

COO Strategic Plan 2023 – 2025

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.

3.0 - Organization Pillar

Goal Statement/End: The College demonstrates regulatory leadership through governance excellence.

Detailed Outcomes:

- 3.1 The College continues to embrace proactive governance practices that foster efficiency and public trust.
- 3.2 Diversity, equity and inclusion are integrated within the College's internal governance structure and decision-making processes.
- 3.3 Board and committee selection is carried out in a manner that is competency-based and barrier-free.
- 3.4 The College works collaboratively with its system partners to serve the public interest more efficiently and effectively.