

## EXECUTIVE COMMITTEE REPORT

October 2023 Executive Committee  
Report to the Board of Directors

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### 2023 Committee Members:

Stephen Kinsella, Chair, Public Member  
Derick Summers, RO, Vice-Chair, Elected Member  
Kevin Cloutier, RO, Elected Member  
Peggy Judge, Public Member  
Tonya Nahmabin, RO, Elected Member

Number of meetings since the June Board Meeting:

- One on September 18, 2023.

### Report:

#### 1. General Business

##### *Board Mentorship Program*

The Executive Committee reviewed a proposal for a mentorship program for new board members. The committee will be bringing forward the discussion during the reflection period following the October board meeting to gather information and determine next steps.

#### 2. Exercise of Board Powers in Between Meetings

*Under section 12 of the Health Professions Procedural Code, the Executive Committee has all of the powers of the Board with respect to any matter that, in the Committee's opinion, requires immediate attention, other than the power to make, amend or revoke a regulation or by-law. Where the Executive Committee exercises this power, it must report on its actions to the Board at its next meeting.*

The Executive Committee did not exercise its powers to act as the Board since the last meeting.

#### 3. Finance Committee

##### *Financial Statements*

The Executive reviewed the 2023 financial variance report to August 31, 2023. The committee will be bringing the recommendation to approve the Variance report to the October Board meeting.

### *Appointment of the Auditor*

The Committee completed the Auditor assessment tool for 2023 and will bring the recommendation to reappoint the auditor to the December Board meeting.

### *Fees Schedule By-law*

The Executive Committee reviewed proposed changes to certain fees charged to registrants and applicants, which are set out in by-law. Changes must be circulated to stakeholders for at least 60 days before approval. Fees under consideration include fees for competency assessments, PLAR, and QA. The fees in Schedule A for miscellaneous services were also considered and a baseline fee of \$25 was proposed for cost recovery. Stakeholder feedback would come to the Board in December.

### **Submitted by:**

Stephen Kinsella, Chair, Public Member

## CLINICAL PRACTICE COMMITTEE REPORT

October 2023 Committee Report to the Board of Directors

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### Committee Members:

Dennis O'Hagan, RO, Chair, Appointed Member  
Robert Quinn, RO, Vice-Chair, Appointed Member  
Dorina Reiz, RO, Elected Member  
Elliot Borins, Appointed Member  
Stephanie Kelly, RO, Appointed Member

Number of meetings since the June Board Meeting: 1

- September 12, 2023

### Report:

#### *COVID-19 Practice Guidelines*

The Committee reviewed the continued relevance of the COVID-19 Practice Guidelines, they agreed that there was a need to ensure reasonable protocol was in place to ensure safety in the practice environment and considered that Standard 4 could be updated to reflect this. The Committee will make a recommendation to the Board of Directors at their October meeting that the COVID-19 guidelines be retired.

#### *Standard 4: Safety & Infection Control in the Practice Environment*

The Committee reviewed proposed updates to Standard 4 that would address general requirements for safety and infection control in the event of public health emergencies or other circumstances of increased risk. The Committee will make recommendations to the Board of Directors at their October meeting.

#### *Standard 8: Refraction and the Refraction Designation*

The Committee reviewed and discussed concerns identified in the latest stakeholder feedback received around eliminating Standard 8 and the refraction designation. Based on the feedback, the Committee was of the view that it was appropriate to recommend that the Board of Directors eliminate Standard 8: Refraction and retire the refraction designation. The Committee will make this recommendation to the Board of Directors at their October meeting.

### Submitted by:

Dennis O'Hagan, RO, Chair, Appointed Member  
Peggy Dreyer, Manager, Professional Practice and Quality Assurance

## DISCIPLINE COMMITTEE REPORT

October 2023 Discipline Committee Report to the Board of Directors

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### Committee Members:

#### *Elected Members*

David Milne, **Chair**, Non-RO  
Tonya Nahmabin, **Vice Chair**, RO  
Derick Summers, RO  
Neda Mohammadzadeh, RO  
Dorina Reiz, RO  
Kevin Cloutier, RO  
Rob Vezina, RO  
Elsa Lee, RO  
Samir Modhera, RO

#### *Public Members*

Omar Farouk  
Stephen Kinsella  
Henry Wiersema  
Peggy Judge  
Paul-Josef Wilik

#### *Appointed Members*

Daniela Schowalter, RO  
Dennis O'Hagan, RO  
Desiree Petralito, RO  
Jay Bhatt, RO  
John Battaglia, RO  
Robert Quinn, RO  
Janice Mallette, RO  
Stephanie Kelly, RO  
Angelia Brown, RO  
Elliot Borins, Non-RO  
Jamuna Balaram, Non-RO  
Panos Petrides, Non-RO

Number of meetings since last Board Meeting: n/a

**Report:** The Discipline Committee had 8 members complete the Health Profession Regulators of Ontario (HRPO) Discipline Orientation Workshops in the Spring. The upcoming sessions will be held on November 3, 2023 (Basic) and November 20, 2023 (Advanced).

The following matters have been referred to the Discipline Committee:

#### **Matter**

*College of Opticians v. Mitchell*

#### **Hearing Date**

TBD

Decisions were issued in the following matters and are available on the College's website:

*College of Opticians v. Shadlyn*

*College of Opticians v. Ali*

### Submitted by:

David Milne, Chair, Appointed Member  
Raj Bhatti, Manager, Professional Conduct

## REGISTRATION COMMITTEE REPORT

October 2023 Report to Board of Directors

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### Committee Members:

Rob Vezina, Chair, RO, Elected Member  
Daniela Schowalter, Vice-Chair, RO, Appointed Member  
Janice Mallette, RO, Appointed Member  
Panos Petrides, Public Member  
Omar Farouk, Public Member  
Alicia Munian, Public Member

### Number of meetings since the June Board Meeting:

- June 21, 2023
- July 27, 2023
- September 11, 2023

### Report:

#### *Emergency Class of Registration*

The Registration Committee reviewed the proposed amendments to the Registration Regulation relating to the Emergency Class of Registration based on new direction from the Ministry of Health.

The Committee subsequently recommended that the Board approve the proposed amendments to the Registration Regulation.

#### *Policy Review*

##### Language Proficiency Requirements Policy

The Registration Committee undertook a review of the Language Proficiency Requirements Policy to ensure that the policy was in alignment with the new Registration Requirements Regulation made under the *Regulated Health Professions Act, 1991*. The Registration Requirements Regulation required health regulatory Colleges to accept demonstration of language proficiency on a test that was approved under the Immigration and Refugee Protection Act (Canada) for use in assessing language proficiency.

To inform their decision-making, the Committee reviewed the results of an environmental scan of language proficiency requirements of other health regulators in Ontario.

Upon review of the information presented, the Committee recommended that the Board approve the proposed amendments to the Language Proficiency Requirements Policy.

##### Reinstatement Policy

The Registration Committee reviewed the Reinstatement Policy with the purpose of removing outdated information related to past regulatory amendments. The Committee proposed to remove dispensing under the supervision of an ophthalmologist or optometrist while suspended as a suggested activity to demonstrate currency of knowledge, skill, and judgment.

The Committee recommended that the Board approve the proposed amendments to the Reinstatement Policy.

#### *File Review*

The Committee reviewed one initial reinstatement application (over three years), one initial PLAR application, six PLAR assessment results, two upgrading proposals, and two requests for an extension to sit the national examinations.

#### **Submitted by:**

Rob Vezina, Chair, RO

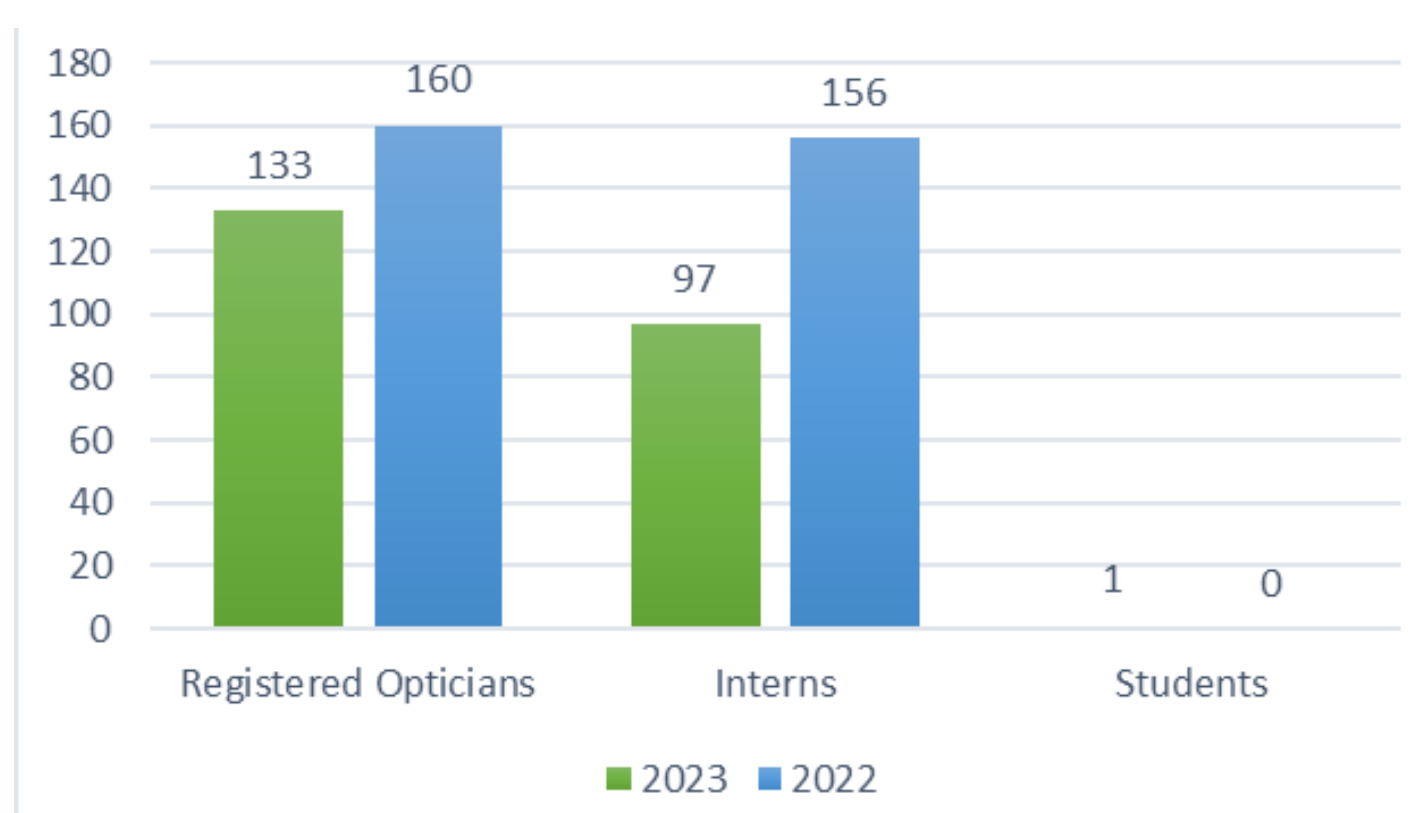
Anna Jeremian, Manager, Registration

# REGISTRATION COMMITTEE

## Q3 Report

### New registrants in each registration category:

A comparison of year-to-date (Jan.1 - Sep. 20, 2023) registrant numbers vs same time period in 2022



### Key Trends:

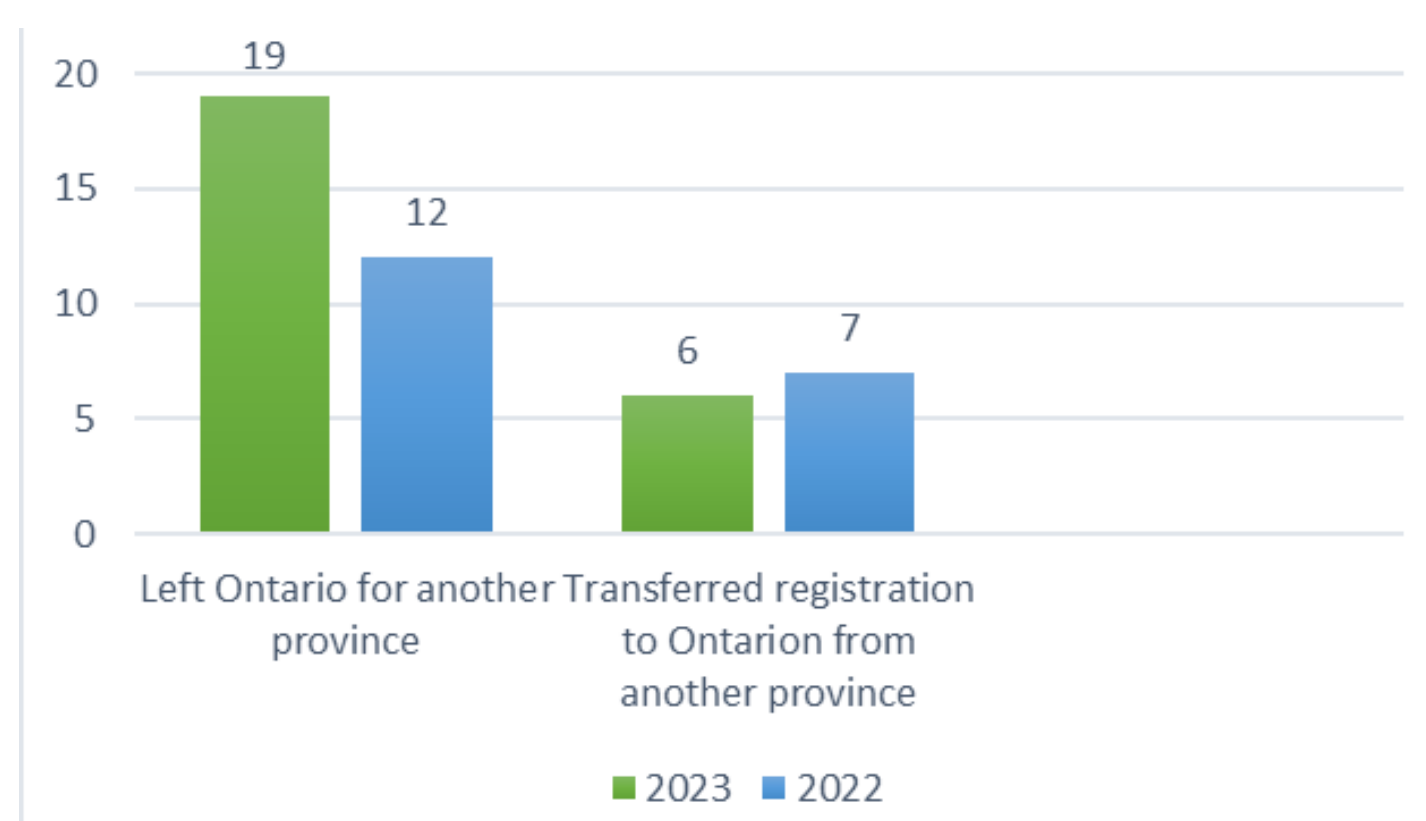
- 20% decrease of Registered Opticians from 2022\*
- 61% decrease of Intern Opticians\*

\*Please note that due to the shift of the 2023 examination dates, registration was expected later compared to the same time period in 2022.

## National Mobility

### Key Trends:

- Noted increase of opticians moving to another province as compared to 2022
- Noted decrease in number of opticians returning to Ontario



## CLINICAL PRACTICE COMMITTEE REPORT

October 2023 Committee Report to the Board of Directors

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Dennis O'Hagan, RO, Chair, Appointed Member  
Robert Quinn, RO, Vice-Chair, Appointed Member  
Dorina Reiz, RO, Elected Member  
Elliot Borins, Appointed Member  
Stephanie Kelly, RO, Appointed Member

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### Submitted by:

Dennis O'Hagan, RO, Chair, Appointed Member  
Peggy Dreyer, Manager, Professional Practice and Quality Assurance



## INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

October 2023 Committee Report to the Board of Directors

### Committee Members:

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.

Panel 1	Panel 2
Samir Modhera, Chair, RO, Elected Member	Jay Bhatt, Vice Chair, RO, Appointed Member
Robert Quinn, RO, Appointed Member	Kevin Cloutier, RO, Elected Member
John Battaglia, RO, Appointed Member	Angelia Brown, RO, Appointed Member
Jamuna Balaram, Appointed Member	Margaret Judge, Public Member
Omar Farouk, Public Member	Stephen Kinsella, Public Member

### Number of meetings since the March Board Meeting:

The ICRC holds full committee meetings for the purpose of orientation and training, as well as to discuss committee policies and other issues of common concern. The balance of ICRC meetings are held as panel meetings for the purpose of reviewing and disposing of cases.

Number of Meetings in 2023	
Full Committee Meetings	1
Panel Meetings	13

Number of Meetings Since Last Board Meeting	
Full Committee Meetings	0
Panel Meetings	7

### Submitted by:

Samir Modhera, Chair, RO, Elected Member  
Raj Bhatti, Manager, Professional Conduct

# INQUIRES, COMPLAINTS & REPORTS COMMITTEE

## Complaints

\* complaints in which the decision and reasons have been sent to both parties  
\*\* complaints in which the ICRC has met and reviewed the file. The decision and reasons is being finalized

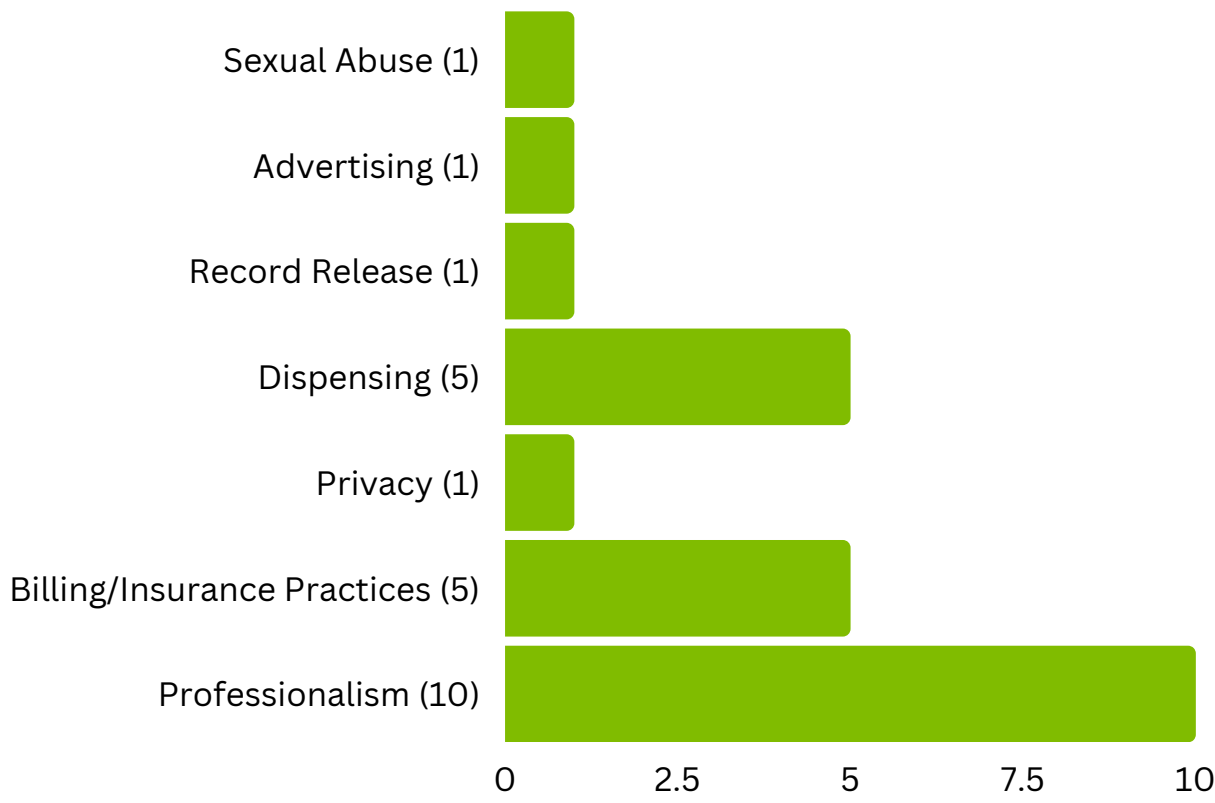
# of Complaints Open (YTD 2023) - 20  
# of Complaints Open (total) - 39  
# of Complaints Closed\* (YTD 2023) - 8  
# of Complaints Awaiting\*\* Decisions - 13

## Key Complaint Themes

More than one area of concern may be identified within a complaint.

### Trends

- Complaints related to billing/insurance practices have risen since the same period in 2022 (5 in 2023 compared to 0 in 2022).
- Complaints related to dispensing issues in 2023 are comparable to 2022.

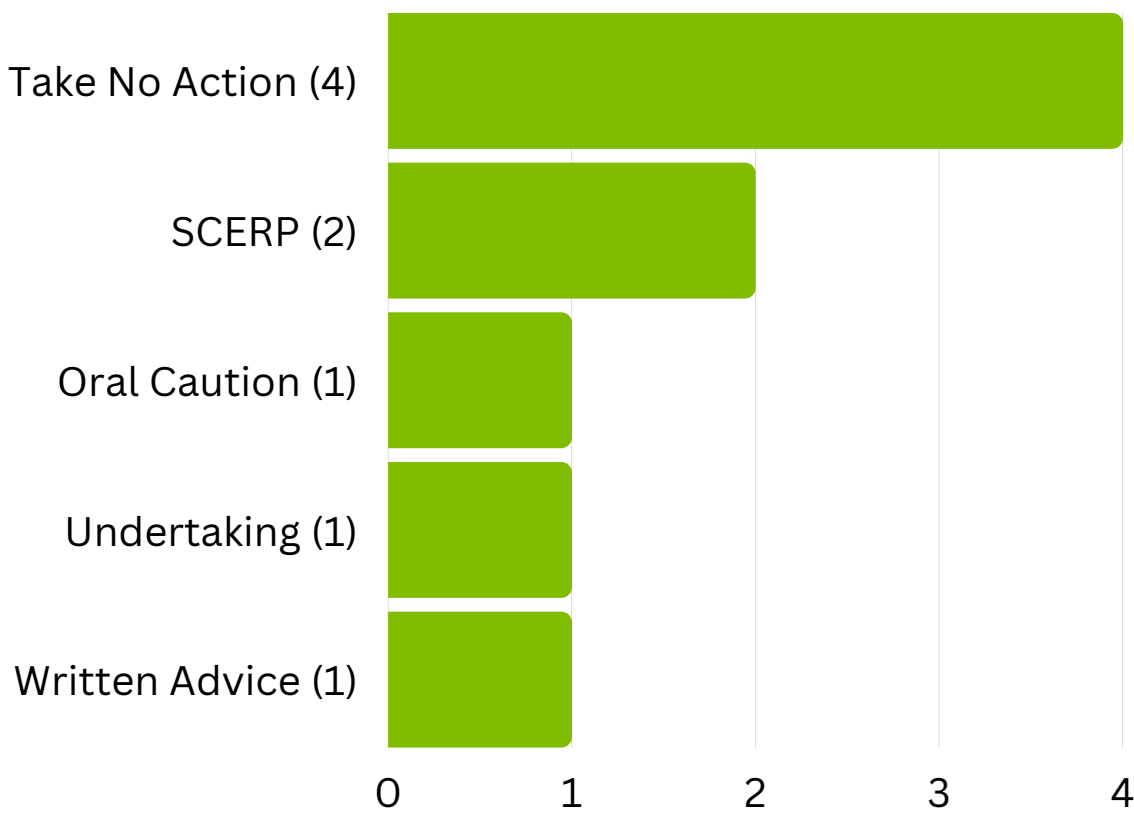


## Complaint Dispositions

A complaint may have more than one disposition.

### Trends

- 8 complaints were closed in 2023 compared to 6 in the same period of 2022.
- 2 complaints closed with Specified Education Remedial Programs (SCERP) in 2023 compared to 0 in 2022.
- 1 complaint was closed with an undertaking from the Registrant to resign
- 13 complaints are awaiting the decision and reasons to be finalized



## Reports

Registrar's Report Investigations

# of Reports Open (2023) - 2  
# of Reports Open (total) - 14  
# of Reports Closed (2023) - 3  
# of Reports Awaiting Decision - 1

## Total Open Matters

Complaints & Reports year to date vs 2022 year to date (cumulative)

2023  
53

2022  
54

## QUALITY ASSURANCE COMMITTEE REPORT

October 2023 Committee Report to the Board of Directors

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### Committee Members

Tonya Nahmabin, RO, Elected Member, Chair  
Desiree Petralito, RO, Appointed Member, Vice Chair  
Henry Wiersema, Public Member  
Angelia Brown, RO, Appointed Member  
Panos Petrides, Appointed Member

### Accreditation Panel Members

Jay Bhatt, RO, Appointed Member, Chair  
Derick Summers, RO, Elected Member, Vice Chair  
Kevin Cloutier, RO, Elected Member  
John Battaglia, RO, Appointed Member  
Janice Mallette, RO, Appointed Member  
David Milne, Appointed Member  
Dennis O'Hagan, RO, Appointed Member

Number of meetings since the June Board Meeting: 2

- June 26, 2023 – Deficient and/or Non-Compliant Portfolio Review
- August 21, 2023 – Deficient and/or Non-Compliant Portfolio Review

### Report:

#### ***2023 Competency Review and Evaluation Process***

As part of the 2023 Competency Review and Evaluation (CRE) process, 653 portfolios were expected for review. Of these:

- 637 registrants have successfully completed the process
- 3 registrants have outstanding requirements to complete
- 10 registrants have been ordered to complete a Peer and Practice Assessment due to non-compliance and or deficiencies not corrected
- 3 registrants have been referred to the Inquiries, Complaints, and Reports Committee (ICRC)

#### ***Peer and Practice Assessment Tools***

The College is collaborating with Rigor, a research and consulting company with expertise in professional self-regulation and QA research, to update our Peer and Practice Assessment Tool. The aim is to develop a risk-based, efficient, and impactful PPA approach that aligns with right touch regulation.

#### ***Accreditations***

From May 18, 2023, through September 15, 2023, the Accreditation Panel reviewed 38 continuing education activities; 35 of these activities were accredited. There are 11 requests pending review.

**Submitted by:**

Tonya Nahmabin, RO, Chair

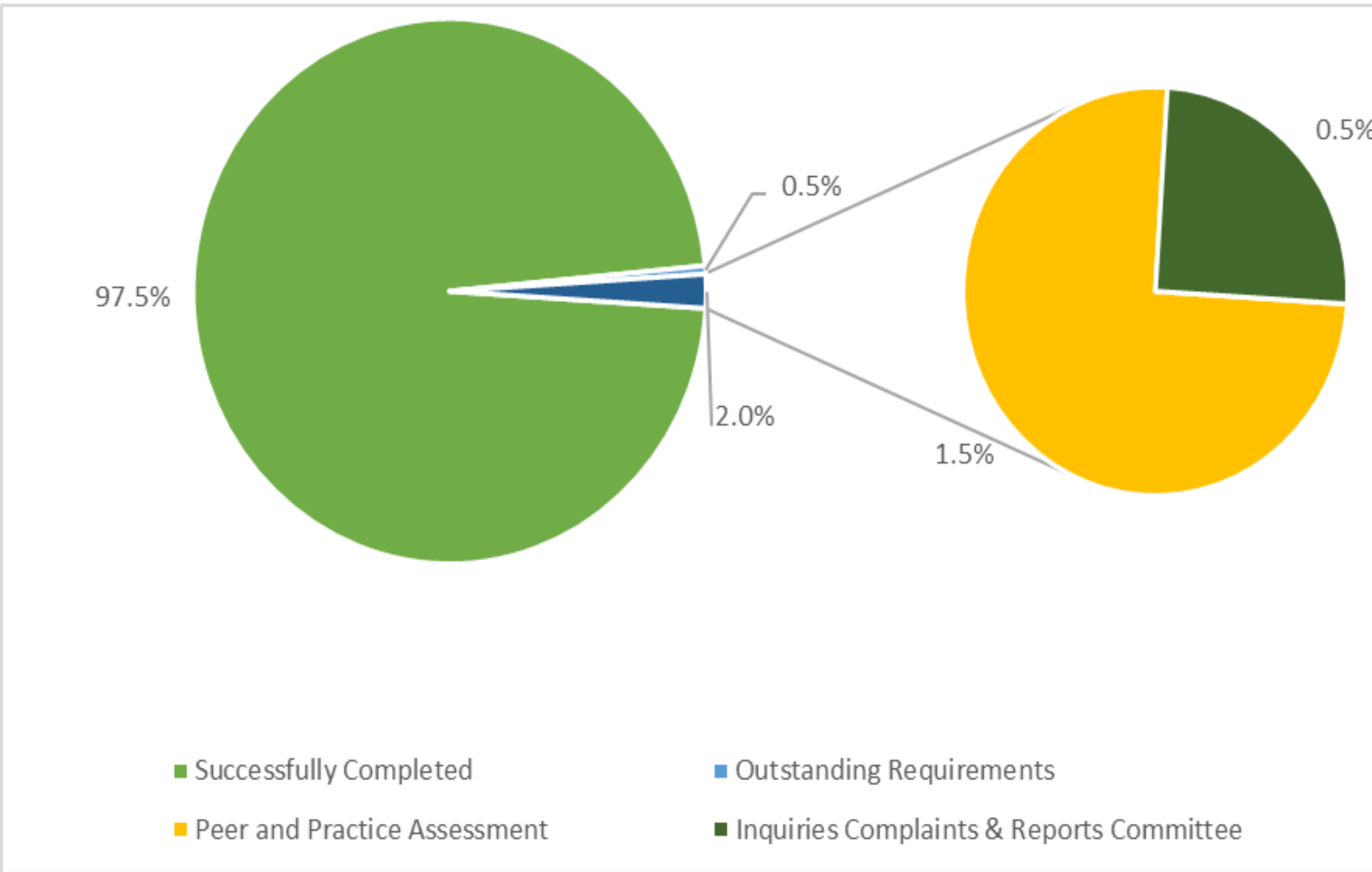
Peggy Dreyer, Manager, Professional Practice & Quality Assurance

# QUALITY ASSURANCE COMMITTEE

## Competency Review and Evaluation Outcomes

### Quick Facts

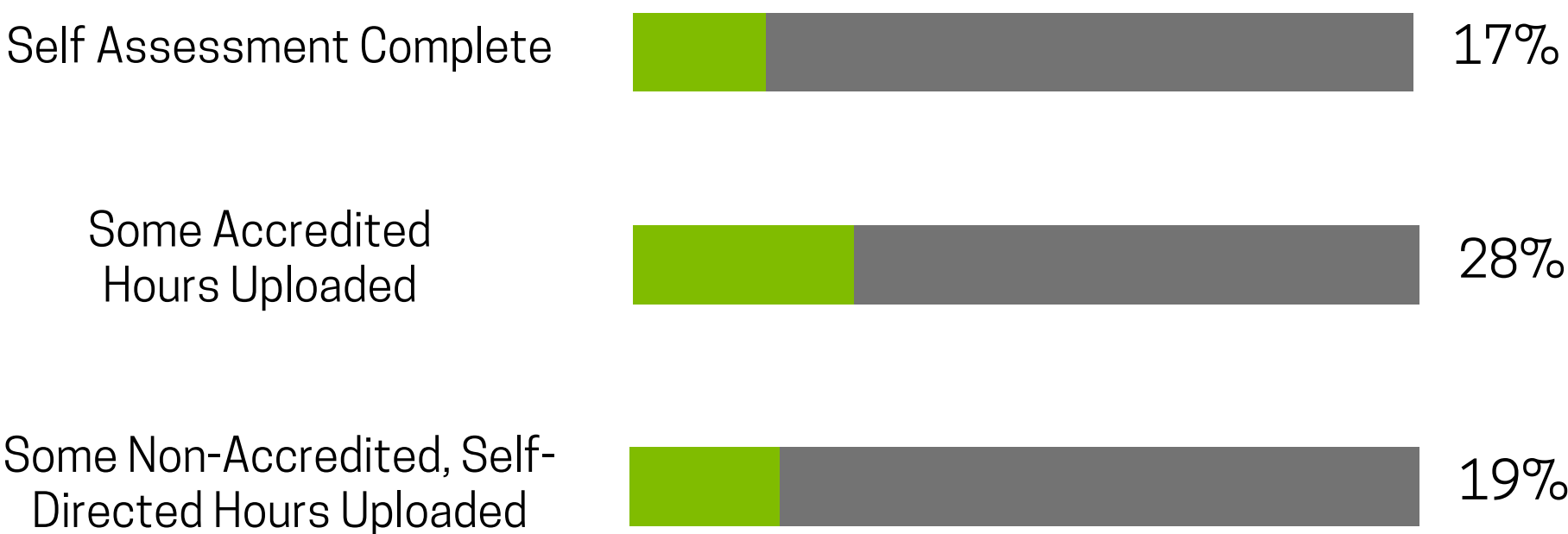
- 97.5% of registrants randomly selected to participate have successfully completed the process
- In 2023, 12 Peer and Practice Assessments were ordered for non-compliance with portfolio requirements, versus 6 in 2022
- In 2023, there were 3 referrals to the Inquires, Complaints, and Reports Committee for non-compliance, versus 2 in 2022



## Registrant Portal: YTD Professional Portfolio Uploads

Registrants are required upload their professional portfolio to the Registrant Portal by December 31 each year.

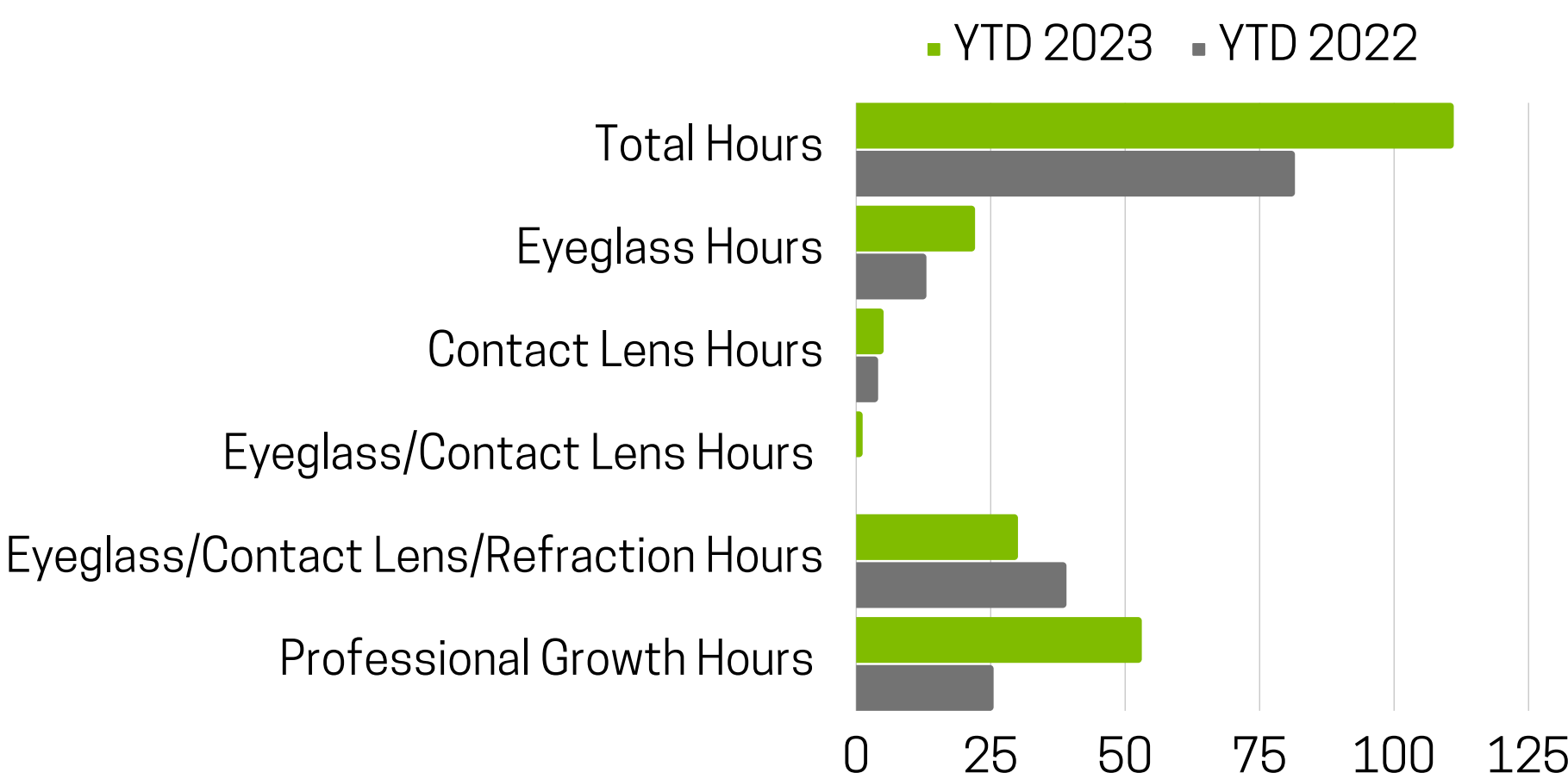
## Registrant Upload Progress for 2023



## Accreditation Requests

The accreditation team is responsible for reviewing continuing education activities and ensuring they meet the criteria for accreditation.

There is a **36% increase** in hours approved this year over the same period in 2022.



## GOVERNANCE COMMITTEE REPORT

### October 2023 Committee Report to the Board of Directors

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**Committee Members:**

Diana Bristow, Public Member, Chair  
Desiree Petralito, RO, Appointed Member, Vice-Chair  
Jamuna Balaram, Public Appointed Member  
Elliot Borins, Public Appointed Member  
Elsa Lee, RO, Elected Member

Number of Meetings since June 2023:

- August 22, 2023
- September 22, 2023

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

The Committee reviewed the following policies per the review schedule set out in the Governance Manual:

1. Investment Policy
2. Posting of Board Materials Policy
3. Registrar, CEO Job Products Policy
4. Registrar, CEO Position Description Policy
5. Registrar, CEO Performance Evaluation Process Policy
6. Registrar, CEO Engagement & Compensation Policy

Updates will be proposed to these policies at the upcoming board meeting, with the exception of the Investment Policy which has been deferred for further committee review in November.

*Governance Reform/Modernization*

The Committee reviewed the current system for board elections and considered the results of an environmental scan and literature on whether it would be in the college's interest to revamp or eliminate electoral districts. The committee provided feedback to staff on the criteria that should go into a new model for elections. This proposal will be brought back to the committee at its next meeting in November.

The Committee also reviewed the process for electing board members to the Executive Committee. The Committee will be bringing forward a recommendation in October to amend the voting eligibility criteria so that the people voting for the Executive Committee are the same people who will be sitting on the board in the year that the Executive will be serving.

**Submitted by:**

Diana Bristow, Public Member, Chair  
Amy Stein, Deputy Registrar

## PATIENT RELATIONS COMMITTEE REPORT

October 2023 Committee Report to the Board

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**Committee Members:**

David Milne, Public Appointed Member, Chair  
Daniela Schowalter, RO, Appointed Member, Vice-Chair  
Neda Mohammadzadeh, RO, Elected Member  
Paul Wilk, Public Member  
Stephanie Kelly, RO, Appointed Member

Number of Meetings since December Board Meeting: 0

**Report:**

The Patient Relations Committee has not met in 2023.

**Submitted by:**

David Milne, Chair, Appointed Member  
Amy Stein, Deputy Registrar