

COMPLETE

Collector:

Web Link

Page 1: Fair Registration Practices Report 2021

Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Opticians of Ontario

Contact Name: Amy Stein, Deputy Registrar

Contact Email: astein@collegeofopticians.ca

Contact Phone Number : (416) 368-3616 x 206

Q2

Section 1 - During the reporting period (January 1st– December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

Yes

Description of change/improvement that would impact fair registration outcomes:
 Amendments to the Contact Lens Mentor Policy and the Contact Lens Fittings Policy In recognition of continued challenges posed by the pandemic and concerns regarding student fittings identified by the educational institutions and other stakeholders, the College extended the temporary addenda to the Contact Lens Mentor policy and the Contact Lens Fittings policy. The addendum to the Contact Lens Mentor Policy grants temporary eligibility to individuals working as instructors in accredited education programs to act as a contact lens mentor. The addendum to the Contact Lens Fittings policy temporarily allows students to meet registration requirements by performing up to 25% of eyeglass fittings on a peer-to-peer basis (i.e., in a roleplay/standardized patient setting in a classroom or simulated setting, rather than in a dispensary setting only. Both temporary addenda will remain in effect until December 31, 2023. By-Law Amendment: Registration Fee Adjustment To offset the impact of the COVID-19 pandemic on registrants, the Board approved a by-law amendment to reduce the 2021 registration fees for registered opticians by \$250. Vulnerable Sector Checks Effective January 1, 2021, all new applicants for a certificate of registration as a Registered Optician are required to submit the results of a Vulnerable Sector Check as part of their application to the College. The policy does not apply to Student or Intern applicants, who continue with the current practice of self-declaration.

Q3

New or consolidated class of certificates or licenses

No

Description of change/improvement that would impact fair registration outcomes:
 No changes this year

Q4

Assessment of qualifications

Yes

Description of change/improvement that would impact fair registration outcomes:
 Currently, the National Alliance of Optician Regulators (NACOR) is working on enhancing the Competency Gap Analysis (CGA) portion of the Prior Assessment and Recognition (PLAR) process. This will lead to elimination of the interview component and will significantly reduce application costs for out-of-province and international applicants. These changes are set to be implemented in 2023.

2021 Fair Registration Practices Report

Q5

Timelines for registration, decisions and/or responses

No

Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q6

Registration and assessment fees

Yes

Description of change/improvement that would impact fair registration outcomes:
In 2021, the registration fees for registered opticians were reduced by \$250. The purpose of this change was to assist registrants in meeting their registration obligations for the coming year by ensuring that regulatory processes do not place an undue burden on them or, by extension, their patients, and to ensure an adequate supply of qualified registered opticians to offer opticianry services to Ontario patients in 2021.

Q7

Resources for applicants

No

Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q8

Changes to internal review or appeal process

No

Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q9

Access by applicants to their records

No

Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q10

Mutual recognition agreements

No

Description of change/improvement that would impact fair registration outcomes:
No changes this year

Q11

Training and resources for staff regarding registration

Yes

Description of change/improvement that would impact fair registration outcomes:

The College's Board of Directors, Committee members, and staff participate in numerous training and networking opportunities on an annual basis. Below is a list of the training opportunities provided for staff, board members and committee members in 2021:

- The Board of Directors and Committee members partook in policy governance and best practices training session and completed training on fiduciary duties and conflict of interest
- The Board of Directors, Committee members and College staff completed training sessions focused on Indigenous cultural safety and humility
- Committee Chairs and College staff underwent meeting facilitation training

Additionally, the Registration Committee underwent training in the following areas:

- Legislation related to registration and the registration appeals process
- Fair registration principles and practices
- By-laws, policies and processes of the College
- Labour mobility
- Conflicts of interest/bias
- Cultural differences and accessibility
- Prior Learning Assessment and Recognition (PLAR) process
- Applying Fair-Access Law module
- Applying Fair Access Law in Scenarios module

By offering standardized training, the College safeguards objective and impartial decision-making and sustains its focus on providing transparent and fair registration practices for applicants, within the context of its mandate to protect the public interest and commitment to continued improvement of policies and procedures. Engaging in continuous learning and training ensures that the College remains current with regulatory trends and developments. It also allows Board members, Committee members and staff to better understand the current issues that may impact applicants' experience during the registration process and communicate with applicants more sensitively.

Q12

Relationship with third party service provider(s)

Yes

Description of change/improvement that would impact fair registration outcomes:

The College collaborated with La Cité College in Ottawa to increase the frequency of exam sessions offered in Ontario. Prior to the pandemic, two examination sessions per year were facilitated in Ontario: one in Spring and one in Fall. In 2021, the College administered four examination sessions, including a French-language and a bilingual session. With these efforts, the College was able to ensure that all candidates that wished to do so had timely opportunities to challenge the national opticianry examinations in Ontario. In 2021, 240 individuals completed the national examinations: a 112% increase compared to 2020, and a 15% increase compared to pre-pandemic numbers.

Q13

Accreditation of educational programs

Yes

Description of Change/Improvement that would impact Fair Registration Outcomes:

The opticianry diploma program offered by La Cité College received accreditation in 2021. The program is taught exclusively in French and is the first opticianry program in Ontario to serve the needs of Francophone communities.

Q14

Technological or digital improvements

Yes

Description of Change/Improvement that would impact Fair Registration Outcomes:

The College is working on finalizing its online application platform for students, interns and registered opticians. Processing applications and conducting renewals online will significantly improve processing times and provision of information.

Q15

Anti-racism and inclusion-based policies and practices

Description of Change/Improvement that would impact Fair Registration Outcomes:

Various initiatives to ensure that an anti-racism and inclusive lens is applied to all policies and processes at the College include:

- A comprehensive training program in 2020, comprised of four half-day sessions, for all staff, board and committee members focused on diversity, equity and inclusion
- The approval of an updated set of organizational values in December 2020 that reflect the Board's commitment to diversity, equity and inclusion.
- The appointment of a Diversity, Equity and Inclusion officer at the staff level who acts as an in-house resource for staff, board and committee members
- Five additional training sessions in 2021 focused on Indigenous cultural safety and humility
- The approval of a Diversity, Equity and Inclusion Strategic Plan in 2021 that includes goals, strategies and action steps for ensuring a DEI lens is applied to all policies and processes

The Registration Committee and the Board consider the DEI implications of every policy recommendation/decision that they make. This practice is built into the decision-making process by way of a section on every briefing note that prompts discussion and analysis. The College is also in the process of developing standardized training for examiners and assessors retained by the College to ensure they are working to further the College's commitment to diversity, equity and inclusion. By offering standardized training, the College also safeguards objective and impartial decision-making and sustains its focus on providing transparent and fair registration practices for applicants, within the context of its mandate to protect the public interest and commitment to continued improvement of policies and procedures.

Q16

Organizational structure

Yes

Description of Change/Improvement that would impact Fair Registration Outcomes:

To maintain a diversity, equity and inclusion lens in its regulatory activities, in 2020 the College appointed a Diversity, Equity and Inclusion (DEI) Officer who is responsible for developing and implements diversity, equity and inclusion initiatives within the College. The inception of this role was to advance diversity and inclusion as core values and critical components of the College's culture.

Q17
Contingency or continuity of operations plans

No
Description of Change/Improvement that would impact Fair Registration Outcomes:
No changes this year

Q18
Documentation requirements for registration

No
Description of Change/Improvement that would impact Fair Registration Outcomes:
No changes this year

Q19
English / French language proficiency testing

No
Description of Change/Improvement that would impact Fair Registration Outcomes:
No changes this year

Q20
Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.

- 1 **Introduction of a French-language and bilingual examination sessions**
 - 2 **Provision of uninterrupted and timely services for all registration-related programs**
 - 3 **Approval of a Diversity, Equity and Inclusion Strategic Plan that included goals, strategies and action steps for ensuring a DEI lens is applied to all policies and processes**
-

Q21

Section 3 – If applicable, please list the top three risks that impacted your organization’s ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

1

The College has continually scanned the environment during the pandemic to assess its impact on the availability of opticianry services and the ability of the College to meet the needs of applicants.

2

The College took several steps to mitigate the impacts of the pandemic on applicants’ ability to enter the profession in a timely manner, and the availability of opticianry services, including: • Amending the College’s Contact Lens Mentor Policy and Contact Lens Fitting Policy to support student and intern opticians’ ability to meet registration requirements by permitting them to gain some or all of certain experiential requirements in a classroom or simulated setting (rather than in an optical dispensary setting only). • Reducing registration fees by 25% in 2021 to encourage renewal. • Increasing the frequency of national exam sessions offered in Ontario

Q22

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

No

Other (please specify):

The College does not require prior Canadian work experience in opticianry before an applicant can be registered. Applicants may complete the required minimum of 1000 hours of verified dispensing experience at any time prior to their registration as a registered optician in any jurisdiction. This requirement uniformly applies to Canadian and internationally trained applicants.

Q23

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator’s membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

English

French

2021 Fair Registration Practices Report

Q24	
Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.	
	Total Male 1414
	Total Female 1932
	Total Non-binary 0
	Gender not provided 0
	Overall Total 3346

Q25	No
In relation to your members: Do you collect race-based data?	

Q26	No
Do you collect other identity-based or demographics data?	

Q27	Yes,
Do you plan to collect race-based data in the future?	If yes, please indicate the type::
	The College is working on building race-based data collection into the annual renewal process on a voluntary basis. The collection of race-based data is estimated to launch for the 2024 renewal year.

Q28	
Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.	
	Full/Independent Practice 3160
	Provisional/Limited License/Certificate 186
	Emergency 0
	License/Certificate 0
	All other classes 0
	Overall Total 3346

Q29
Jurisdiction where members were initially trainedAs of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	2716
Other Canadian Provinces and Territories	354
USA	6
Other Countries	84
Multiple and/or Unspecified Jurisdiction	0
Total	3160

Q30

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	India - 25
2	USA - 10
3	Iran - 9
4	United Kingdom - 5
5	Philippines - 5
6	China - 4
7	France - 3
8	Hong Kong - 3
9	Nigeria - 3
10	Poland - 2
11	The following countries had one registrant each: Algeria, Austria, Cameroon, Colombia, Cote D'Ivoire, Egypt, Germany, Iraq, Israel, Italy, Jordan, Kazakhstan, Russia, Tunisia, and Ukraine.

Q31

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	65
Total Female	121
Total Non-binary	0
Gender not provided	0
Overall Total	186

Q32

In relation to the applications, you received: Do you collect race-based data?

No**Q33**

Do you collect other identity-based or demographics data?

No**Q34**

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

2

2021 Fair Registration Practices Report

Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of Applicants	112
Number of Applicants Licensed/Certified	110
Average Time to Process Application in Weeks from First Point of Applicant Contact	8
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

Number of applicants	42
Number of applicants fully licensed/certified	39
Average Time to Process Application in Weeks from First Point of Applicant Contact	8
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	6
Number of applicants fully licensed/certified	6
Average Time to Process Application in Weeks from First Point of Applicant Contact	6
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

2021 Fair Registration Practices Report

Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	3
Number of applicants fully licensed/certified	1
Average Time to Process Application in Weeks from First Point of Applicant Contact	6
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	52
Number of applicants fully licensed/certified	52
Average Time to Process Application in Weeks from First Point of Applicant Contact	8
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

2021 Fair Registration Practices Report

Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q42

N/A

Please provide any additional comments you may have for questions 33-41.

Q43

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	Nigeria - 1
2	Philippines - 1
3	United Kingdom - 1

Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

186

Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

0 – less than 3 months	183
3 months – less than 6 months	3
6 months – less than 12 months	0
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0

Q46

Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

34

Q47

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	31
3 months – less than 6 months	3

Q48

Other Licenses/Certificates of Registration Processed Please indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	134
Other Canadian Provinces and Territories	40
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	2
Multiple and/or Unspecified Jurisdictions	0
TOTAL	176

Q49

Other Licenses/Certificates of Registration Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

Q50

Other Licenses/Certificates of Registration Processed Please indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

2021 Fair Registration Practices Report

Q51	Ontario	0
Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified	0
	Countries	
	TOTAL	0

Q52	Ontario	0
State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified	0
	Countries	
	TOTAL	0

Q53	Ontario	0
State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified	0
	Countries	
	TOTAL	0

Q54	Ontario	0
State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified	0
	Countries	
	TOTAL	0

Q55	N/A
List the top three reason for appeals (by percentage) of a registration decision	

Q56	N/A
List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals	

Q57

N/A

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

Q58

N/A

Please provide any additional comments you may have:
