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IMPORTANT DATES

December Council Meeting

December 5, 2006

Optician Renewal Deadline

December 31, 2006

Quality Assurance Claims Package Deadline

December 31, 2006

MESSAGE FROM THE REGISTRAR AND PRESIDENT

What is strategic planning?

Strategic planning is making choices. It is a process designed to support leaders in being intentional about their goals and methods. Simply stated, strategic planning is a management tool, and like any management tool, it is used for one purpose only – to help an organization do a better job. Strategic planning can help an organization focus its vision and priorities in response to a changing environment and ensure that members of the organization are working toward the same goals. In short, strategic planning is a systematic process through which an organization agrees on – and builds commitment among key stakeholders to – priorities that are essential to its mission and are responsive to the environment. Strategic planning guides the acquisition and allocation of resources to achieve these priorities.

Michael Allison
Jude Kaye

Strategic Planning for Nonprofit Organizations
Second Edition 2005

The College has dedicated much time to the development and implementation of the COO 2005-2006-2007 Strategic Plan. Strategic Planning has been a primary focus for all aspects of the College in 2006 as we pass the halfway mark of the overall plan. Staff and Council at the College have been actively engaged in many initiatives to ensure the College is proceeding with its identified strategic planning direction. We would like to highlight for you some of our accomplishments, challenges and future goals.

To begin with, a recap of events in the history of the College's Strategic Planning work. The College undertook the development of a Strategic Plan, with the assistance of an expert facilitator. The Plan was developed and approved by Council in 2004 for implementation beginning in 2005. In June of 2005, the College, through a facilitated session which included all Council, Appointed Non-Council and Staff members identified three specific areas of the Strategic Plan to focus on in 2006 and 2007.

The group agreed that these three areas were of critical importance to the College and should be dealt with as priority items within the framework of the Strategic Plan.



Priority #1
Achieve Operational / Technological Excellence
Priority #2
Establish / Expand Relationships With Others
Priority #3
Increase Awareness of College/Profession

In order to manage the first strategic priority **Achieve Operational / Technological Excellence**, which has broad financial and resource requirements, the COO identified specific activities to achieve this goal,

- Create a Virtual Boardroom
- Website redesign
- Database restructuring
- Operational review/internal Performance Evaluation

In the early stages of this particular goal's development, creation of a Virtual Boardroom and Website development were identified as first steps in working towards operational technological excellence. The Virtual Boardroom (a virtual password-protected site that hosts committee and council information packages – to replace the costly process of printing packages and shipping them to committee members) has been up and running since January 2006 with success. The College has a new website, launched in March 2006.

Significant research into options, providers, costing and development of a new database will take place in 2007. This project will allow the COO to move to an on-line registration model in the 2008/2009 year. The database information project will be developed based on the work being done by the Ministry of Health and Long Term Care's Health Human Resource data collection model. The MOH is interested in collecting data on regulated health professions in Ontario in order to project and inform supply and demand requirements/forecasting models for health care in Ontario.

COUNCIL
MEMBERS

Cathi Mietkiewicz, RO
President
Jeff Fernandes, RO
Vice-President
Rob Vezina, RO
Optician Member
Mike Smart, RO
Optician Member
Bryan Todd, RO
Optician Member
Janice Schmidt, RO
Optician Member
Fazal Khan, RO
Optician Member
Parm Dhillon, RO
Optician Member
Frances-Clare
Fraboni,
Public Member
Udham Tonk,
Public Member
Sogie Sabeta,
Public Member
Jit Takhar,
Public Member
Marvin Ross,
Public Member

APPOINTED NON-
COUNCIL
MEMBERS

Colleen Karir, RO
Rick Hayward, RO
Edward Vivieros, RO
Niti Jassal, RO
Akwas Boakye, RO
Susan Borins, RO
Dennis Lam, RO

While the 'Technological Excellence' portion of this goal is well under way, the 'Operational Excellence' is just beginning. An expert review of internal mechanisms, resources, job descriptions and a gap analysis has been completed. The Registrar and Deputy Registrar have been developing short term and long term staffing needs to allow the College to perform all statutory functions as well as implementing and managing strategic initiatives.

The second strategic priority, Establish / Expand relationships with others is well under way.

The College continues to communicate regularly with all stakeholders. The Chief Elected and Chief Executive Officers of the COO continue to deliver presentations to Student Opticians at Seneca College and Georgian College, provide Optician Members of the COO with regular College and HPRAC updates at various CE days in Ontario, meet with national opticianry groups, other regulated health colleges in Ontario and opticianry groups in the United States and the Council on Licensure, Enforcement and Regulation (CLEAR). The COO will continue with the above noted activities into 2007 increasing the scope to include international opticianry organizations.

At Vision Canada East in Niagara Falls 2006, the College met with several American Optician groups including representatives from Erie Community College in New York, Durham Technical Community College in North Carolina, Hillsborough Community College in Florida, and the National Federation of Opticianry Schools of the United States – representing 35 Opticianry programs throughout the United States. The topics of discussion for the meeting were national standards for opticianry, program accreditation, continuing education and developing a network of opticianry groups in North America. The College would like to thank Tim Schmidt from Transitions Optical for creating the opportunity to meet and work with these groups.

The COO is dedicated to working with opticianry groups provincially, nationally and internationally in order to understand the current nature of the profession and to determine the future of regulation of the profession. Networking provides key opportunities for learning, finding best practices, sharing past experiences and creating a unified voice.

The third strategic priority, Increase Awareness of College/Profession is closely linked with establishing and expanding relationships with others.

The College identified two specific partners to assist us with the goal of increasing awareness of the College and profession of opticianry. The Federation of Health Regulatory Colleges of Ontario (FHRCO) launched their public awareness campaign via radio ads and a website. The program has been successful in its attempt to raise public awareness about the difference between regulated and non-regulated health care providers. The target market for this advertising campaign is women aged 35-50. The second partner identified was the senior's magazine '50 Plus' in which the COO placed an advertisement in October 2005 during National Vision Month in Ontario. The target market for this advertisement is the over 50 group (male and female).

LOOKING FORWARD...

In 2007, the COO will continue to identify new partners, and the Council has reviewed and approved in principle an Optician-Specific Communications Plan which will direct information to specific target audiences within the public, members, employers, and other regulated health professions. A number of partners for specific issues can be identified for this project.

Council has identified several issues for inclusion in the next Strategic Plan, (2008, 2009, 2010): Unauthorized Practice, including Internet Contact Lenses and Eyeglasses, Communications and Subnormal Vision Devices. Development of the next Strategic Plan will begin early in 2007.

We'll keep you posted on related developments.

Sincerely,



Caroline MacIsaac-Power, RO
Registrar



Cathi Mietkiewicz, RO
President



CONGRATULATIONS TO OUR PRESIDENT

It is with great pleasure that the College of Opticians congratulates Ms. Cathi Mietkiewicz on her recent acceptance to Osgoode Law School at York University.

Ms. Mietkiewicz graduated from Seneca College in 1991 with honours. Since then she has worked as a dispensing Optician at various locations earning the title of Manager at many of the dispensaries in which she worked. Ms. Mietkiewicz joined the College of Opticians of Ontario in 2000. She was elected President in 2002 and has held that position since. Her outstanding contributions to the profession of Opticianry are noted provincially and nationally. She has lectured to large and small groups, Opticians, Student Opticians and the public on the self regulated health care system in Ontario and the Optician-specific legislation governing the COO. Cathi has worked closely with Seneca College and Georgian College to develop entry to practice competencies and a national accreditation process. She was awarded the prestigious "Optician of the Year Award" by the Ontario Opticians Association in 2005.

The College would like to wish Ms. Mietkiewicz all the best in her future endeavours.



STAFFING UPDATE

The College would like to welcome Ms. Andrea Sproule and Ms. Hannah Classen as our two newest members of staff.

Andrea brings a wealth of experience to the position of Executive Assistant/Office Co-ordinator. Andrea has a Bachelor's degree in Political Science and English Literature from Carleton University in Ottawa, an Honors BA in English Literature from York University in Toronto as well as her TESL Teaching Certificate from the Canadian Language Academy in Toronto. Andrea has extensive experience in communications, office supervision, research and marketing. Andrea may be reached by telephone at 416-368-3616, extension 207 or via email at asproule@coptont.org.

Hannah will be filling the position of administrative assistance. She has a Master's degree in German Studies from the University of Alberta, and a Bachelor's degree in German Studies from McGill University in Montreal. Hannah has experience in data entry, accounting and payroll, as well as English instruction and office administration. Hannah can be reached at 416-368-3616, extension 200 or via e-mail at mail@coptont.org.



ELECTION RESULTS

The College of Opticians held elections for Districts 2 (Eastern), 3 (Northern), and 7 (Central Western) in 2006.

Elections for District 2 (Eastern)

The deadline for receipt of nominations was September 15, 2006. Three nominations were received by the College: 1) Mr. Hugh Foley, 2) Mr. Wajahatullah Mohammed, and 3) Mr. Robert Vezina. The election took place on November 16, 2006 and Mr. Vezina was declared the winner. Mr. Vezina will serve as representative of District 2 for the three-year term January 1, 2007 – December 31, 2009.

Elections for District 3 (Northern)

The deadline for receipt of nominations was

September 15, 2006. One nomination was received by the College of Opticians of Ontario. Mr. Bryan Todd was acclaimed as representative for District 3 for the three-year term January 1, 2007 – December 31, 2009.

Elections for District 7 (Central Western)

The deadline for receipt of nominations was September 15, 2006. One nomination was received by the College of Opticians of Ontario. Ms. Parminder Dhillon was acclaimed as representative for District 7 for the one-year term January 1, 2007 – December 31, 2007.

The College would like to congratulate Mr. Vezina, Mr. Todd and Ms. Dhillon on their achievement!



Visit the [Strategic Planning section](#) on our website for the latest information.

Stay informed on important issues by logging on to www.coptont.org

Did you know that Article 19 (Election of Optician Council Members) of the College By-law has changed?

You can download a copy of the new [By-law](#) on the College's website!

For a complete listing of Electoral Districts and Representatives please visit <http://www.coptont.org/elections/elections.html>.



College of
Opticians
of Ontario

SENECA COLLEGE

Refraction for Opticianry Program
Ontario College Graduate Certificate
Seneca College

This program provides enhanced education for opticians providing students with the theory and clinical knowledge of refraction and other diagnostic test related to the eye examination. In support of clinical practice, teaching and assessment methods are tailored to provide a broad and integrated knowledge of the theoretical and applied principles of visual assessment, the refraction routine, visual sciences, ophthalmic medications and professional communications. Development of professional attitudes and awareness of the role of the refracting optician in the practice environment are fostered.

Certificate Requirements

ROP100 Ocular Physiology and Pathology
ROP110 Ophthalmic Sciences

ROP122 Refraction and Visual Assessment
ROP130 Binocular Vision
ROP200 Clinical Procedures I
ROP210 Management of Ametropia
ROP220 Clinical Procedures II
ROP230 Professional Communication & Jurisprudence
ROP300 Comprehensive Examinations

Plus 40 Hours of Clinical Observation

How to Apply

To receive an application form, please contact:

Program Assistant
Refraction for Opticianry Program
Seneca College of Applied Arts and Technology
Telephone: 416-491-5050 extension 2586
Email: Maria.Lunardo@senecac.on.ca

Have you recently moved your home and/or business address?

Don't forget to update your records with us!

You can send your new information by mail, email or fax. We also have a convenient change of information form posted on our website at www.coptont.org/resource/resource.html.

GEORGIAN COLLEGE

Part – time Studies

Refraction for Opticianry Program
(Pending Ministry Approval)

COURSES:

Theory of Refraction	42 hours
Optics of Refraction	42 hours
Introduction to Refraction	
Procedures	42 hours
Refraction Clinical Procedures	56 hours
Advanced Refraction Clinical Procedures	42 hours
Professionalism and Medical Ethics	28 hours
Clinical Internship	50 hours

TO REGISTER:

You may register in person at any campus or telephone or fax your registration with complete name, address, telephone number, date of birth, a credit card number and expiry date.

BARRIE: Phone (705) 722-1511
Fax: (705) 722-5118

ORILLIA: Phone (705) 329-3129
Fax: (705) 325-3690

MIDLAND: Phone (705) 526-3666
Fax: (705) 526-5124

COLLINGWOOD: Phone (705) 445-2961
Fax: (705) 445-1218

The Theory of Refraction

This course introduces students to the principles and techniques of assessment of refractive error. The process of objective refraction and manifest refraction is highlighted. Emphasis is placed on accuracy and proficiency through appropriate usage and understanding of related principles.

Prerequisite: Registered Optician (College of Opticians of Ontario)

Course code: CRN21957

Day & Time: Sundays, 9:00 a.m. to 4:00 p.m.

Dates: February 25 to April 22, 2007

Actual Days: Feb 25, Mar 4, 18, 25, April 1, 15, 22 / 2007

Location: Barrie Campus

Fee: \$470.82 (taxes excluded)

NEW BUILDING SECURITY

On October 9, 2006 the building in which the College's offices are located implemented new security measures. Currently, the front lobby doors are secured at all times. If you are intending on visiting the College of Opticians, please let us know in advance so that we may make arrangements with the security office.

You will be issued a visitor's pass at security upon entering the building. In order to receive this pass, you will need to show government-issued photo identification, such as a driver's license, to a member of security. The pass will be used to swipe in and out every time you enter and exit the building on that day.

If you have any questions about the new security measures, please feel free to contact us.



LEGAL UPDATE

On October 31, 2006, the Executive Committee referred allegations of professional misconduct against Bruce Bergez R.O. C-1192 to the Discipline Committee of the College. On November 16, 2006, Mr. Bergez' certificate of registration was suspended by order of the Executive Committee under section 37 of the Health Professions Procedural Code. The suspension is effective immediately and will remain in place until the matter of the allegations of professional misconduct against Mr. Bergez are disposed of by a panel of the Discipline Committee of the College.

The College has launched legal proceedings against the chain of optical stores operating under the name Great Glasses to prevent them from operating the stores in contravention of the Opticianry Act and the Regulated Health Professions Act. More details about the ongoing legal proceedings will be published on the College's website as the matter progresses.

DELEGATION: CLEARING UP THE MYTHS AND MISINFORMATION

By now you have all received the College's draft Delegation Policy as developed by our Delegation Sub-Committee. The Committee already has received a number of responses to the draft. It is clear from some of the responses that there is a fear among some members that the delegation of dispensing will lead to either deregulation of the profession or a decrease in the need for Opticians resulting in lower wages for all.

If this is true, why is the College contemplating delegation?

The College already permits delegation of some aspects of dispensing and has since 1998.

The College of Opticians, the College of Optometrists and various other stakeholders met several times in the late 1990's to develop a policy on delegation. The two Colleges produced a Joint Report on Delegation in 1998. A summary of the report outlining the agreed upon rules for delegation was printed in the College of Opticians' June 1998 newsletter and sent to all members.

The following information explains the existing COQ policy on Delegation.

The two Colleges agreed that "dispensing" is defined as the preparation, adaptation, and delivery of eye glasses, contact lenses or subnormal vision devices to a person. The two Colleges further agreed that all functions of dispensing may be delegated to an unregistered person with the **exception** of three core cognitive functions (printed here in bold type) and behaviours. An Optician **may not** delegate the following:

- 1. The determination and recording of the specifications of the eyeglasses, contact lenses, or subnormal vision devices to be provided to a patient.**

This means that an Optician must personally review the order as well as the patient's prescription. The Optician must determine whether the appliance that has been ordered is suitable for the patient, meets the patient's needs and will best achieve the visual correction that the patient requires. The Optician must also decide on the final parameters, and technical specifications of the appliance that is to be ordered. The Optician must sign the order and record the specifications of the appliance on the patient health record.



2. The confirmation and recording of the appropriateness of the eye glasses, contact lenses or subnormal vision devices to be provided or delivered to the patient.

This means that the Optician must confirm the visual appliance after it has been fabricated according to his or her specifications, such that it is in conformance with the prescription, is suitable for the patient, and best achieves the visual correction that the patient requires. Also, part of this core cognitive function is any testing of the patient's visual acuity after the appliance has been fit to the patient's face. The Optician must record these determinations on the patient health record.

3. The provision and recording of the necessary advice, counseling, and associated care to the patient about the use of the eye glasses, contact lenses or subnormal vision devices.

This means that the Optician must personally instruct the patient in the use and care of the particular visual appliance as well as advice about when to come back for a check-up or realignment. This advice must be recorded on the patient health record.

The two Colleges also agreed on common rules for delegation as follows:

1. A member must have established a professional relationship with a person prior to delegating any part of dispensing for that person (hereinafter the "patient").
2. A member delegating and the person receiving delegation must each be identified in the record of care made by the member about the patient.
3. A member must ensure that the standards of practice of the member's profession are maintained by the person receiving the delegation.
4. A member is responsible for any failure on the part of a person receiving delegation to maintain the standards of practice.
5. A member must be physically present in the same facility with the person receiving delegation at the time the member delegates tasks in dispensing to that person.
6. A member must be physically present in the same facility and available to intervene when a delegated act of dispensing is

being performed on a patient.

7. A member must ensure that the tasks which the member delegates be patient-specific and appropriate.
8. A member must identify to the College, at its request, any person to whom a task of dispensing has been delegated.
9. A member must ensure that any person receiving delegation has received training appropriate to the delegated tasks to be performed.

It is clear from the rules that an Optician must be on the premises both at the time of the delegation and at the time that the delegated act is being performed. The College of Opticians will not accept that any tasks in dispensing be performed by an unregistered person without the Optician being physically present. Members should be very aware that the decision of whether or not to delegate tasks in dispensing to unregistered personnel lies solely with the Optician and is at all times at his or her discretion. A member should not delegate if, in the member's professional judgment, it is not appropriate to do so, would be contrary to the standards of practice, or would place the member in a conflict of interest.

Delegation has been a part of dispensing since 1998, and to the best of our knowledge, no Opticians have lost their jobs, no Student Opticians have been unable to find co-op and the profession hasn't been deregulated. In fact, in their recent report to the Ministry of Health and Long Term Care, the Health Professions Regulatory Advisory Council stated that, after a comprehensive review of dispensing, there is a risk of harm to the public, and dispensing should remain a controlled act under the Regulated Health Professions Act . So why is the COO looking at it again?

For a number of reasons:

1. The College of Optometrists changed their policy on delegation, without consultation, in 2005 and no longer adheres to the agreed upon policy. This has resulted in a different set of rules for those dispensing in Optometry offices versus individuals dispensing in Optician practices.
2. The COO feels that the existing policy is not clear, and leads in many cases to varying interpretations of delegation.

The following information is related to the new draft Delegation Policy circulated to stakeholders for comment in 2006

The College of Opticians, in response to an increase in inquiries on the topic of delegation, began in 2004 to discuss the issue in great detail.

In 2004 the COO developed a draft position paper on delegation and requested an issue assessment (research and stakeholder feedback) on delegation. The issue assessment was completed, sent to stakeholders (notice in the June 2004 College of Opticians of Ontario Newsletter asking for feedback) and stakeholder comments were collected.

At the January 2005 Council Meeting, the Council approved the designation of an Ad-Hoc Committee for the purpose of developing a position paper on Delegation outlining several high level principles of delegation on behalf of the COO. The group reviewed the results of the 2004 issue assessment and took into consideration stakeholder feedback.

The Ad-Hoc committee met and prepared regular update reports to the 2005 Executive Committee and the Council of the COO. The Committee presented their final draft paper to the Council at the September 2005 Council meeting. Council approved the 'principles' document for use in the development of an Optician specific delegation policy, and for work being done at the Federation of Regulatory Health Colleges of Ontario. The Federation (FHRCO) has struck a working group to work through the issue of delegation of controlled acts and associated authorizing mechanisms on behalf of all twenty-one health regulated professions. The group has hired a consultant and hopes to develop a template that can be approved by all 21 Health Regulatory Colleges in Ontario with an estimated project end date of 2007.

The COO draft Delegation Policy has some new elements; conditions that must be met prior to making the decision to delegate, but in essence relies heavily on the existing policy with many of the same principles in place. The decision to delegate or not is made by the Optician in the patient's best interest, the Optician must be physically present and able to intervene, the Optician remains solely accountable for all delegated tasks, the Optician must ensure the person being delegated to has the appropriate skills and knowledge to perform the task and information on the delegation must be noted in the patient file, just to name a few. The purpose of the chart on what aspects of dispensing can and cannot be delegated was developed for

ease of use

3. In their 2006 report to the Minister of Health and Long Term Care, HPRAC (Health Professions Regulatory Advisory Council) made some significant comments on delegation.

... it is appropriate for the COO to reduce the current restrictions and enable opticians to delegate all or part of the authorized act of dispensing to a person who has the knowledge skill and judgment to perform the act, within established guidelines set by the College. This would free members to address other patient centered obligations and provide increased convenience and access to service for patients and clients.¹

HPRAC then went on to recommend to the Minister of Health that the College should pass a regulation permitting delegation of dispensing and that if the College doesn't do this within a reasonable timeframe that the Minister of Health should impose a regulation on the College permitting Opticians to delegate.

We believe it is better for the public and for Opticians if changes are made to the existing delegation rules, those changes should be made by the College of Opticians after consultation with our stakeholders rather than having changes imposed upon us by the Ministry of Health and Long-Term Care.

The COO is committed to engaging stakeholders in policy development and encourages open and frank discussion on all issues. The Delegation Ad Hoc Committee will review all feedback and make recommendations to Council about delegation in the public interest. All policies of the COO are sent to the Council for three "readings" (like legislation before provincial and federal parliaments) prior to any approval. This process engages all Council members in discussion and decision making and ensures decisions are made and discussed at open, public Council meetings.

Please send your comments to the College as this is an important and complicated issue. We need and appreciate the varying perspectives on delegation.

¹ HPRAC *New Directions*, 2006. P 285.



GETTING TO KNOW YOUR COUNCIL MEMBERS

Want to get more involved with the College of Opticians of Ontario?

Check out how by going to <http://www.coptont.org/members/volunteer.html> and make a difference today!

A full listing of our [Council and Appointed Members](#) is available on our website.

If you would like to get in touch with a Member of Council, please send your correspondence to:

**The College of Opticians of Ontario,
902-85 Richmond St. West, Toronto, ON. M5H 2C9.**



MARVIN ROSS

Marvin Ross, our newest appointed public member, has lived in Dundas, Ontario for the past 10 years but is a native Torontonion. He received his Master's degree at the University of Toronto and spent many years working in research and strategic planning mainly for the Ontario government. During that time, he began writing professionally and then moved into full time medical writing and journalism when he moved to Dundas and formed Bridgeross Communications. He has published 9 books including one on ophthalmology, does medical conference coverage and has appeared in newspapers and magazines such as the Globe and the Star worldwide.

Marvin has also been actively involved in mental health advocacy and was a member of the board of the Schizophrenia Society of Ontario, president of the local Hamilton chapter and on the steering committee for Talking About Mental Illness (TAMI) in Hamilton. This program educates high school students on the nature of psychiatric diseases to help de-stigmatize them and to help students who need help seek it early.

He currently sits on the Discipline Committee as well as the Patient Relations Committee at the College of Opticians of Ontario.



JANICE SCHMIDT

Janice has been registered as an Optician in Ontario since 1975 and a Certified Contact Lens Fitter since 1981.

Many of her years in Opticianry have been spent as an educator. She began as a faculty member at Seneca College teaching in the Contact Lens lab. Janice has spent the past 17 years as Coordinator of the Opticianry Program at Georgian College in Barrie and the 2006-2007 academic year will mark her 21st anniversary of teaching. During this period she has been involved in the development of curriculum and delivery of instruction in the subjects of Optics, Contact Lens theory and Contact Lens labs and clinics.

Janice has also been involved with the development of National Competencies for Opticianry and the start of the first post graduate Refraction Program for opticians. Georgian is now leading the way for accreditation of opticianry programs across the country.

She is an avid gardener whose passion for floral design has culminated in her appointment as a Horticultural Judge, a Floral Design Judge and a Rose Judge at the Royal Botanical Gardens in Hamilton, Ontario.

Currently, Janice sits on the Discipline Committee and is the Chair of the Complaints and Unauthorized Practice Committee at the College of Opticians of Ontario.



DISCIPLINE DECISIONS AND REASONS

Mr. Guido Panacci, C-877, MD Optical Ltd. Toronto

A Panel of the Discipline Committee held a public hearing on April 7, 2006 into allegations of professional misconduct against Mr. Guido Panacci.

Allegations

It was alleged that Mr. Panacci committed acts of professional misconduct, in that he:

1. sexually abused a patient,
2. physically abused a patient,
3. engaged in conduct in the course of practicing opticianry, that having regard to all the circumstances, would reasonably be regarded by members of the College of Opticians of Ontario as disgraceful, dishonourable or unprofessional,
4. was found guilty and was convicted of assault, which is relevant to his suitability to practice.

Response to Allegations

Mr. Panacci was represented by counsel at the hearing. Through his counsel, he admitted the allegations and the case proceeded on the basis of an Agreed Statement of Facts.

Evidence

The Agreed Statement of Facts established that Mr. Panacci was a Registered Optician in 2004 at the time the incident occurred, and was the owner and operator of MD Optical Ltd., Toronto.

The Patient attended Mr. Panacci's store for the purpose of obtaining an eye examination. Mr. Panacci made a number of sexually suggestive remarks towards the Patient that made her uncomfortable, such as "oh, you and me in a dark room together, this could be interesting", told her that she had beautiful eyes and that she looked "hot" and suggested she take off all of her clothes when she wished to remove her jacket. He also asked her several times if she wanted to make a deal. Mr. Panacci touched the Patient, including squeezing her shoulders,

stroking her face, pulling her towards him, grabbing her buttocks and simulating sexual intercourse. The Patient pushed him away and left the store.

The Panel also heard evidence that Mr. Panacci pleaded guilty to and was convicted of assault against the Patient in 2005 and was given a three-month conditional sentence and two years probation.

Findings

The Panel accepted the Agreed Statement of Facts and a joint submission on penalty submitted by College and defense counsel.

The Panel found that Mr. Panacci committed acts of professional misconduct, in that he:

1. sexually abused a patient,
2. physically abused a patient,
3. engaged in conduct in the course of practicing opticianry, that having regard to all the circumstances, would reasonably be regarded by members of the College of Opticians as disgraceful, dishonourable or unprofessional,
4. was found guilty and was convicted of assault, which is relevant to his suitability to practice.


Reasons for Penalty

Counsel for the College and counsel for Mr. Panacci made a joint submission regarding penalty and costs. The Panel accepted the jointly proposed penalty as being appropriate and in the public interest. The Panel believes that the penalty is appropriate and will serve as a deterrent to Mr. Panacci and any members of the College of Opticians of Ontario who would engage in such conduct. The conditions and restrictions placed upon Mr. Panacci's certificate of registration serve to protect the public from such behaviour in the future.

Penalty

The Panel directed that:

- Mr. Panacci attend before the panel to be reprimanded, with the fact of the reprimand to be recorded on the register;
- The Registrar suspend Mr. Panacci's certificate of registration for a period of twelve months commencing immediately;
- The Registrar place the following terms, conditions and limitations on Mr. Panacci's certificate of registration:
 - Mr. Panacci shall, before resuming practice, complete an ethics and boundaries course approved by the Registrar and the Registrar shall be satisfied that he has completed successfully; and
 - Upon the resumption of his practice, Mr. Panacci shall not see female patients except in the presence of another adult female until such time as he provides the Registrar with a report from a psychiatrist stating that there is little or no likelihood that he will repeat the behaviour that gave rise to the findings of professional conduct against him and the Registrar is satisfied with such report.
- Mr. Panacci pay costs to the College in the amount of \$12,000.

At the conclusion of the hearing, Mr. Panacci was in attendance for the reprimand. He waived his right to appeal and the reprimand was administered. 

You can find out more about the the College's discipline decisions and reasons on our website at www.coptont.org/dicipline/dicipline.html.

FAQ: COMPLAINTS

Q: Can the College give me information about an ongoing investigation?

A: Unlike the results of the disciplinary hearing, which become a matter of public record, all information relating to the investigation and resolution of complaints is held in the strictest of confidence. The College is prohibited from making any information regarding ongoing and resolved Complaint investigations public knowledge.

Q: Can the College make a dispensary give me back my money?

A: The College of Opticians regulates only Opticians, Student Opticians and Intern Opticians in Ontario. The College has limited legal authority or jurisdiction over optical stores, dispensaries, corporations or their non-optician owners or managers. The College does not have the legal authority to deal with issues that are solely of a monetary nature, such as prices, warranties or refunds, which are not regulated. Should your concerns entail these issues only, please consider contacting the Better Business Bureau or the Small Claims Court.

Q: What is the difference between Unauthorized Practice and a Complaint?

A: A complaint must contain the name of a registered member of the College of Opticians of Ontario. If someone is practicing Opticianry in Ontario who is not licensed with the College of Opticians the College of Optometrists of Ontario or the College of Physicians and Surgeons of Ontario, then they are dispensing illegally and should be reported using our Unauthorized Practice Form.

Q: Can I make an anonymous complaint?

A: The College of Opticians is not able to act on anonymous complaints as the member who is the subject of the complaint must be in a position to respond fully to the allegation or allegations contained in the complaint.



WHO GAVE THE INTERNET A LICENSE TO PRACTICE?

By Mary Field.

Internet sales of contact lenses are by now a fact of life in the optical marketplace. And now consumers are able to make Internet purchases of eyeglasses. Optical professionals continue to ask themselves how this is allowed to persist. And they further wonder why anybody would want to purchase something as critical as a pair of contact lenses or eyeglasses over the Internet.

DO SOMETHING ABOUT IT

The phenomenon of Internet sales is an example of a service that has leapt ahead of legislation. Consider that the Worldwide Web was launched as recently as 1991 and that by 1993 its use was proliferating at a rate of 341,634 per cent annually. This was truly a case where legislators were gob-smacked by the sudden uptake by consumers, educators, researchers and marketers of a communication product that had no precedence. The Worldwide Web crosses continents, oceans and legal jurisdictions. Philosophically we may be citizens of a global village or a North American free trade zone but in reality commercial trade still has borders to cross and different laws that govern it.

In the case of optical sales, regulation is provincial and centers around very specific activities that constitute either a legislated scope of practice or that are found legislatively on a list of restricted/reserved/controlled activities. Your regulatory body has jurisdiction only in ...well... its own jurisdiction. Consequently the real question is, "Where does the Internet sale of contact lenses take place? Does it take place when the order is placed in Ontario, or Newfoundland or Alberta? Or does it take place when the seller has received the order and processed the credit card payment (which may be in China, or the Philippines or New York State)?"

Some governments have developed Internet legislation. The Alberta Internet Sales Contract Regulation is a good example. The weakness of this regulation is that Internet sellers don't ordinarily have a physical presence in the location where the consumer places the order. Even in a case where a suit is brought and a judgment won, implementation of the judgment faces a huge impediment if there is no reciprocal

enforcement of the judgments legislation in the jurisdiction of residence of the Internet seller. This continues to be an unresolved issue.

WHY PURCHASE CONTACTS AND EYEGLASSES ON THE INTERNET?

Price is usually the first answer that comes to mind and it's what you no doubt often hear from consumers. Studies have been done on what drives people to shop on the Internet. Interestingly, price was not the most significant driver of online purchase. The main drivers of online purchasing were ease of purchase and ability to learn about new products. Price, while important, came in at a distant third. You may not be able to best the Internet companies on prices but start thinking about the other features consumers find attractive.

COMPARE "APPLES" TO "APPLES"

Before doing anything drastic, first estimate how much of your business has been lost to Internet sales or how much you anticipate you will lose to Internet sales. If you find the resulting figures to be significant, then you need to develop new marketing strategies. Don't underestimate. When Sears started catalogue sales in Canada in the 1950s, Eaton's – whose



catalogue business was the backbone of their organization for 100 years - thought Sears would be short-lived competition. I don't need to tell you the end of that story.

Some of the perception about Internet sales is just that - a perception and not a reality. For example, contact lenses and glasses have never been sold at a less expensive price through legitimate practitioners than they are currently being sold. If a consumer asks you for the lens or eyeglass specifications with the intent of ordering online, head off the price argument before the consumer has a chance to make it. Do your homework and figure out what

the consumer is going to pay via an Internet purchase as compared with the cost of doing business with you. Have it printed on a brochure or a point of purchase card to demonstrate that quality and service don't have to be sacrificed for price.

When you're calculating comparative pricing, don't forget to add into the Internet prices charges for shipping and handling, any membership fees that may be applicable, and professional fees you would charge if the person had to come to you to have the glasses adjusted or the contact lenses inspected. The fallback position the Internet companies have is you. Go to any of their websites and you'll find that they advise Internet consumers of contact lenses and eyeglasses to go to their optical professional if they have any difficulties or if they need measurements taken. Your expertise was developed with a huge investment of time and money. It should not be offered without significant return.

CONVENIENCE AND CHOICE

Whether we like it or not, the average person regards time spent waiting for a contact lens check-up or wading through over 1,000 frames as time lost. Are there some ways we can address "ease of purchase" and "learn about new products" to make a visit to the optician less vexing than a trip to the dentist? Optical professionals represent a huge repository of information that consumers would love to tap. Don't wait for them to walk into your dispensary to ask their questions. Meet the Internet competition in their own marketplace ... on the Internet.

Generally speaking, we as optical professionals don't leverage the opportunities presented by the Internet very effectively. In a survey of independently-owned optical dispensaries it would be typical to discover that only 20 per cent have websites. So...

- Find someone to develop a dynamic website for you. Don't try to do it yourself.
- Load the website with educational information.
- Include pictures and specifications of the terrific frames you carry. Update the on-line catalogue regularly.
- Enable consumers to preselect several frames before they come in to place an order by letting them e-mail you with their

choices and an indication of the day they'll be dropping in.

- Wherever you can fill orders by mail ...do it. Make it easy for clients to purchase solutions, cases and contact lens replacements. Just make sure you add a reasonable charge for shipping and handling.
- Many frame suppliers have their catalogues on-line. Provide links for your clients to the websites of your suppliers so they have the broadest style choice available.

Attempting to prevent Internet sales is like trying to hold back a tsunami-force wave. It's not going to happen. Expecting a regulatory body to accomplish what international legal minds have been unable to accomplish is futile. The choice for "go ahead" professionals is to identify opportunities by studying the competition and to act on what is found.

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The College of Opticians is aware of the situation with respect to the purchase of contact lenses over the internet. In Ontario, and in fact in Canada, the dispensing of contact lenses is a controlled act under the Regulated Health Professions Act, 1991. Unfortunately, contact lenses are being sold by unregistered persons in Ontario via email and internet practices which do not comply with the RHPA Act, 1991. The dispensing of contact lenses over the internet is illegal, but there are no controls in place to regulate it.

One of the difficulties lies with the College's limited legal regulatory authority over such practices. This College along with a number of other organizations continue to work on changing the legislative framework. The College is also researching ways to educate the public about the danger of dispensing contact lenses by unregistered persons or in the complete absence of any eye care provider. As a health care professional, we encourage you to inform your patients of the benefits of proper eye care health, education is powerful.

The College believes that the dispensing of unsupervised contact lens wear presents a serious risk of harm to the public and will continue to work towards legislative changes that will require all contact lenses sold in Ontario be dispensed by an appropriate registered health care professional.



REGISTRATION RENEWAL 2007

The 2007 Optician Registration Renewals have been mailed out. Please note that according to amendments to the By-laws approved by Council, the 2007 Optician Renewal fee is now \$745.18.

(your payment cannot be processed without the signature)

The College cannot accept credit card payments over the phone.

The deadline to renew your optician license is on or before December 31, 2006 (post marked no later than Dec 31, 2006).

LIABILITY INSURANCE

Proof in the form of a copy of the policy must contain the:

- name of the insurer,
- name of the Optician,
- Optician's registration number,
- expiry date of the policy,
- the amount of the policy,
- whether the policy covers professional liability (malpractice) insurance.

This information must be submitted with the renewal application. If not, your certificate of registration as an Optician may be suspended. Insurance expiry dates vary and may not necessarily coincide with your renewal date of December 31, 2006. It is your responsibility to submit an updated copy of your insurance policy at the time of policy renewal with the insurer. In the case that your employer supplies insurance coverage, it is still your responsibility to provide documentary proof of insurance with the renewal application.



PREVENT DELAYS

Before you put your renewal in the mail, be sure to check that both sides of the form have been filled out and that you have signed in all the required places. The College will return any forms that are incomplete or incorrectly filled out. These forms will also be subject to an administrative fee of \$26.50.

If you are paying by cheque, please remember that the renewal fee has changed. Please also remember to sign the cheque. All cheques can be made payable to the College of Opticians of Ontario. **Post dated cheques after December 31, 2006 will not be accepted.**

If you are paying by credit card please double-check that you have:

- Clearly printed credit card number and expiry date
- Indicated Name of cardholder
- Provided Signature for approval of payment

NEW 2007
RENEWAL FEE:
\$703.00 +
42.18 (6% GST) =

\$745.18

NEW 2007
LATE FEE:
\$125.00 +
\$7.50 (6% GST) =

\$132.50

NSF CHEQUES &
DECLINED CREDIT
CARDS:
\$40.00 +
\$2.40 (6% GST) =

\$42.40

ADMINISTRATIVE
FEE:
\$25.00 +
\$1.50 (6% GST) =

\$26.50

When did you submit your completed form and payment?	Total Payment Required
<ul style="list-style-type: none"> • On or Before Dec 31, 2006 	<ul style="list-style-type: none"> • \$745.18 total fee
<ul style="list-style-type: none"> • After Dec 31, 2006 	<ul style="list-style-type: none"> • \$877.68 total fee
<ul style="list-style-type: none"> • Incomplete Forms 	<ul style="list-style-type: none"> • \$771.68 total fee
<ul style="list-style-type: none"> • NSF cheques & Declined Credit Cards: Corrected on or before December 31, 2006 	<ul style="list-style-type: none"> • \$787.58 total fee
<ul style="list-style-type: none"> • NSF cheques & Declined Credit Cards: Corrected after December 31, 2006 	<ul style="list-style-type: none"> • \$920.08 total fee



QA CLAIMS PACKAGES

You can find more answers to frequently asked questions about Quality Assurance on our website at http://www.coptont.org/members/faq_qa.html

In October of each year, the Quality Assurance department sends out claims packages to all opticians whose credit cycle is coming to a close at the end of the year (December 31st).

This package includes a claim form booklet and complete instructions on how to submit your credits. If you have not received a claims package in the mail and your cycle is ending this year, please contact the Quality Assurance department to request another copy.

Opticians are required to submit a minimum of thirty (30) credits at the completion of their credit cycle. The breakdown of those credits is as follows:

- EG (Eye Glasses) - 8 credits minimum (no maximum)
- CL (Contact Lenses) - 8 credits minimum (no maximum)
- GB (General Business) - 5 credits maximum (no minimum)

- PE (Professional Experience) - 5 credits maximum (no minimum)
- PA (Professional Activity) - 5 credits maximum (no minimum)

If you have misplaced any credit slips, please contact the sponsor of the event, course, or workshop you attended for duplicate copies.

Credits must be acquired within your cycle in order for them to fulfill your QA requirements. Credits acquired over and above the required thirty (30) cannot be used in subsequent cycles.

If you require an extension, please submit a request, in writing, to:

The Registrar
902-85 Richmond St. W.
Toronto, ON. M5H 2C9

Please include an explanation for the request.



December is one of the busiest times of the year at the College. During this month we experience a larger than normal volume of phone calls. All calls are returned in the order in which they are received. Your patience is appreciated.

NEWLY LICENSED OPTICIANS 2006

3362	Ahmed	Abdolrazzak	3135	Kimberley	Gamelin
3636	Manuela	Afonso	3939	Jasdeep	Garcha
3110	Hamideh	Akhavan-Foumani	3928	Jaswinder	Garcha
3243	Noura	Amrani	3106	Michelle	Georgilas
3112	Homa	Amri	3917	Terjinder	Ghulldu
3567	Peter	Badenhorst	3412	Jennifer	Goetz
3601	Badiollah	Badihi	3909	Kulwant	Gogna
3317	Emilie	Bartnik	3247	Maria	Henderson
3585	Yuzhen	Bi	3248	Wilma	Ho
3792	Sabrina	Blisse	3592	Richard	Horner
3767	Shmuel	Blumenthal	3341	Wei-Min	Huang
3429	Anne-Marie	Bosma	3611	Helen	Huynh
3921	Jacqueline	Cendrowska	3908	Jaideep	Jassal
3568	Gordon	Chin	3900	Parminder	Jassal
3577	Tanya	Choy	3506	Shalina	Jessa
3072	Thomas	Chu	3451	Linda	Jessome
3603	Tanya	Columbus	3249	Elsa	Jim
3765	Hamid	Dadvar	3583	Namita	Karir
3246	Rochelle	Daiber	3915	Wai Lun	Keung
3899	Prashant	Dalal	3608	Muhsin	Khan
3952	Harinder	Dhaliwal	3907	Shahram	Khoshsohbat
3758	Preet	Dhillon	3576	Hyunok	Kim
3326	Barbara	Figura	3616	Howard	Kim
3620	Carlos	Flores-Hernandez	3575	Johanna	Klassen
3572	Salvatore	Gabrielli	3911	Smita	Kumar

2889	Sarah	Kuzmanovski	3614	Abolhassan	Sadr
3901	Joseph	Kwon	3168	Shahnaz	Salehi Esmati
3918	Muradali	Ladha	3261	Mohammad	Salkhordeh
3637	Yadilaine	Lais	3920	Kiyarash	Samimi
3250	May	Lam	2921	Gita	Shams
3303	Quang	Lam	3581	Dayna	Shantz
3587	Amber	Larocque	3791	Vikas	Sharma
3578	Gordon	Lau	3588	Jeffrey	Soulliere
3627	Jennifer	Lavallee	3596	Janice	Stouffer
2910	Todd	Lawrence	3593	Kristianna	Strang
3914	Kennis	Lee	3947	Panooyeh	Tabeghanoon
3613	Myong Bae	Lee	3910	Diana	Taburchinskaia
3906	Guoming	Li	3641	Samson	Tam
3252	Dennis	Lim Ah Ken	3582	Edmond	Tang
3948	Jun	Lu	3264	Soheyra	Torabi
3275	Stewart	MacAlpine	3584	Thu	Tran
3474	Neil	Maclvor	3610	Stephanie	Ka-Yee Tri
2996	Firoozeh	Mansouri	3265	Georgiana	Trif
3935	Lei	Mao	3421	Minh	Truong
3615	Tara	McKellar	3127	Lou	Tsan
3439	Erin	Miller	3602	Lorraine	Vally
3098	Abdul	Mohammad	3570	Amit	Verma
3913	Narjis	Moosavi	3590	Kelly	Wabrik
3598	Stephen	Mortimer	3411	Jodie	Walker
3589	Ildiko	Nagy	3586	Denise	Wang
3625	Danielle	Neale	3594	Paul	Wannamaker
3256	Milly	Ng	2795	Daniel	Williams
3280	Kim	Nguyen	3361	Camille	Wong
3201	Theresa	Nguyen	26	Benedict	Wong
3591	Julia	Niece	3919	Pinky	Wong
3257	Mena	Pachler	3580	Xin	Xiong
3634	Aaron	Pardy	3949	Fei	Yao
3607	Keumyi	Park	3937	Ming Wai	Yau
3606	Junghyun	Park	3938	Kwan Shing	Yau
3609	Desiree	Petralito	3934	Tsz Ping	Yeung
3422	Remi	Plourde	3268	Linda	Young
3912	Thanuja	Ponnampalam	3599	Sathe	Zarei
3574	Carly	Quennell	3916	Jie	Zhao
3571	Amir	Rezai	3951	Rui	Zhu
3276	Deborah	Rowbotham			

OPTICIAN REINSTATEMENTS 2006

664	Wraye	Campbell	311	Kenneth	Meinzinger
1659	David	Clyde	2619	Gillian	Newland
1133	Craig	Dawkins	1838	May	Ng
1915	Christine	Doerfler	2172	Shelley	Nichols
2130	Geraldine	Donkersgoed	2908	Cherie	Oliver
2040	Cheryl	Garvey	2318	Sona	Patel
2097	Tracey	Geick	3179	Brigitte	Reay
3233	Amy	Gow	2174	Diljeet	Rihal
527	Dennis	Higgins	1025	Catherine	Szabo
1098	Cathrin	Krueger-Bodnar	1623	Mary	Valentini
1563	Maureen	Lumtai	1813	Layne	Vance
1390	David	Masney	2694	Erin	Walter
2842	Andrea	McDonald	1510	Mario	Weinheimer
1926	Angela-Jo	Mckinnon			

STATISTICS

The College has provided some statistics on Opticians in the province of Ontario for your information.

AGE OF CURRENTLY REGISTERED OPTICIANS

Age Range	Total in Each Category	Percentage of Total
Birthdate not provided	83	3.893058161
20-29 (1986-1977)	198	9.287054409
30-39 (1976-1967)	502	23.54596623
40-49 (1966-1957)	625	29.315197
50-59 (1956-1947)	518	24.29643527
60-69(1946-1937)	184	8.630393996
70-79 (1936-1927)	22	1.031894934
80-99 (1926-1917)	0	0
TOTAL	2132	100

OPTICIAN SPECIALTIES 2006

Specialties	Total in Each Category
EYEGASSES ONLY	442
CONTACT LENS ONLY	16
BOTH EYEGASSES AND CONTACT LENSES	1674
DIFFICULT CONTACT LENS	303
LOW VISION AIDS	217
PEDIATRICS	387
GERIATRICS	323
ARTIFICIAL EYES	21
SAFETY GLASSES	1056
MOBILE SERVICES	164
SOFT CONTACT LENS MENTOR	58
RIGID CONTACT LENS MENTOR	0
SOFT AND RIGID CONTACT LENS MENTOR	61
CERTIFIED CONTACT LENS FITTER	440
OTHER SERVICES	52

OTHER SERVICES INCLUDE: Alternate health care sources:-herbs, vitamins ,minerals, etc.
 Collect old glasses and send to the needy in different countries, Consulting, eg. Ergonomic Vision Consulting, Gift Of Sight Local Missions, Hearing Aids, High tech vision aids for the blind, Lab (manager, whole finishing and manufacturing), Lab Work, Lens Consultant, Locum Service, Optical Laboratory (surface and finish)
 Optical Manufacturing, Orthokeratology, Repairs- Soldering Etc., RGP assessment, Rigid Bifocals, Sales Representative, Sales Representative (Optical frame), Specialty Golf Glasses, Sports Eyewear/ Speciality, Teaching (Opticianry courses), Translation Services, Vision Screening, Vision Testing,

CURRENT MEMBERS BY ELECTORAL DISTRICT

DISTRICT #1	
Brant	12
Haldimand-Norfolk	3
Halton	71
Hamilton-Wentworth	68
Niagara	63
TOTAL	217

DISTRICT #3	
Algoma	16
Cochrane	8
Muskoka	5
Nippising	12
Parry Sound	1
Sudbury	32
Thunder Bay	17
TOTAL	91

DISTRICT #4	
Bruce	1
Elgin	9
Essex	48
Grey	13
Huron	1
Kent	13
Lambton	12
Middlesex	78
Oxford	7
Perth	5
TOTAL	187

DISTRICT #7	
Dufferin	6
Peel	200
Waterloo	64
Wellington	17
TOTAL	287

DISTRICT #8	
Simcoe	85
York	210
TOTAL	295

DISTRICT #2	
Durham	92
Frontenac	31
Grenville	2
Haliburton	1
Hastings	19
Kawartha Lakes	8
Leeds	10
Lennox	1
Northumberland	6
Ottawa	148
Peterborough	20
Prescott	2
Prince Edward	2
Renfrew	6
Russell	1
Stormont	6
Victoria	2
TOTAL	357

DISTRICT #5	
"Toronto Metropolitan Toronto"	610
TOTAL	610

DISTRICT #6	
Whole province of Ontario	2132
TOTAL	2132

The data above applies to Current/ Current and Inactive Opticians for the 2006 Registration Year.

NEW & SUSPENDED MEMBERS BY YEAR

Registration Year	New Members	Suspended Members
2004	92	44
2005	105	63
2006	130	86

OPTICIANS TRANSFERRING FROM B.C. TO ONTARIO

Year Registered In	Class of Registrant	TOTAL
2004	Students=1 Opticians=1	2
2005	Students=0 Opticians=7	7
2006	Students=0 Opticians=27	27

The College of Opticians of British Columbia recognizes three Opticianry Programs (Douglas College, NAIT and BC College of Optics). The College of Opticians of Ontario does not track the educational institution a nationally educated candidate attends.

OPTICIANS WORKING FOR OPTICAL CHAINS

Total number of:	Total number of Opticians	Percentage of Total
Opticians working for Optical Chains	1021	0.479117785
Opticians working for Independent Opticals	1025	0.480994838
Current and Inactive Not Practicing Opticians	34	0.015954951
Current and Active Not Practicing Opticians	47	0.022055373
Current and Active Opticians with no business address	4	0.001877053
Currently Registered Opticians	2131	100%

Note: the above applies to all Current/Current and Inactive Opticians for the 2006 Registration Year

HOLIDAY OFFICE HOURS

The College of Opticians will be open for regular office hours:

Monday to Friday
8:30 am to 4:30 pm

during the month of December with the exception of the following dates:

December 22 - 8:30 am to 12:00 pm

December 25 - Office Closed

December 26 - Office Closed

December 27 - Office Closed

December 29 - 8:30 am to 12:00 pm

January 1 - Office Closed

THE COLLEGE WEBSITE

The College's website is updated on a daily basis to ensure that it provides the public and its membership with the most up-to-date information on the profession.

Our Resource Room contains an extensive list of documents pertinent to the practice of opticianry including administrative forms, legislation, policies, reports, submissions, newsletters and privacy information. If you are looking for a document, this is an excellent place to begin your search.

Our Member Feedback section contains all packages the College has sent out to stakeholders for comment. Make comments on important issues or see what the College has sent out in the past on this page.

You can help us keep our records up-to-date by reporting broken and/or misdirected links. Send your email to ssackrule@coptont.org if you discover a link that isn't working and we'll get it fixed straight away.

IN MEMORIAM: GORD HYLAND



Gord Hyland, Registrar and CEO for the College of Respiratory Therapists of Ontario passed away with grace and dignity, with family and friends by his side, on October 11, 2006.

For more than thirty years Gord worked in the health care field in Ontario. Early in his career Gord was involved in science and research, his formal training being in Medical Laboratory Technology. He worked at Toronto Western and Toronto

General Hospitals in management and medical research for 14 years. In the mid-1980's Gord joined the Canadian Society of Laboratory Technologists based in Hamilton as the Assistant Director of Administration and Consultant in Immunology. From 1990 to 2001, Gord served as the Registrar of the College of Opticians of Ontario. In April 2002, Gord began his work at the College of Respiratory Therapists of Ontario.

Gord touched the lives of many of us and through his hard work and guidance College of Opticians moved forward through the transitions and changes brought about by the adoption of the Regulated Health Professions Act. His dedication, leadership and tireless energy in everything he undertook leaves those of us whose lives he touched with a huge sense of loss.

Please join the College of Opticians in expressing our deepest sympathies and condolences to Gord's wife Patricia his family and friends.



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