

The College of Opticians of Ontario

Annual Report 2010



College of
Opticians of
Ontario

Protecting the Public

An Informed Public

Help educate the public about vision care and how Opticians can help. An informed public will understand the importance of vision and proper care. We encourage you to reinforce these important messages with your patients/clients/health care consumers:

- Opticians are Licensed, registered with the College of Opticians of Ontario (COO). This means that they are professionals who are regulated under the law and work to published standards of practice and ethics.

Opticians play a vital role in delivering vision care in Ontario. To ensure optimal results, Opticians work with patients to identify the most appropriate type of eyewear based on a patient's prescription, individual circumstances, occupation and daily activities. There are approximately 2,400 Licensed Opticians in Ontario.

The College offers these tips to help the public be an informed vision care patient:

- Look for the College of Opticians of Ontario Logo on the Registration badge worn by Licensed Opticians in Ontario - the badge is issued by the College and includes the Optician's full name and Certificate of Registration Number. Ask to see it.
- Practicing members must prominently display a current Certificate of Registration (License) in their principal place of practice. Look for the certificate displayed in Optical Dispensaries.
- Only Opticians, Optometrists and Ophthalmologists are legally authorized to dispense prescription eyeglasses and contact lenses in Ontario. Don't trust your eyes to anyone else.
- Only members registered with the College can use the title "Optician," "Registered Optician" or "Licensed Optician." Ask to see a Licensed Optician.
- Search the Public Register of Members on our website to confirm that you are dealing with a Licensed Optician who is Registered with the College. www.coptont.org/SEARCH
- Make sure you have a prescription from an authorized prescriber: a physician (such as an Ophthalmologist) or an Optometrist.

In addition to visiting the college website, we encourage you to visit and direct your patients to the national Licensed Optician website www.LicensedOptician.ca



College of
Opticians of
Ontario



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Introduction

It brings me great pleasure to write this article as the 2010 College President. It amazes me how quickly time passes. 2010 was certainly a productive year for our College. With the passing of time we've seen many good people join and leave our ranks.

2010 drew to a close with the successful completion of the Great Glasses case and the incarceration of its founder, Mr. Bruce Bergez. The College remains committed to pursuing complaints of unauthorized practice/illegal dispensing and to date has successfully obtained injunctions against four former Great Glasses outlets that were still not in compliance with the *Regulated Health Professions Act* and the *Opticianry Act*.

In 2010, we also saw the National Association of Canadian Optician Regulators (NACOR) complete its accreditation of teaching institutions. Those candidates who have not graduated from an accredited institution must now undergo a prior learning assessment program known as PLAR. If a candidate is deemed deficient in a certain area, additional educational upgrading may be required prior to challenging the National Exams.

The Licensed Optician (LO) public awareness and education initiative was also launched nationally in 2010 including a website and television advertisements that communicated the importance of dealing with qualified Opticians. The Opticians Council of Canada is comprised jointly of regulators, educators and professional associations that head up this initiative.

The Ministry of Health and Long-Term Care, as embodied into the *Regulated Health Professions Act* 1991, encourages safe and effective delegation of controlled acts by the health professionals authorized to perform them. Accordingly, a draft Standard of Practice for Delegation has been circulated to stakeholders for review and comment and has been revisited by the Delegation Committee. While the proposed Standard of Practice for Delegation was developed to ensure the highest possible level of patient care and to maximize patient choice and access to services within current legislation, the College respects the professionalism of its members. As such, the Standard of Practice for Delegation leaves the final choice to delegate with the member. There is no onus nor requirement to delegate but if the optician chooses to do so, the College has outlined in its Standard of Practice how delegation is to take place.

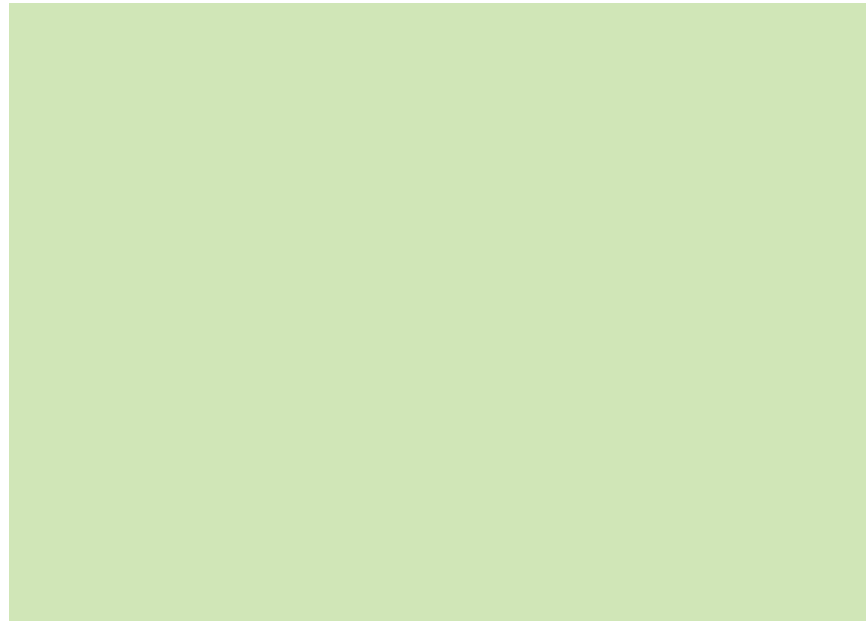
Another challenge that lies ahead is the matter of internet dispensing. The College supports the national public awareness and education initiative with the best interest of serving and protecting the public as it relates to Ontario Opticians and is committed to working with the membership to guide them in working with changes in technology whilst dealing with unauthorized dispensing that may be occurring via the Internet. By pushing support of the national public awareness and education initiative to combat internet dispensing issues, it will enable an informed public to make safe choices.

The Opportunities? The Internet and its impact on patient safety is a common concern amongst Opticianry and Optometry and has given rise to productive discussions with our counterparts at the College of Optometrists. We intend to work closely together to tackle this issue.

I remain committed to the concept that a well-regulated profession is beneficial to both the public and the profession. I encourage you to be part of the solution.



Fazal Khan, RO
President



2010 COO Council Members

Council Members

Fazal Khan, RO, President	Librado Ibe, Jr., Public Member
Mike Smart, RO, Vice-President	David Milne, Public Member
Gloria Baltazar, Public Member	Puttaveeraiah Prabhakara, Public Member
Parminder Dhillon, RO, Optician Member	Marvin Ross, Public Member
Jeff Fernandes, RO, Optician Member	Janice Schmidt, RO, Opticians Member
Frances-Clare Fraboni, Public Member	Bryan Todd, RO, Optician Member
Junaide Hakim, RO, Optician Member	Udham Tonk, Public Member
Eve Hoch, Public Member	Rob Vezina, RO, Optician Member

Appointed Non-Council Members

Rupinder Dhallwal, RO	Niti Jassal, RO
Peggy Dreyer, RO	Dennis Lam, RO
Marilyn Fron, RO	Derick Summers, RO

2010 COO Committee Members

Executive Committee

Fazal Khan, RO, President
Mike Smart, RO, Vice-President
Frances-Clare Fraboni, Public Member
Eve Hoch, Public Member
Rob Vezina, RO, Elected Member

Registration Committee

Rob Vezina, RO, Chair
Jeff Fernandes, RO, Vice-Chair
Fazal Khan, RO
Eve Hoch, Public Member
Frances-Clare Fraboni, Public Member

Registration Appeal Panel

Bryan Todd, RO
Peggy Dreyer, RO
Marvin Ross, Public Member

Inquiries, Complaints and Reports Committee

Janice Schmidt, RO, Chair	Niti Jassal, RO
Bryan Todd, RO, Vice-Chair	Rupinder Dhaliwal, RO
Jeff Fernandes, RO	Puttaveeraiah Prabhakara, Public Member
Parminder Dhillon, RO	Udham Tonk, Public Member
Marilyn Fron, RO	Librado Jr. (Buddy) Ibe, Public Member

2010 COO Committee Members (Continued)

Discipline Committee

Rob Vezina, RO – Chair
Derick Summers, RO – Vice-Chair
Parminder Dhillon, RO
Jeff Fernandes, RO
Junaide Hakim, RO
Fazal Khan, RO
Janice Schmidt, RO
Mike Smart, RO
Bryan Todd, RO
Gloria Baltazar, Public Member
Frances-Clare Fraboni, Public Member
Evelyn Hoch, Public Member
Librado Ibe Jr., Public Member
Puttaveeraiah Prabhakara, Public Member
Marvin Ross, Public Member
Udham Tonk, Public Member
Rupinder Dhaliwal, RO
Peggy Dryer, RO
Marilyn Fron, RO
Nitti Jassal, RO
Dennis Lam, RO

Fitness to Practice Committee

Rob Vezina RO, Chair
Jeff Fernandes, RO, Vice-Chair
Fazal Khan, RO
Eve Hoch, Public Member
Frances-Clare Fraboni, Public Member

Patient Relations Committee

Dennis Lam, RO, Chair
Janice Schmidt, RO, Vice-Chair
Junaide Hakim, RO
Gloria Baltazar, Public Member

Quality Assurance Committee

Peggy Dreyer, RO, Chair
Derick Summers, RO, Vice-Chair
Mike Smart, RO
Marvin Ross, Public Member
Bryan Todd, RO

Protecting the Public

Executive Committee

2010 has shaped up to be another busy year for the Council and Executive. Since the last Executive meeting in November there has been one further Executive conference call on January 14, 2011. In review here are some highlights of 2010.

- **Great Glasses - Bruce Bergez:**

Considerable efforts were made to bring the Great Glasses issue to completion this year. Several meetings were held with members of all three political parties and with the Attorney General's office. Several appearances were made at Hamilton Court, which saw Mr. Bergez jailed for contempt of court.

- **Great Glasses - Franchised Locations:**

Several meetings have been held with franchise owners of Great Glasses and their legal counsel in efforts of having them voluntarily comply with Ontario legislation governing the dispensing of eyewear and contact lenses. These locations and any other entities not complying with College Regulations are subject to investigation and if need be the College will commence injunctions against those not in compliance.

- **2009 HPRAC Response:**

The College received and commented on the HPRAC Report commissioned in late 2009. The College looks forward to comments and direction that may be given by the Minister in 2011.

- **Meetings with Optometry:**

The College has had several meetings with the College of Optometrists Executive Committee and has appeared together with them and a representative

from Ophthalmology on a public service program hosted by Rogers Cable TV. Conflict of interest was a central topic of discussion and indications are that those talks will continue into 2011. As well there has been interest indicated in working together on issues surrounding the dispensing of eyewear and contact lenses via the internet.

- **Registrar's Contract:**

The College was successful in crafting a new employment contract with the Registrar, which was accepted by both Council and the Registrar and implemented in the fall.

- **Implementation of New Governance Policies:**

The Executive applauds the Ad Hoc Governance Committee on its work in compiling the new Governance document which the Council received training on at the August Strategic Planning Meeting. The meeting was facilitated by David Hodgson who gave input on best practices of other Councils regarding Governance policies and procedures and aided the Council in September as it adopted and implemented the new policies. As with any new program, there continues to be work necessary including, in this case, continuing education for Council Members and staff as well as the formulation of additional governance policies. In 2011 the Governance Committee once again charged with those responsibilities.

- **Government Relations:**

The Executive re-engaged the services of the CG Group for our Government Relations requirements. Don Gracy was very effective in arranging timely and relevant meetings with key members of government, the Ministry of Health and Long-Term Care and opposition health crit-

Protecting the Public (Continued)

ics to address critical issues. The CG Group has been a valuable asset to the College.

• Change in Legal Representation:

2010 was a significant year for the College. Council had mandated that legal costs were to be managed and reduced. To that end, Executive implemented a policy where all legal work was to receive authorization only after costs estimates were provided. Mid 2010 the College moved its legal services account from the firm of Fasken Martineau and in December of 2010 the College welcomed Ms. Melisse Willems as in-house legal Counsel as a means of improving efficiency and controlling costs. We look forward to the addition of Ms. Willems to the College.

• Individual Council Member Concerns:

The Executive Committee spent a great deal of time in 2010 dealing with several issues brought forward by an individual Council Member. Concerns spanned several issues from Governance issues to staff work to conflict of interest. The Executive addressed each issue with careful consideration and a number of recommendations will be brought to Council as a result.

As Council and Executive become more familiar and comfortable with the new Governance Policies, Executive will move towards a role of monitoring action lists, budgets, screening issues and making recommendations to Council. Executive will continue to update Council on all activities through regular updates.

We would like to thank all of the staff and our resource experts, the departing Council members for their years of service and welcome new faces including both elected and appointed Council members.

Inquiries, Complaints and Reports Committee

In 2010, the whole Committee met seven times.

Panel 1: Four meetings & Panel 2: three meetings

The Inquiries, Complaints and Reports Committee investigates all written/recorded complaints regarding the conduct or actions of a member of the College of Opticians. The Committee endeavours to conduct thorough investigations in a fair and efficient manner and make reasonable and fair decisions. The ICR Committee also investigates and, where evidence gathered warrants it, approves prosecution in matters involving unauthorized practice.

The Committee's business in 2010 was conducted by 2 panels:

Panel 1	Panel 2
Janice Schmidt	Bryan Todd
Jeff Fernandes	Marilyn Fron
Parm Dhillon	Niti Jassal
Murray Prabhakara	Rupinder Dhaliwal
Buddy Ibe	Murray Prabhakara
Udham Tonk	Buddy Ibe

There are currently ten open complaints and one matter that came before the Committee via the "information to the Registrar" route, and eight matters involving alleged unauthorized practice, at different stages of the process. There are seven unauthorized practice matters approved for prosecution and we expect court proceedings for an injunction to commence shortly. In two matters, the COO successfully obtained injunctions and was awarded partial costs.

Protecting the Public (Continued)

The staff-driven project of monitoring dispensaries which advertise on the Internet, Opti-guide or in The Yellow Pages and cross-referencing this information with the information from the COO Register is now done on an annual basis. A full statistical report is attached.

2010 ICR Committee Statistical Report

Disposition	# of Files
Complaint inquiries	38
Inquiry - became a formal complaint	8
Inquiry - abandoned & outside jurisdiction & not a complaint	21
Inquiry - pending further information	9
Frivolous & vexatious	-
Closed with no further action	5
Referred to Discipline	2
Closed - Caution (Written/Verbal)	6
Verbal Caution Issued	1
Complaints disposed of in 2010	13
Open files pending further investigation (2010)	10+1*
Files opened in 2010	10+1*
HPARB appeals - total	
Committee decision confirmed	2
HPARB review held - decision pending	1
HPARB review pending	1
HPARB Appeal withdrawn	1

*1 Report from the Registrar

Nature of 2010 Complaints:

1. Quality of EG: 3
2. Poor communication + unprofessional conduct: 2
3. Member operating a business model that allows and condones unauthorized practice: 1
4. Members condoning illegal eye test / unauthorized practice: 2
5. Insurance fraud + poor record keeping: 2
6. Member performing refraction and dispensing based on the results: 1

ICR Committee Statistical Report - Unauthorized Practice	# of Files
Total number of inquires in 2010	16
Inquiry abandoned - not enough information	10
Inquiry pending - further information needed	6
Open files pending further investigation	4
Files closed - No evidence of illegal dispensing - no further action	1
Injunction approved - in progress	7
Injunction successfully - obtained	2

Discipline Committee

There are currently four discipline matters that are being addressed by the COO. All four matters are in the beginning stages of the hearing scheduling process.

In 2010, the COO held a total of two Hearings and one Penalty Hearing. Both hearings have been completed and decisions rendered. Orders were given in one of the hearings. The Penalty hearing resulted in the member's certificate of registration being revoked.

In 2010, the Discipline Committee as a whole participated in a workshop focusing on writing decisions and reasons.

Fitness to Practice Committee

The Fitness to Practice Committee holds hearings to determine if a member is incapacitated to such a degree that this prevents him/her from practicing safely and effectively. The Committee meets on an as-needed basis, should allegations of incapacity of a member be referred.

In 2010, the Committee did not receive any referrals.

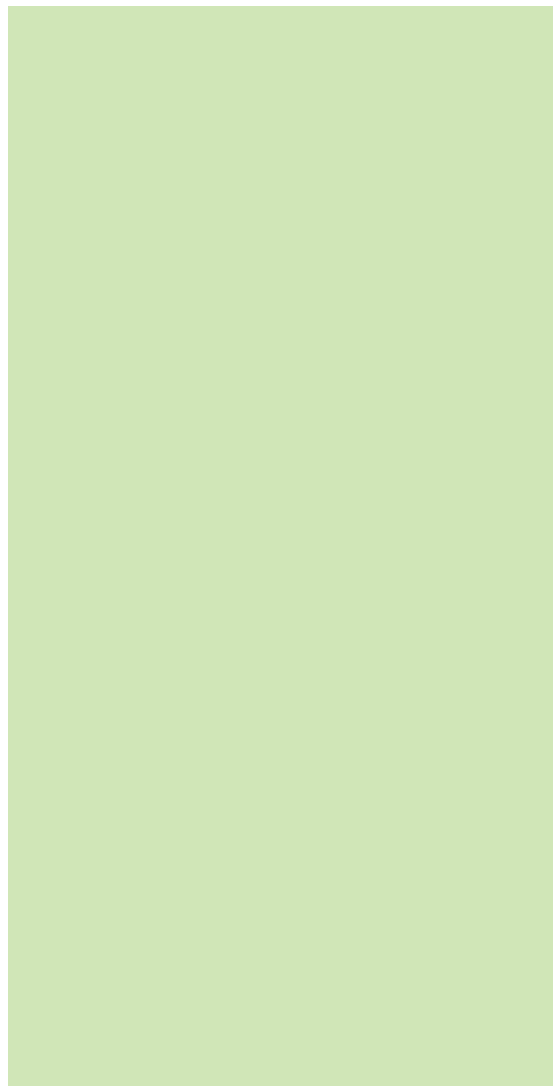
Protecting the Public (Continued)

Patient Relations Committee

The Patient Relations Committee met twice in 2010.

The Committee worked this year on developing proper guidelines for COO members to assist in the release of patient file information. The committee decided that once finalized, these guidelines would be incorporated into a policy. This policy will provide clarity to members as to how a patient would request their file, as well as how the member should properly release that information. Research of other Colleges, as well as the Privacy Commission was completed and a draft of the policy and patient authorization/request form will be ready in early 2011.

In conjunction with the College communications initiative (and in the interim of transitioning to new COO website), a “Public Information” section was added to the COO website, and has since been expanded. This section includes such information as “You and Your Optician”, “Public Register”, “Public Awareness”. The committee had discussions and sourced research in an effort to contribute to a College publication on the risks of illegal internet dispensing. The Patient Relations Committee will support the use of this publication in conjunction with Patient File release to expand on public education surrounding illegal internet dispensing.



Ensuring Quality Care

Quality Assurance Committee

The mandate of the Quality Assurance Committee is to ensure the quality of professional practice by developing and maintaining programs and standards to promote continuing competence among members.

In 2010, the Committee held five meetings and two teleconferences. Over the course of 2010, the QA Committee accomplished the following:

- Members who attended continuing education (CE) Conferences in March and April of 2010 were given a preview of the Professional Portfolio during the COO Update presentation. QA Committee Members and College staff were on site to answer many questions associated with the QA Program. The at-a-glance tri-fold brochure was also distributed in every participant's registration package at the CE Conference in April.
- The QA Committee continued to develop marketing documentation to ease the transition from a CE credit system to a Professional Portfolio system for Members.
- After reviewing the Ministry of Health and Long-Term Care's recently proposed changes to the initial QA Regulation that was submitted in November 2009, the Committee has since submitted a revised draft of the QA Regulation in consultation with the COO's legal counsel. The revisions incorporated were mostly associated with transparency of procedural fairness and default processes, and consistency with the language of the Code.
- In an effort to reduce the workload of incoming submissions and to allow sufficient amount of time for members to obtain any outstanding credits, notices were mailed out to applicable Members on

July 26, 2010 stating that their credits were due, pointing to the COO website to download the 2010 QA Claims Package. A total of 1,560 Members were anticipated to submit their QA Claims Packages by December 31, 2010. To date, only (148) requests have been made for hardcopy packages to be mailed which enables the College to keep to the low budget mailing cost.

- The QA Committee's recommendation to repeal the accreditation fees incorporated into Schedule A of the COO's By-Law for the purposes of incorporating them strictly into policy was approved by the Council by electronic vote on September 24, 2010.
- On October 18, 2010 the Council approved amendments to the accreditation fees set out in the College's **Quality Assurance Accreditation Policy for Providers** as recommended by the QA Committee. Since the initial implementation of the policy in September 2005, the Quality Assurance Committee has managed to maintain the fees at the same levels as those charged five years ago. Despite having taken steps to achieve functional efficiencies and reduce expenditures, it was deemed essential to increase the fees to fund the Committee's operational needs and to also accommodate Ontario's recent HST amendments. Effective December 20, 2010, the College of Opticians of Ontario implemented the amendments to the accreditation fees set out in the policy.
- To fulfill its role of public protection through a more effective Quality Assurance Program, the QA Committee agreed to submit a recommendation to the Council to approve the Multi-Source Feedback Assessment model for the purposes of conducting Peer and Practice Assessments. Several converg-

Ensuring Quality Care (Continued)

ing factors have motivated a number of Health Colleges to improve their Quality Assurance procedures. These factors include new legislation (HSIA), increasing complexity of professional practice, increased public demands for accountability, and improvements in testing and assessment. Many health professionals, such as Physicians, Pharmacists, Nurses, Medical Radiation Technologists and others have undertaken initiatives to improve quality assurance. This assessment program will be further reviewed by the Council in January 2011.

- The QA Committee has since approved amendments to the **QA Accreditation Policy for Providers** and the **QA Accreditation Policy for Registrants** for the purposes of supporting the new QA Program that is forthcoming. With the proposed amendments to the QA Regulation in its final stages of review with the MOHLTC, the QA Committee has agreed to submit a recommendation to the Council to approve the Committee's amendments to the aforesaid policies in preparation for regulation changes and the implementation of the new QA Program (Professional Portfolio). The amendments to the policies will be further reviewed by the Council in the year 2011.
- The QA Committee has been continuing to work via email and the COO Virtual Boardroom in order to review accreditation requests made by providers of continuing education. The Committee was very assiduous in accrediting the many requests that were submitted in 2010.

Registration Committee

Prior Learning Assessment and Recognition (PLAR)

The Committee's primary task in 2010 was improving its prior learning assessment and recognition (PLAR) process and working together with other provinces and

NACOR in developing a uniform national PLAR model across the country.

Applicants from non-accredited programs must undergo a PLAR process. In 2010, a new challenge arose – how to maintain a uniform standard to assess applicants from non-accredited programs (including internationally educated applicants) in a uniform way across the country. Without a uniform PLAR process and standard, applicants will be able to 'jurisdiction shop' to find what they perceive as the easiest point of access to registration.

At this point, any PLAR applicant completes the same process regardless of whether he/she applied in Ontario, BC, Alberta or any other province. This process includes: a review of the application, online competency gap analysis, an interview conducted by the Committee/Panel and a practical assessment of the applicant's contact lens insertion and removal skills. The Panel provides their recommendations to the Committee for a final decision in each case.

We are happy to report that Ontario, together with BC and NACOR, hosted a two-day Interprovincial PLAR training session/orientation in Toronto in early December. Representatives from all provinces received hands-on training on how to conduct PLAR. The training session was conducted by staff and Committee members from BC, Ontario and Alberta.

NAIT Opticianry Program and Douglas College Opticianry Program Deemed Equivalent

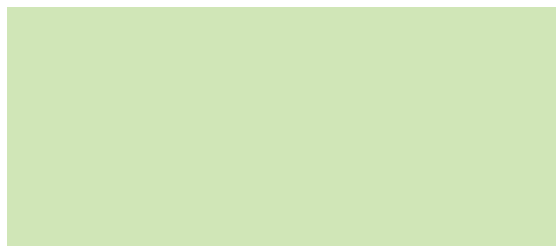
The NAIT Opticianry program (Optical Sciences – Eyeglasses Diploma and Optical Sciences – Advanced Practice Contact Lenses Certificate) and Douglas College Dispensing Optician and Advanced Contact Lenses and Optical Technologies were deemed equivalent to an Ontario opticianry program approved by the

Ensuring Quality Care (Continued)

Ministry of Training, Colleges and Universities at an institution set out in the Schedule to the Registration Regulation (Georgian College and Seneca College). The Committee considered both the programs curricula (which received the accreditation from NACOR), as well as the practical components of the programs. This means that graduates of these two programs are now able to apply directly to the COO for a license, upon successful completion of the National Examinations. In addition, current students of these programs are eligible to apply for a student license in Ontario.

Work with the Office of the Fairness Commissioner

The Committee also continued working with the Office of the Fairness Commissioner in ensuring the COO registration practices are transparent, objective, impartial and fair. In 2010, a new internal appeal process was established and implemented, based on the compliance auditor's recommendation. An independent 3-member panel was constituted to review any potential internal registration appeals. The panel is composed of Committee members without any prior involvement with the matter and is on "stand-by" should an appeal be filed. In addition, the 2010 Fair Registration Practices Report was completed and submitted to the OFC. Finally, we would like to thank all Committee members for their efforts and dedication throughout the year in implementing and improving the COO registration processes.



Registration Committee Statistical Report (2010)

Internationally Educated Applicants	
Initial inquiries received	16
Application package received - file opened	4
Pending receipt of additional documentation & payment	3
Applications reviewed	1
Applications approved - certificate of registration as an Intern Optician	1
PLAR	
Inquiries	19
Applications incomplete	2
To be reviewed by the Committee	-
Scheduled for on-line competency gap analysis	-
To be scheduled for an interview	6
Interviewed by the Panel - decision pending	5
Decision issued by the Committee	4
Miscellaneous	
Applications for reinstatement of suspended members (3 + yrs)	10
Applicants allowed to reinstate	8
Appeals to HPARB	-
Upgrading program completed	1
Upgrading proposal approved - upgrading in progress	2

2010 National Examinations

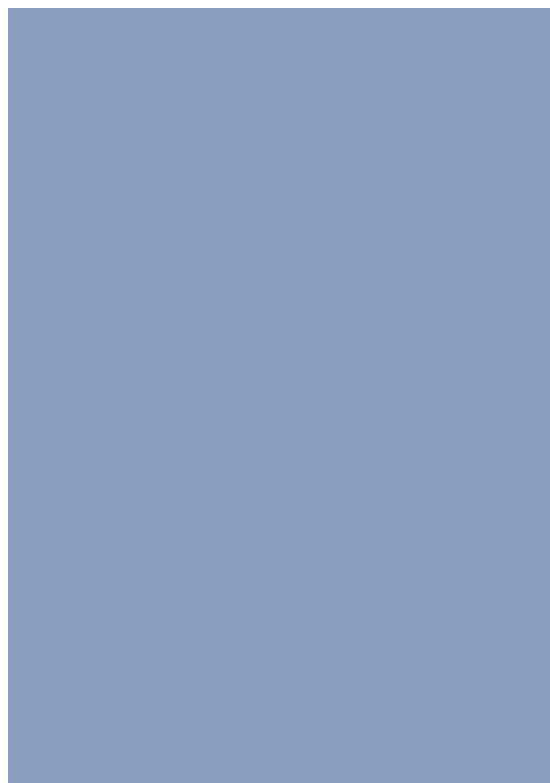
In 2010, based on the anticipated number of exam candidates for the Fall session, in order to accommodate all eligible candidates, a decision was made to run an additional National Exam session in the fall:

Ensuring Quality Care (Continued)

	Date	Location	# of exam candidates
Session 1	April 23 - 24, 2010	Seneca College - Toronto	6 - EG (all from Ontario) 21 - CL (17 from Ontario)
Session 2	October 22 - 24, 2010	Seneca College - Toronto	60 - EG (53 from Ontario) 63 - CL (60 from Ontario)
Session 3	November 19 - 21, 2010	Georgian College - Barrie	36 - EG (35 from Ontario) 36 - CL (all from Ontario)

Adding another exam session and allowing exam candidates to choose the Fall session they would prefer, received a lot of positive feedback. As a result, should the number of potential exam candidates for the Fall 2011 require it, the College will run two Fall Exam sessions again.

We would like to thank all examiners, College staff, Georgian and Seneca College representatives, as well as patient models, for contributing to the success of the National exam sessions in Ontario.



Setting and Maintaining Standards

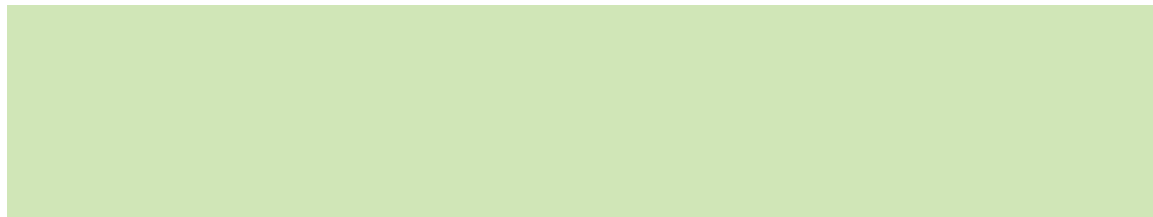
National Exam Stats (Ontario)

National Eyeglasses Exam 2010

# of Candidates			Passed		Failed	
Ontario Candidates	94	(92%)	89	(95%)	5	(5%)
Out of Province	8	(8%)	N/A	-	N/A	-
<i>Total # of Candidates</i>	<i>102</i>	<i>(100%)</i>	-	-	-	-

National Contact Lenses Exam 2010

# of Candidates			Passed		Failed	
Ontario Candidates	113	(94%)	90	(80%)	23	(20%)
Out of Province	7	(6%)	N/A	-	N/A	-
<i>Total # of Candidates</i>	<i>120</i>	<i>(100%)</i>	-	-	-	-



Auditor's Report

To the Council of College of Opticians of Ontario

We have audited the accompanying financial statements of College of Opticians of Ontario which comprise the balance sheet as at December 31, 2010 and the statements of revenue and expenditures, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Executive Council's Responsibility for the Financial Statements

Executive Council is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not for profit entities, and for such internal control as council determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control

relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of College of Opticians of Ontario as at December 31, 2010, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards.

Sevitt Associate

Toronto, Ontario
March 11, 2011

**SEVITT &
ASSOCIATES**

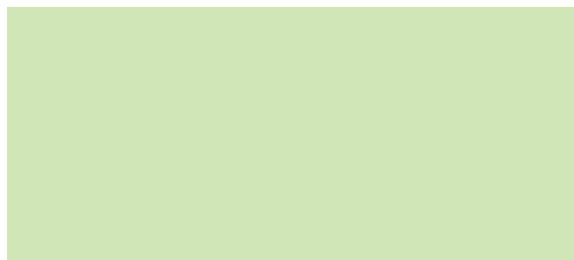
Licensed Public Accountants
Chartered Accountants

Auditor's Report (Continued)

Statement of Financial Position

As at December 31, 2010	2010	2009
	\$	\$
Assets		
Current		
Bank	992,120	483,525
Investments	-	280,120
Receivables	25,200	338
Prepays	15,343	13,273
	<u>1,032,663</u>	<u>777,256</u>
Capital Assets (Note 3)	<u>228,296</u>	<u>283,016</u>
	<u>1,260,959</u>	<u>1,060,272</u>
Liabilities		
Current		
Payables and accrued liabilities	120,389	128,504
Deferred registration fees	659,564	533,315
	<u>779,953</u>	<u>661,819</u>
Net Assets		
Reserve for Funding of Therapy or Counselling	22,320	22,320
Invested in capital assets	228,296	283,016
General reserve	230,390	93,117
	<u>481,006</u>	<u>398,453</u>
	<u>1,260,959</u>	<u>1,060,272</u>

Commitments (Note 6)



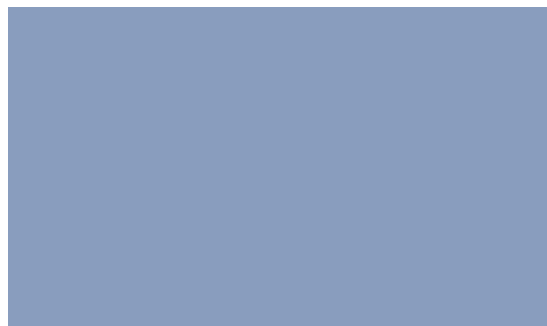
Statement of Revenue and Expenditures

For the Year Ended December 31, 2010	2010	2009
	\$	\$
Revenue		
Opticians registration fees	1,860,993	1,778,118
Intern and student registration fees	62,875	52,846
Examination fees	77,700	72,450
Miscellaneous income	34,259	40,630
Interest income	7,613	8,714
	<u>2,043,440</u>	<u>1,952,758</u>
Expenditures		
Amortization	63,826	39,760
Audit - financial	12,500	11,000
Audit - fairness commission compliance	-	15,000
Committee expenses	8,480	14,012
Communications	34,205	47,389
Consulting	71,306	65,310
Council and committee - See schedule	207,936	195,187
Database	39,259	4,903
Education and development	10,833	21,377
Equipment rental and maintenance	26,922	29,413
External personnel	34,225	31,708
External relations	62,810	63,406
Extraneous legal expenditures	1,781	11,532
General office	139,693	152,793
Insurance	1,295	6,839
Investigator	79,237	19,274
Legal	248,312	644,297
Premises rent	149,999	89,551
Printing and postage	67,761	88,846
Salaries and benefits	657,745	668,615
Seat fees and advertising	15,293	15,089
Telephone and fax	27,469	24,670
	<u>1,960,887</u>	<u>2,259,971</u>
Excess of Revenue Over Expenditures		
(Expenditures over Revenue)	82,553	(307,213)

Auditor's Report (Continued)

Statement of Changes in Net Assets

For the Year Ended December 31, 2010				2010	2009
	Specific Reserve Funds	Invested in Capital Assets	General Reserve	Total	Total
	\$	\$	\$	\$	\$
Beginning of year	22,320	283,016	93,117	398,453	705,666
Excess of revenue over expenditures (expenditures over revenue)	-	(63,826)	146,379	82,553	(307,213)
Investments in capital assets	-	9,106	(9,106)	-	-
End of year	<u>22,320</u>	<u>228,296</u>	<u>230,390</u>	<u>481,006</u>	<u>398,453</u>



Statement of Cash Flows

For the Year Ended December 31, 2010	2010	2009
	\$	\$
Net inflow (outflow) of cash related to the following activities		
Operating		
Excess of revenue over expenditures (expenditures over revenue)	82,553	(307,213)
Amortization of capital assets	63,826	39,760
	<u>146,379</u>	<u>(267,453)</u>
Changes in non-cash operating working capital		
Receivables	(24,862)	20,702
Prepays	(2,070)	(9,897)
Payables and accruals	(8,115)	29,876
Accrued rental benefits	-	(11,012)
Deferred registration fees	126,249	12,595
	<u>237,581</u>	<u>(225,189)</u>
Investing		
Purchase of capital assets	(9,106)	(287,853)
Redemption of short-term investments	280,120	729,682
	<u>271,014</u>	<u>441,829</u>
Net cash inflow	508,595	216,640
Cash Position, beginning of year	<u>483,525</u>	<u>266,885</u>
Cash Position, end of year	<u>992,120</u>	<u>483,525</u>

Notes to Financial Statements

December 31, 2010

1. Organization

The College of Opticians of Ontario was incorporated without share capital as a not-for-profit organization under the laws of Ontario for the purpose of assuring public protection in the practice of opticianry and is responsible for administering and enforcing the *Regulated Health Professions Act* and the *Opticianry Act*. Accordingly, it is not required to pay income taxes.

2. Significant Accounting Principles

Capital assets

All capital assets acquisitions are capitalized at cost. Amortization is provided annually as follows:

Furniture and fixtures - 20% declining balance

Computer equipment - 30% declining balance

Leaseholds are amortized over five years on a straight line basis.

In the year of acquisition, amortization is provided at one-half of the annual rates.

Deferred registration fees

Deferred registration fees are represented by amounts received before year end for licensing in the next year. This amount of \$659,564 (2009 - \$533,315) is included in cash and cash equivalents on the balance sheet.

Fund accounting

The general costs of activities for which reserves have been established are not considered for as separate funds and full disclosure will be provided in the notes to the financial statements.

Cash and cash equivalents

Cash and cash equivalents include cash on hand, balances with banks and short term deposits with original maturities of three months or less.

Net Assets

The financial statements have been prepared in a manner which segregates net assets balances as follows:

- Reserve for Funding of Therapy or Counselling represents amounts that have been allocated from general operations in order to comply with provincial regulations relating to financing of therapy or counselling sessions which may be required in cases of sexual abuse of patients by members.
- Invested in capital assets represents the College's net investment in property which is comprised of the amount of its capital assets purchased with unrestricted funds.
- General Reserve represents amounts available for operations.

3. Capital Assets

	Cost	Accumulated Depreciation	Net Book Value	
	\$	\$	2010	2009
			\$	\$
Furniture and fixtures	232,092	158,440	73,652	88,889
Computer equipment	230,135	210,086	20,049	22,360
Leasehold improvements	211,199	76,604	134,595	171,767
	673,426	445,130	228,296	283,016

Notes to Financial Statements

(Continued)

December 31, 2010

4. Bank Indebtedness

As at December 31, 2010 the College has an unused unsecured credit facility of a \$100,000 Operating Line of Credit at prime plus 1%.

5. Financial Instruments

The College's estimate of the fair value of financial instruments included in current assets and current liabilities approximates their carrying values.

6. Commitments

The College has entered into agreements to lease its premises and office equipment for various periods. During fiscal 2009, the premises lease was extended at the same location commencing September 1, 2009 for a new ten year period. However at the option of the landlord, the lease may be terminated after five years provided written notice is provided to the College. The annual rent of premises consists of a minimum base rent plus operating expenses, realty taxes and hydro charges for that period. Minimum base rent payable for premises and equipment in aggregate is as follows:

	Premises \$	Equipment \$	Total \$
2011	66,267	20,100	86,367
2012	66,267	20,100	86,367
2013	66,267	20,100	86,367
2014	68,986	-	68,986
2015	74,424	-	74,424
2016	74,424	-	74,424
2017	74,424	-	74,424
2018	74,424	-	74,424
2019	49,616	-	49,616
	<u>615,099</u>	<u>60,300</u>	<u>675,399</u>

7. Comparative Amounts

All comparative amounts are from the 2009 audited financial statements by Sevitt and Associates LLP report dated March 10, 2010.

Schedule of Council and Committee Expenditures

For the Year Ended December 31, 2010

	Honoraria \$	Expenses \$	2010 Total \$	2009 Total \$
Statutory/By-Law Committees				
Council	43,749	28,488	72,237	68,917
Discipline	4,925	4,450	9,375	25,131
Executive	22,622	10,879	33,501	22,405
ICRC / Complaints	7,238	3,932	11,170	19,267
Patient Relations	1,700	315	2,015	4,725
Quality Assurance	28,396	12,497	40,893	28,572
Registration	11,675	8,965	20,640	7,739
Ad-Hoc Committees				
Delegation Ad hoc	-	-	-	3,535
Miscellaneous	3,088	14,254	17,342	12,513
HPRAC	763	-	763	2,383
	<u>124,156</u>	<u>83,780</u>	<u>207,936</u>	<u>195,187</u>

A Profile of Members 2010

The College has provided some statistics for your information on all registered members in the 2010 year. The data presented is a snapshot of the College membership profile as of December 31, 2010 and is subject to change thereafter.

Data Source: College of Opticians of Ontario Database

*RO: Registered Optician

*NAIT: Northern Alberta Institute of Technology

Table: 1.0 All Members by Class and Status 2010		
Class	Status	Total
Registered Optician	Current and Active (2375)	2451
	Current and Inactive (76)	
Student Optician	Current and Active	388
Intern Optician	Current and Active	117

Table: 2.0 *RO - Practice Status 2010	
Employed in Opticianry in some capacity	2208
Employed - On Leave	37
Employed outside profession and not seeking employment in profession	29
Employed outside of the profession and seeking employment in the profession	8
Not Employed and not seeking employment in the profession	15
Not Employed and seeking employment in the profession	37
Unknown	117

Table: 3.0 *RO - Employment Status 2010	
Full-Time	1888
Part-Time	254
Casual	54
Unknown	12

Note: The data above is specific to all members who are employed in Opticianry in some capacity in the first employment location.

Table: 4.0 *RO - Employment Category 2010	
Casual Employee	42
Permanent Employee	1751
Self-Employed Employee	380
Temporary Employee	22
Unknown	13

Note: The data above is specific to all members who are employed in Opticianry in some capacity in the first employment location.

Table: 5.0 *RO - Patient Age Range 2010	
Adults (18-64)	274
All Ages	1873
Seniors (65+)	18
Unknown	43

Note: The data above is specific to all members who are employed in Opticianry in some capacity in the first employment location.

Table: 6.0 *RO - Position 2010	
Administrator	12
Consultant	43
Instructor/ Educator	14
Manager	510
Owner/ Operator	481
Quality Management Specialist	13
Researcher	1
Sales Person	341
Service Provider	765
Unknown	28

Note: The data above is specific to all members who are employed in Opticianry in some capacity in the first employment location.

A Profile of Members 2010 (Continued)

Table: 7.0 *RO - Practice Setting 2010	
Association/ Government/Regulatory Organization/ Non-Government Organization	5
Hospital	3
Independent Health Facility	8
Ophthalmologist Office	20
Optical Dispensary	1988
Optometrist Office	66
Other Group Practice Office	4
Other Laboratory Facility	13
Other Place of Work	25
Post-Secondary Educational Institution	11
Solo Practice Office	28
Unknown	37

Note: The data above is specific to all members who are employed in Opticianry in some capacity in the first employment location.

Table: 8.0 *RO - Specialties 2010	
Eyeglass vs. Contact Lens Specialties	
Both Eye Glasses & Contact Lenses	2011
Contact Lenses Only	13
Eyeglasses Only	395
Unknown	32
Other Specialties	
Artificial Eyes	20
Difficult Contact Lens Fittings	316
Geriatrics	343
Low Vision Aids	242
Mobile Services	145
Pediatrics	405
Safety Glasses	1274

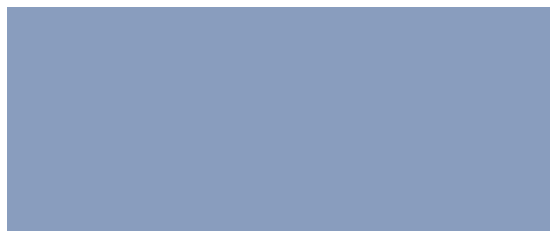
Table: 9.0 *RO - Suspensions/ Reinstatements 2010	
Suspended	124
Reinstated	58

Table: 10.0 New Student Opticians 2010 by Educational Institution Enrolled	
Georgian College, Ontario	67
Seneca College, Ontario (Part-Time Program - 30, Full-Time Program - 65)	95
*NAIT	33
Unknown	2
Total	197

Table: 11.0 New *RO's 2010 by Educational Institution Enrolled	
BC College of Optics, British Columbia	42
Douglas College, British Columbia	2
Georgian College, Ontario	49
*NAIT	10
Seneca College, Ontario	25
Success College, British Columbia	1
Total	129

Table: 12.0 New Internationally Trained Opticians 2010 by Country of Transfer	
India	2
Total	2

Table: 13.0 Contact Lens Mentors/ Certified Contact Lens Fitters 2010	
Certified Contact Lens Fitters	417
Soft Contact Lens Mentors - 24 New	99
Soft & Rigid Contact Lens Mentors - 13 New	53





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