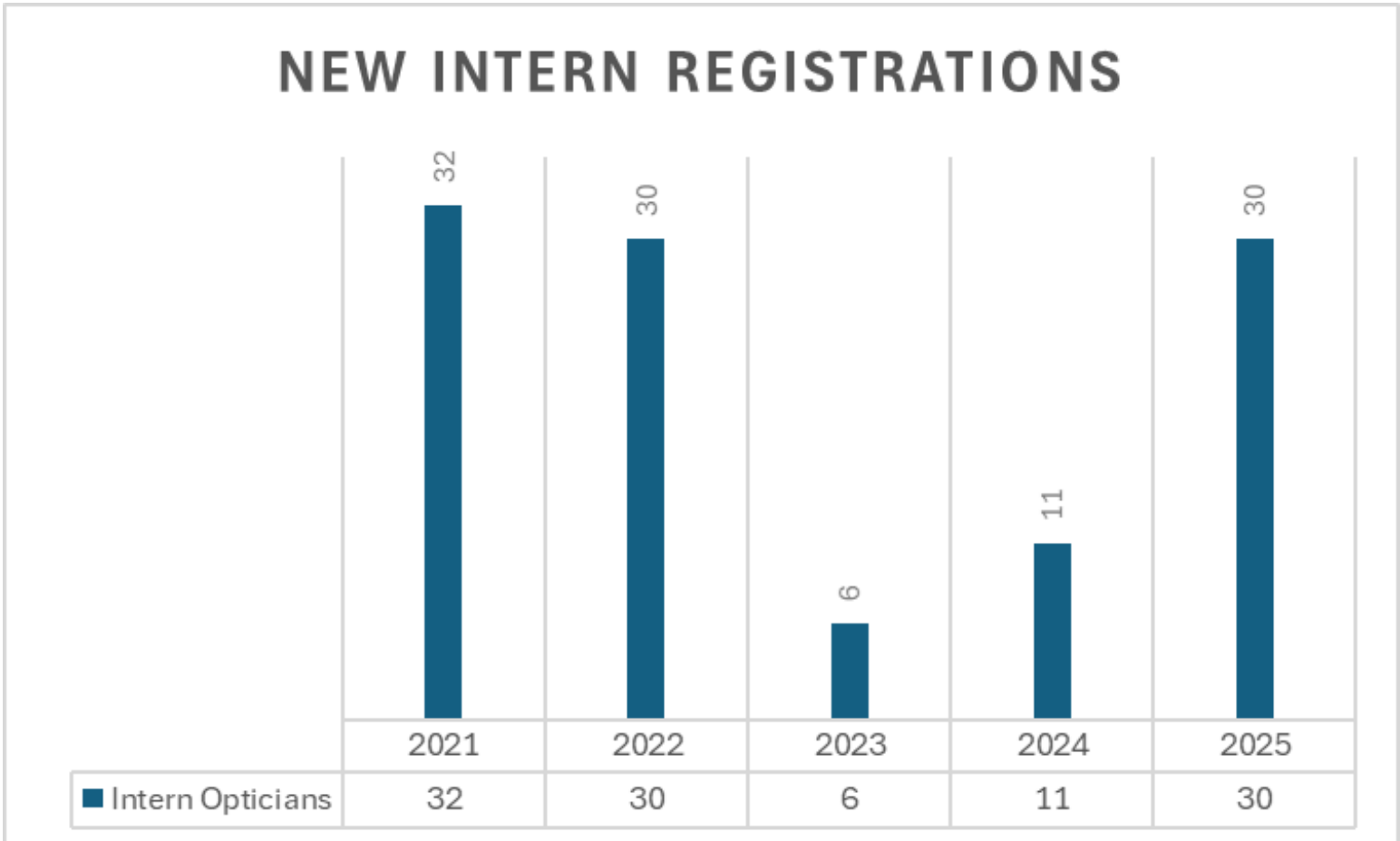
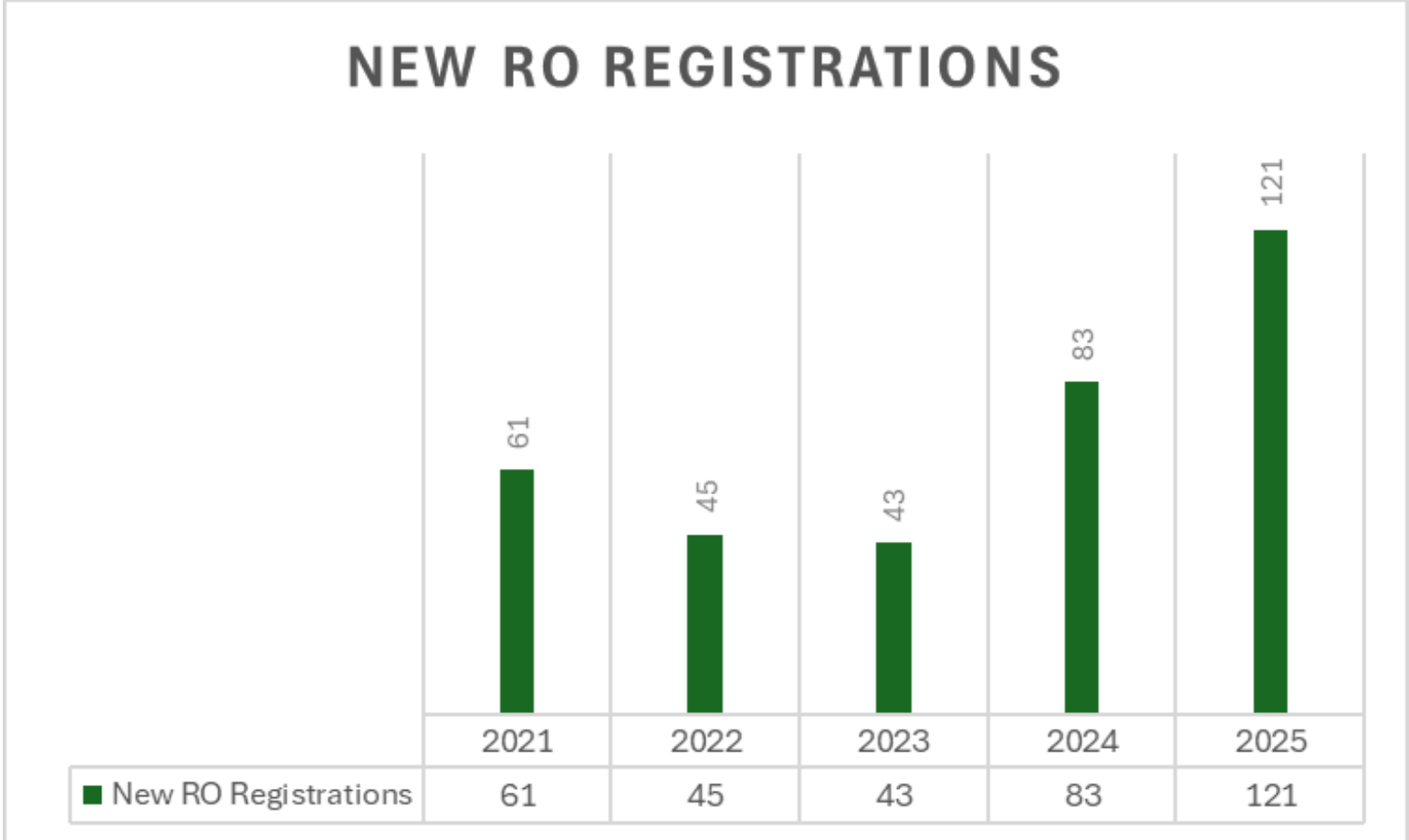
108
Intern
Opticians

New registrants in each registration category:

A 5-year comparison of year-to-date (Jan.1 - February 20, 2024) registrant numbers

Key Trends:

- New Intern Optician registrations in Q1 of 2025 increased compared to those in 2023 and 2024
- Increase of Registered Optician registration numbers in Q1 likely attributed to the earlier release of national examination results



2025 Renewal at a Glance

Key Trends:

- 97.6% renewal rate in 2025 as compared to 95% in 2023 and 2024
- 138 (4.1%) Registered Opticians transferred into the Inactive Class
- 48% reduction in registrants renewing late compared to 2024*

*Likely attributed to the extended renewal deadline

