

1. COMMUNICATION AND INTERPERSONAL SKILLS

Goal: To establish and maintain effective client and team relationships using appropriate verbal communication and interpersonal skills.

Competencies	Consistently Perform	Room for Improvement	N/A
a) I communicate verbal messages effectively at an appropriate rate and using a thoughtful choice of words to meet individual needs. ¹			
b) I identify communication barriers and attempt to overcome them.			
c) I provide complete and accurate information for each step of a procedure. ²			
d) I always give clients an opportunity to ask questions. I answer client questions or refer clients to the appropriate professional if the question is outside my area of responsibility. ³			
e) I actively listen to understand verbal messages without allowing assumptions or bias to interfere.			
f) I seek feedback from clients to assess their level of understanding of the information I have provided them.			
g) I am consistently sensitive to cultural issues, such as the cultural meaning of touch, eye contact and conversations between men and women.			
h) I collaborate with opticians and other health care providers to provide information relevant to care.			
i) I use effective interpersonal skills to resolve conflicts and complaints. ⁴			

2. RECORD KEEPING

Goal: To prepare clear, accurate documentation and client records which satisfy client care and legal requirements.

- a) I ensure the content of my clinical records complies with the information criteria established by the College.

¹ Professional Misconduct regulation, Entry to practice competencies

² Standard 6.1

³ Standard 1.7

⁴ Entry to practice competencies

⁵ Standard 5, Entry to practice competencies

Competencies	Consistently Perform	Room for Improvement	N/A
b) I ensure my clinical records are accurate and legible, and I complete them in an appropriate timeframe. ⁶			
c) I have an effective system to track client attendance for scheduled appointments. ⁶			
d) I always contact clients who do not show up for scheduled appointments. ⁶			
e) I document all financial transactions with clients or others for whom I provide services or products. ⁶			
f) I retain clinical and financial records in the dispensary for an appropriate number of years from the last date of entry. ⁶			
g) I retain quality control records for equipment (inspection, preventative maintenance and service) for six years.			
h) After the required retention period, I dispose of records in a secure manner that protects the privacy and confidentiality of the information in the record. ⁷			

3. VISION CARE

Goal: To promote and ensure appropriate vision care for clients.

- a) I effectively assess patient vision and visual needs within the scope of practice.⁸
- b) I fit, prepare and dispense appropriate eyeglasses using current practices and technology.⁸
- c) I fit, prepare and dispense appropriate contact lenses using current practices and technology.⁸
- d) I fit, prepare and dispense appropriate subnormal vision devices using current practices and technology.⁸

⁶ Standard 5

⁷ Personal Health Information Protection Act

⁸ Entry to practice competencies

4. LEGISLATION, STANDARDS AND SELF-REGULATION

Goal: To be sufficiently familiar and consistently practise according to the College's codes of conduct, regulations and standards of practice, as well as other legislation relevant to your practice.

Competencies	Consistently Perform	Room for Improvement	N/A
<p>a) I consistently practise in accordance with current legislation that is relevant to my practice, including:</p> <ul style="list-style-type: none"> • <i>Regulated Health Professions Act, 1991 (RHPPA)</i> • <i>Opticianry Act, 1991</i> • <i>Independent Health Facilities Act, 1990</i> • <i>Personal Health Information Protection Act, 2004 (PHIPA), Ontario</i> • <i>Personal Information Protection and Electronic Documents Act, 2000 (PIPEDA), federal⁹</i> <p>b) I evaluate the impact of legislation changes on my role as an optician in my facility and ensure I'm aware of policies, procedures and resources that are in place to support current legislation.</p> <p>c) I am sufficiently aware of the controlled act I am authorized to perform as a registered optician.¹⁰</p> <p>d) I conduct the controlled act of dispensing according to the principles and guidelines established by my facility for vision or eye problems, subnormal vision devices, contact lenses or eyeglasses other than simple magnifiers.</p> <p>e) I have the knowledge, skills and judgment to perform all of the necessary procedures.</p> <p>f) I understand and adhere to the scope of practice of an optician.¹¹</p> <p>g) I maintain appropriate professional boundaries according to established ethical and professional practice guidelines.¹²</p> <p>h) I ensure the client or substitute decision-maker understands what informed consent is before I request consent.¹³</p>			

⁹ Regulated Health Professions Act, Opticianry Act, Independent Health Facilities Act, Personal Health Information Protection Act, Personal Information Protection and Electronic Documents Act

¹⁰ Regulated Health Professions Act, Professional Misconduct regulation

¹¹ Opticianry Act, Entry to practice competencies

¹² *Code of Ethics*

¹³ *Health Care Consent Act, Standards of practice*

Competencies	Consistently Perform	Room for Improvement	N/A
i) I never provide information about a client to any person except as required or permitted by law. ¹⁴			
j) I understand the requirements for collection, use, disclosure, storage and retention of health information. ¹⁵			
k) I respect the confidentiality of my client both in my work environment and in public places, such as an elevator or cafeteria, and when sharing information on the telephone. ¹⁶			
l) I respect the dignity and worth of clients and uphold trust in the optician-client relationship through ethical practice that is consistent with my duties and responsibilities. ¹⁷			

5. CRITICAL THINKING

Goal: To effectively apply critical thinking skills in identifying and resolving issues in client care.

- a) I make sure the written prescription is complete, clear and valid before dispensing new eyewear.¹⁸
- b) If an indication or complication in the client's visual or general health comes to my attention, I immediately refer the client to the appropriate health care provider if it requires medical attention.¹⁹
- c) I am proactive in familiarizing myself with the ability to respond to emergency situations to ensure client safety in the event of:²⁰
 - cardiac arrest
 - fire
 - hazardous substance spill
 - evacuation
 - other (please specify)
- d) I always check for contraindications before I proceed.
- e) I follow a reflective learning cycle to identify areas requiring further review and professional development.

¹⁴ *Personal Health Information Protection Act, Professional Misconduct regulation*

¹⁵ *Personal Health Information Protection Act*

¹⁶ *Professional Misconduct regulation, Standard 5.4*

¹⁷ *Code of Ethics, Entry to practice competencies*

¹⁸ *Standard 3.1*

¹⁹ *Professional Misconduct regulation, Standard 1.6*

²⁰ *Entry to practice competencies*

6. PRACTICE MANAGEMENT

Goal: To conduct business in a professional manner, including being sufficiently familiar with and consistently upholding ethical principles of practice in keeping with professional obligations. Practice management issues refer to situations when there is a potential for a conflict of interest, when advertising or promoting the practice, in self- management issues and in managing decisions related to establishing fees, invoicing and providing reports.

Competencies	Form 2	Consistently Perform	Room for Improvement	N/A
a) On request, I can provide a copy of a client file, within a specified amount of time, to the client or his or her authorized representative. ²¹				
b) I identify what constitutes reasonable fees for services and charge according to an appropriate fee structure.				
c) I understand the advertising regulation and ensure my marketing materials comply. ²¹				
d) I understand the College's definition of conflict of interest and refrain from participating in any activity or arrangement that compromises my professional judgment or has the potential for a real or perceived conflict of interest.				
e) When I refer a client, I am always transparent to the best of my ability about any real or potential conflict of interest. ²¹				
f) Invoices from my practice reflect the charges for service and selling price of vision correction devices that are true and actual. ²¹				
g) I consistently demonstrate a commitment to continuous improvement. ²²				
h) I am accountable for my actions and decisions.				
i) I am accountable for the professional actions and consequences of actions of students or interns that I supervise, and any person to whom I delegate.				
j) I perform only those functions for which I am qualified.				

²¹ Professional Misconduct regulation

²² Quality Assurance regulation

7. SAFETY AND PRACTICE ENVIRONMENT

Goal: To effectively contribute to the health, safety and security of clients, staff and the physical environment by ensuring that the practice site is equipped and maintained, and that safety and infection control procedures are in place.

Competencies	Consistently Perform	Room for Improvement	N/A
a) Hazardous materials are stored in a specific, safe, controlled area. ²³			
b) Clinical supplies are always appropriately disposed of on or before the expiry date. ²³			
c) I am proactive in the preventative maintenance and service of equipment to ensure safety, calibration and quality. ²³			
d) I regularly identify and correct deficiencies within the environment (for example, the premises, equipment). ²³			
e) I always ensure all equipment and accessories are cleaned after use to promote safe practice. ²⁴			
f) I ensure client safety by supervising students and interns at an appropriate level and meet all standards for mentoring. ²⁵			
g) My behaviours and practice comply with best practices for infection control and prevention. ²⁶			

²³ Standard 4

²⁴ Standard 4, Entry to practice competencies

²⁵ Contact Lens Mentor policy, Infection Control – Optician’s Edition

²⁶ Entry to practice competencies