

**EXECUTIVE COMMITTEE REPORT**  
**December 2019 Executive Committee Report to Council**

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**2019 Committee Members:**

Bryan Todd, Chair, RO, Elected Member  
Omar Farouk, Vice Chair Public Member  
Ingrid Koenig, RO, Elected Member  
Dorina Reiz, RO, Elected Member  
Jacalyn Cop-Rasmussen, Public Member  
Trudy Mauth, Public Member (until June 2019)

**Number of meetings:**

The Committee has had one in-person meeting since the last Council meeting.

**Report:**

*CNAR*

The CNAR (Canadian Network of Agencies for Regulation) seminars and information presentations I had the fortunate opportunity to attend in Quebec City was very rewarding. The event consisted of presentations given by guest speakers from all regulatory professions across Canada including lawyers, doctors, chartered accountants, nurses, physiotherapists and many other professions. Private investigators even gave accounts of some of their more memorable investigations which had a few heads turning.

Accompanying myself from the College was Amy and Melanie. This gave the three of us the opportunity to sit in on a greater number of seminars that were being held simultaneously, all of which I believe provided helpful takeaways and ideas that could be brought to our own College and to our various committees for discussion and consideration.

I would certainly endorse the College of Opticians continued attendance to CNAR in the future in order to benefit the wealth of information this event offered.

*Financial Statements and Annual Budget*

The Executive reviewed the financial variance reports and the draft 2020 budget. The budget will be presented to Council for review and approval at the December 2 and 3 meeting.

### *Appointment of Non-Opticians to Committees*

The Committee considered the concept of appointing non-opticians to College Committees as a way to obtain additional public input, ease the burden on existing public members and further council's commitment to governance reform. A recommendation from the Executive will be put forward for council's consideration at the December 2 and 3 meeting.

### *Amendments to the Current Ad-Hoc Committees*

The Executive Committee considered changes to current ad-hoc committees, and will make a recommendation to Council at the December 2 and 3 meeting to consider striking a standing clinical practice committee to replace the ad-hoc standards of practice committee, and to eliminate the professional misconduct committee and assign review of the misconduct regulation to the ICRC.

### *Appointed Member Interviews*

The Executive Committee conducted 10 interviews for the appointed member role for a two-year term commencing January 1, 2020. The Committee modified the interview process from previous years to reflect the competency profile approved by Council at the October meeting, with candidates being assessed on their competencies. The Executive Committee will make appointment recommendations at the December 2 and 3 Council meeting.

### *Appointed Committee Member Eligibility*

The Executive Committee examined whether the by-laws allow for a sitting council member to be appointed as a Committee member. The Committee will recommend an upcoming council meeting that the by-laws be clarified to eliminate any ambiguity.

### *Role of the National Examinations (NEC) Representative*

The Committee considered a briefing note from the current NEC Representative about the role, which includes review and validation of the National Examinations each year. In addition to the examination, the NEC also frequently reviews competencies and other registration assessments such as PLAR. The executive committee requested that the Registrar gather more information about the competencies required by the NEC representative given the tasks required of the role, and clarity on an appropriate examinations review cycle.

### *Role of the Chief Examiner Representative*

The Committee considered a briefing note from the current Chief Examiner recommending that the role is no longer required. The Executive Committee will make a recommendation to council at the December 2 and 3 meeting to eliminate the position of the Chief Examiner.

**Submitted by:**

Bryan Todd, RO, Chair, Elected Member

## GOVERNANCE COMMITTEE REPORT

### December 2019 Report to Council

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**Governance Committee Members:**

Margaret Osborne, Chair, Appointed Member  
Ingrid Koenig, Vice-Chair, Elected Member  
Omar Farouk, Public Member  
Gord White, Public, (Until October)

Behzad Safati, Appointed Member  
Dorina Reiz, Elected Member  
Stephen Kinsella, Public Member

**Number of Meetings:**

The Governance Committee held one in-person meeting since the last Council meeting.

**Report:***Governance By-laws and Policies*

The Committee reviewed the following governance manual policies:

- 4.85 Council Information and Monitoring System Policy
- 3-11 Vote Supermajority for Termination of a Registrar, CEO
- 4-40 Council Strategic Agenda/Workplan Policy

The Committee continues to work with Ms. Karen Fryday-Field of Meridian Edge Consulting and has made significant progress in the overhaul of the governance manual.

The Committee reviewed proposed by-law changes to Article 1, Article 6.3(h), Article 12.2(a)(viii), Schedule C and a newly proposed Schedule E.

The Committee recommended that the above listed policies and by-laws go to Council for review at the December 2, 2019 meeting.

*Governance Reform*

The Committee continues to monitor provincial, national and global governance trends; best practices and expert advice, including CNO's Vision 2020. To that end, the Committee addressed two items: changing the titles of the people and groups who govern as well as looking at a mandatory three year cooling off period for any person who has held a position at a professional association before becoming a council or committee member.

These two reforms were recommended to go to Council for review at the December 2, 2019 meeting in the form of by-law changes to Articles 1, 6.3 and 12.2, referred to above.

The Governance Committee will make further recommendations to Council based on the evolving needs of the public and what it expects of its regulator.

**Submitted by:**

Margaret Osborne, Chair, Public Member  
Deidre Brooks, Manager Patient Relations & Governance

PATIENT RELATIONS COMMITTEE REPORT  
December 2019 Report to Council

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**Patient Relations Committee Members:**

Dennis Tse, Chair, Appointed Member  
Neda Mohammadzadeh, Vice Chair, Elected Member  
Behzad Safati, Appointed Member  
Kevin Cloutier, Appointed Member  
Stephen Kinsella, Public Member  
Jack Zwicker, Public Member  
David Milne, Public Member (Until September)

**Number of Meetings:**

The committee had one in-person meeting since the last Council meeting.

**Report:**

*Patient Bill of Rights*

The Committee reviewed and amended the Patient Bill of Rights and sent it to the Standards of Practice Committee for review as requested by Council.

*Jurisprudence Handbook Updates*

- The committee reviewed and finalized the test questions pertaining to the Communications Chapter. The Communications Chapter and test will be uploaded to the online jurisprudence tool.
- The Committee was joined by Mr. John Wickett of Wickett Measurements Systems, a psychometrician with 20 years' experience within the credentialing community. He presented to the Committee his insights on key concepts and best practices in measurement testing. The purpose of the presentation was to provide the committee with objective ways to assess an optician's knowledge and understanding through constructing effective multiple-choice questions.
- The Committee has asked staff to review the RHPA test questions, applying some of the key concepts discussed by Mr. Wickett to bring the jurisprudence module in line with best practices. The committee will continue to review this module in the new year.

**Submitted by:**

Dennis Tse, Chair, Public Member  
Deidre Brooks, Manager Governance & Patient Relations

## QUALITY ASSURANCE COMMITTEE REPORT

### December 2019 Report to Council

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#### **Committee Members:**

Derick Summers, Chair, RO  
Dennis Tse, Vice-Chair, RO  
Dorina Reiz, RO  
Robert Vezina, RO  
Gordon White, Public Member (until October 18<sup>th</sup>)  
Stephen Kinsella, Public Member (beginning October 7<sup>th</sup>)  
Jack Zwicker, Public Member (beginning October 7<sup>th</sup>)

#### **Number of meetings since October Council:**

The committee has held 3 conference calls and 1 in-person meeting.

#### **Report:**

##### *2019 Competency Review and Evaluation Process*

In February 2019, 1039 members received notice that they have been selected to participate in this year's Competency Review and Evaluation (CRE) process:

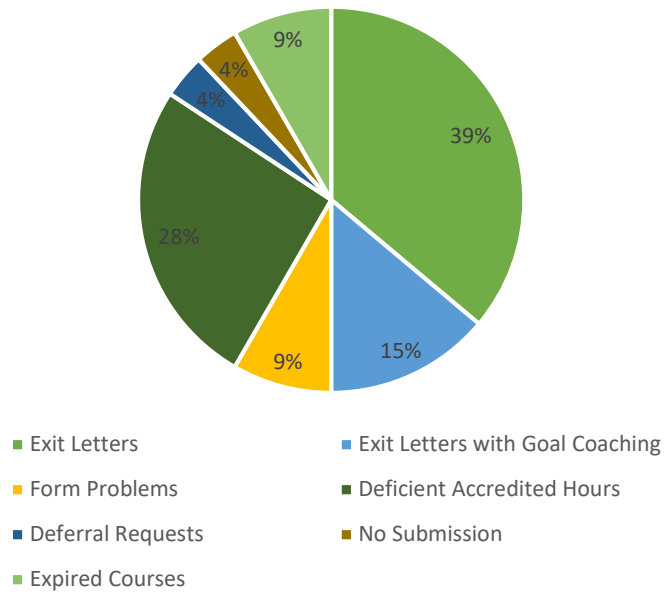
- Stream One – 681 members were required to submit their 2018 Professional Portfolio to the College by April 5, 2019.
- Stream Two – 292 members were required to submit their 2018 Professional Portfolio to the College by April 5, 2019 and participate in the Multi-Source Feedback (MSF) process by April 30, 2019.

In addition, 66 members were re-selected to participate in this year's CRE process. These members originally participated in last year's CRE process and were re-selected to participate in this year's CRE process due to a deficiency in their original portfolio submission. 8 members were re-selected for stream 2 due to deferral or incomplete requirements in 2018. A further 9 members were re-selected to participate in MSF only due to deferral or deficiency in 2018.

##### *Portfolio Review*

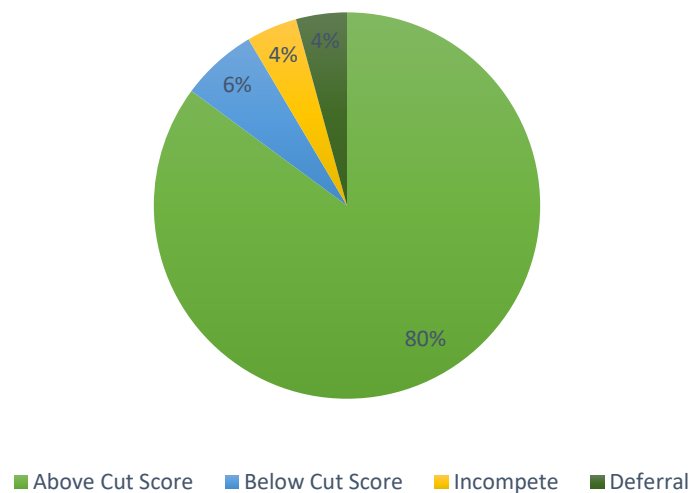
The QAC divided into 2 panels to review all deficient portfolios. All deficient portfolios were reviewed by November 12, 2019 and all members were notified of decisions by November 14, 2019.

### Portfolio Results



As of November 20, 2019, 37% of members with deficient portfolios have submitted the outstanding requirements.

### Multisource Feedback Results



Members who fell below the cut score have been notified that they will undergo a Peer and Practice Assessment.

### *Quality Assurance Program Review*

The College's current Quality Assurance program was developed and implemented in 2014. By the end of 2019, all opticians will have been selected to participate in the Competency Review and Evaluation (CRE) process at least once. The Committee committed to reviewing the current CRE process.

The Committee reviewed a new accreditation category, new hour requirements, and updated forms. Council reviewed the proposed changes and approved circulation for stakeholder feedback. Registrants were notified of the request for feedback by email on October 18, 2019. A total of 311 responses were received.

The committee will review the Competency Self Assessment (Form 2) and the Multi Source Feedback process once the Draft Standards of Practice has been approved by council. Both assessments are based on the Standards of Practice and the National Competencies

### *QA Portal*

The QA committee tested the Quality Assurance portal where members can upload accredited Continuing Education (CE) activities in November. Members will receive initial instructions, which will also be posted on our website, on how to report/upload CE requirements. Quarterly reminders will be sent to members, as well, any member who has failed to report or upload any CE activity by November will be sent an additional reminder. If a member tries to report or upload an activity that is expired or not accredited, they will receive an error message saying, "This course has not been accredited or has expired".

### *Accreditations*

Since October 2019, the Committee has accredited 29 continuing education activities. There have been 63 new courses accredited year to date and 10 courses reaccredited.

### *Peer and Practice Assessments*

The Quality Assurance Committee reviewed 3 completed Peer and Practice Assessments at the committee meeting on November 19, 2019. All files were closed with no further action required.

There are 8 Peer and Practice Assessments currently scheduled.

The committee ordered 24 Peer and Practice Assessments at their meeting on November 19, 2019.

### **Submitted by:**



Derick Summers, RO, Chair  
Peggy Dreyer, RO, Manager, Quality Assurance

## STANDARDS OF PRACTICE AD HOC COMMITTEE REPORT

### December 2019 Report to Council

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#### **Committee Members:**

John Battaglia, RO, Chair, Appointed Member  
Omar Farouk, Vice-Chair, Public Member  
Bryan Todd, RO, Elected Member  
Daniella Celi, RO Appointed Member  
Ingrid Koenig, RO, Elected Member

#### **Number of Meetings:**

The Committee has held one meeting since October council.

#### **Report:**

##### *Updates to Professional Standards of Practice*

The Standards of Practice draft document went before council for review on October 7, 2019. The draft document was approved by council for circulation for stakeholder feedback.

On October 18, 2019, the draft was circulated via email to members and industry participants, who were asked to complete a survey on most significant proposed changes. The Ontario Opticians Association and Academy of Ophthalmic Education shared a link to the survey on their social media sites. The Standards of Practice were also put before the Citizen's Advisory Group (CAG) for their feedback at a meeting that took place on November 2, 2019.

At its November 20, 2019 meeting, the Committee reviewed the stakeholder feedback and proposed several additional changes to the Standards as a result. The Updated Standards are before council at the December 2 and 3 meeting for review and approval.

#### **Submitted by:**

John Battaglia, Chair, RO  
Peggy Dreyer, RO, Practice Advisor

**DISCIPLINE COMMITTEE REPORT**  
Report to Council December 2, 2019

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**Discipline Committee Members:**

**Elected Members**

Balbir Dhillon RO  
Ingrid Koenig RO  
Neda Mohammadzadeh RO  
Dorina Reiz RO  
Bryan Todd RO  
Rob Vezina RO  
Ed Viveiros RO

**Public Members**

Jacalyn Cop-Rasmussen  
Omar Farouk  
Stephen Kinsella  
Jack Zwicker

**Appointed Non-Council  
Members**

Derick Summers RO, **Chair**  
Robin Dickinson RO, **Vice Chair**  
John Battaglia RO  
Daniela Celi RO  
Kevin Cloutier RO  
Margaret Osborne RO  
Robert Quinn RO  
Behzad Safati RO  
Dennis Tse RO

**Training:**

Two members of the Discipline Committee attended the advanced training workshop on October 25, 2019 and two members attended the basic and advanced training workshop on October 24/25, 2019 put on by the Federation of Health Regulatory Colleges of Ontario.

**Hearings:**

This year to date, the Discipline Committee has held two disciplinary hearings in the following matters, which can be viewed on the College's website.:

*College of Opticians v. Mohammed*  
*College of Opticians v. Chow*

In addition, the following matters have been referred to the Discipline Committee and are currently awaiting hearings:

**Matter**

*College of Opticians v. Sanger*  
*College of Opticians v. Sanger*

**Hearing Date**

November 25-28, 2019  
TBD

**Submitted by:**

Derick Summers, Chair  
Daniël Jansen, Manager – Professional Conduct

**INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE**  
Report to Council December 2, 2019

**2019 Committee and Panel Composition:**

When reviewing cases, the ICRC sits as two independent panels. When necessary the Chair of the ICRC strikes additional special panels for the purpose of reviewing appropriate cases.

<b>Panel 1</b>	<b>Panel 2</b>
<b>Omar Farouk (Chair)</b>	<b>Bryan Todd (Vice Chair)</b>
Ingrid Koenig	Neda Mohammadzadeh
Ed Viveiros	Robert Quinn
Gord White	Jacalyn Cop-Rasmussen
Margaret Osborne	Kevin Cloutier
Daniela Celi	Jack Zwicker

**Committee Meetings**

<b>Number of Meetings in 2019</b>	
Full Committee Meetings (in-person)	1
Full Committee Meetings (teleconference/webinar)	0
<b>Total Full Committee Meetings</b>	<b>1</b>
Panel Meetings (in-person)	4
Panel Meetings (teleconference/webinar)	11
<b>Total Panel Meetings</b>	<b>16</b>
<b>Number of Meetings Since Last Council Meeting</b>	
<b>Full Committee Meetings</b>	<b>0</b>
Panel Meetings (in-person)	1
Panel Meetings (teleconference/webinar)	3
<b>Total Panel Meetings</b>	<b>4</b>

The ICRC has not had any full committee meetings since the last council meeting.

**Submitted by:**

Omar Farouk, Public Member, Committee Chair  
Daniël Jansen, Manager, Professional Conduct

**ICRC Statistical Report 2019**  
(Statistics accurate as of November 15, 2019)

Complaints Disposition		# of Files
<b>Inquiries:</b>		
Total number of complaint inquiries received in 2019		91
Inquiries that became a formal complaint		7
<b>Formal Complaints:</b>		
Complaint files opened in 2019		26
Cases brought forward from 2018		14
Frivolous and vexatious		-
Complaints disposed of in 2019 (note that individual cases may have more than one disposition)		17
No further action		7
Written advice		4
Oral caution		3
Specified Continuing Education or Remediation Program		3
Undertaking		1
Referred to discipline		2
Withdrawn by Registrar		-
Open complaints pending further investigation		21
Open complaints awaiting decisions		5

Registrar's Reports Disposition		# of Files
<b>Registrar's Reports:</b>		
Registrar's Reports referred to ICRC in 2019		13
Cases brought forward from 2018		5
Closed with a referral to discipline		-
Closed with no further action		-
Closed with written advice		-
Closed with oral caution issued		-
Closed with oral caution issued and a specified continuing education and remediation program		2
Closed with an undertaking		1
Reports disposed of in 2019		3
Open Registrar's Reports pending further consideration		14
Open Registrar's Reports awaiting decisions		6

<b>HPARB Reviews</b>	<b># of Files</b>
HPARB reviews requested in 2019	2
HPARB matters carried over from 2018	5
HPARB reviews pending	1
HPARB matters disposed of in 2019	6
Committee decisions confirmed	5
Committee decisions returned for further investigation and reconsideration	1

<b>Unauthorized Practice</b>	<b># of Files</b>
Total number of UPC inquiries in 2019	9
UPC files carried over from 2018	5
Inquiry abandoned – not enough information / outside jurisdiction / not unauthorized practice	-
Inquiry pending – further information needed	9
Inquiry – formal file	-
Open files pending further investigation	5

## REGISTRATION COMMITTEE REPORT

### December 2019 Report to Council

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**Committee Members:**

Robert Vezina, Chair, RO  
John Battaglia, Vice Chair, RO  
Jacalyn Cop-Rasmussen, Public Member  
Omar Farouk, Public Member  
Dorina Reiz, RO  
Derick Summers, RO  
Robert Quinn, RO

**Number of meetings:**

The Registration Committee held one meeting since October Council meeting.

**Report:***Delegation of Approval of Initial PLAR Applications*

The Committee discussed the possibility of delegating the review and approval of initial PLAR applications to staff as a means of expediting the first stage of the application process. The Committee determined that the approval of initial applications received from BC College of Optics diploma holders is to be delegated to staff.

*Selection of Assessor for PLAR Interviews*

The Committee reviewed current guidelines for the PLAR process and recommended that PLAR interview panel members are to be selected by staff and approved by the Registration Committee Chair.

*Applicant/Member Background Checks*

The Committee considered practices of other health regulatory Colleges in Ontario as well as opticianry regulators across Canada and reviewed three different types of police record checks that can be performed in Ontario. The Committee determined it would look into implementing collection of criminal record checks from applicants seeking registration with the College, as well as a one-time criminal record check for existing members. A policy will be developed for Council's consideration should the Committee recommend proceeding with criminal record check implementation.

*Currency Policy*

The College is currently seeking changes to its Registration Regulation, one of the proposed changes being to establish a "currency" requirement for all practicing opticians. The Committee held a discussion to outline currency requirements and directed staff to develop a draft Currency Policy.

### *Student/Intern Supervision Policy*

The Committee reviewed and approved amendments to the Student/Intern Supervision Policy. The current policy states that a member wishing to supervise student and/or intern opticians is required to “be actively and currently practising for a minimum of three consecutive years”. This requirement was amended to a minimum of three of the last five years and/or having a minimum of 750 eyeglass fits within the last five years. The Committee also recommended including that members wishing to supervise the contact lens fittings must meet the requirements of the College Contact Lens Mentor policy. The Committee’s amended Student/Intern Supervision Policy has been submitted to council for its consideration at the December 2 and 3 meeting.

### *Displaying Gender on the Public Register*

The College’s by-laws currently require collection of gender information for the public register. The College sought advice from the Citizen’s Advisory Group as to whether the College should continue to post gender information on the public register and, if so, how this may intersect with the rights of health care professionals to not have their gender information displayed.

Based on the feedback received from the Citizen’s Advisory Group, the Committee determined to recommend that the College remove gender information from the public register. The Committee will review a draft amendment to section 15.6 (i) of the by-laws to reflect this change at its next meeting.

### *NACOR Bridging Modules and Integrated Candidate Scorecard*

Jodi Dodds, Executive Director of NACOR, presented on the development of the new bridging modules and the integrated candidate scorecard. Following the completion of the thirteen new bridging modules, a new scorecard was introduced to include “mandatory” and “optional” bridging modules. The Committee agreed to adopt the new bridging modules and integrated candidate scorecard, effective immediately.

### *In-Person Interviews*

Since October 1, 2019, four in-person interviews were conducted for PLAR and upgrading applicants; six more are scheduled in December.

Additionally, the Committee reviewed two initial PLAR applications, two PLAR assessment results, one reinstatement (over three years) assessment result and considered one request for extension of the Registration Committee’s decision.

### **Submitted by:**

Robert Vezina, Chair, RO  
Anna Jeremian, Manager, Registration