

EXECUTIVE COMMITTEE REPORT

December 2020 Executive Committee
Report to the Board of Directors

2020 Committee Members:

Bryan Todd, Chair, RO, Elected Member
Stephen Kinsella, Vice Chair, Public Member
Ingrid Koenig, RO, Elected Member
Dorina Reiz, RO, Elected Member

Number of meetings since the October Board Meeting:

- One on November 23, 2020.

Report:

Financial Statements and Appointment of the Auditor

The Executive reviewed the financial variance reports to October 31, 2020 as well as the 2021 Draft Budget.

The Executive Committee will recommend to the Board at the December meeting that Grewal Guyatt be appointed as auditor for 2021.

By-Law Amendments

The Executive Committee discussed four by-Law amendments to clean up the current by-laws which included the following:

Amendment to Article 6.3(i): As of the October 2020 Board meeting appointed members are subject to a three month cooling off period between when they would resign any employment with the college and when they would become an appointed member. The proposed change will bring the by-laws for elected directors in line with changes made to the by-laws for appointed members.

Amendment to Article 15.6(xiv) and addition of subsections (xxxii) and (xxxiii): This is a proposed amendment to the public register to include the date that suspension ended. Currently only the date of suspension is displayed. This change would need to be circulated for stakeholder feedback.

Amendment to Article 15.6(xxi): This proposed amendment changes the language to include preferred names displayed on the public register. This change would need to be circulated for stakeholder feedback

Amendment to Schedule A: The Quality Assurance Committee recently updated the accreditation policy to eliminate the option to renew accreditation for continuing education activities. Therefore, there is no

longer a need to list an accreditation renewal fee in Schedule A.

The Committee will be recommending that the Board consider the by-law amendments listed above at the December Board meeting.

Honoraria Policy Amendment

The Executive Committee discussed whether any changes should be made to the Honoraria Policy in light of the COVID-19 pandemic and its impact on meetings. The Committee considered whether the Board may wish to strike an ad hoc honoraria committee to further explore this issue.

Appointed Member Interviews

The Committee interviewed 6 applicants who applied for the RO Appointed Member position, one applicant who applied for the public Appointee position and one applicant who applied for the Discipline only position. The Committee met for a training session to look at the interview questions and criteria through a Diversity, Equity and Inclusion lens. The Committee will be recommending to the Board, at the December meeting, that the Board appoint four RO Appointed Member, one Discipline Only Appointed Member and one Public Appointee.

Submitted by:

Bryan Todd, RO, Chair, Elected Member

GOVERNANCE COMMITTEE REPORT

December 2020 Committee Report to the Board of Directors

Committee Members:

Stephen Kinsella, Chair, Public Member
Diana Bristow, Vice-chair, Public Member
Kevin Cloutier, RO, Appointed Member
Margaret Osborne, RO, Appointed Member
Ingrid Koenig, RO, Elected Member
Mike Smart, RO, Elected Member

Number of Meetings since the October Board Meeting:

- November 17, 2020

Report:

Governance By-laws and Policies:

The Committee carried out a content review of the following policies in accordance with it's the Board's policy review schedule, and recommended that the following policies go before the Board at the December 7, 2020 meeting for confirmation, or to consider and approve revisions:

1. 2-02 Financial Planning and Budgeting
2. 2-03 Financial Condition Policy
3. 3-08 Board Support of the Registrar, CEO Policy
4. 4-01 Governance Approach Policy
5. 4-04 Director Job Description Policy
6. 4-23 Posting of Board Materials Policy

The Committee will also be recommending two new monitoring templates to the Board at its December meeting. These templates were created for the Board to monitor its own policies under Section 8b of the Board Policy Development Policy 4-24.

The Governance Committee will complete the balance of the committee terms of reference policy updates in the spring of the following year.

Governance Reform Initiatives:

In keeping with the COO's 2020-2022 strategic plan, the Governance Committee has been tasked with transforming the College's governance framework while increasing efficiency and strengthening public trust. The Committee will continue to make further recommendations to the Board based on the evolving needs of the public and what it expects of its regulator.

Submitted by:

Stephen Kinsella Chair, Public Member
Deidre Brooks, Manager, Patient Relations & Governance

PATIENT RELATIONS COMMITTEE REPORT

December Committee Report to the Board

Committee Members:

Behzad Safati, Chair, Appointed Member
Stephen Kinsella, Vice-Chair, Public Member
Amber Fournier, Elected Member
Samir Modera, Elected Member
Neda Mohammadzadeh, RO, Elected Member
Henry Wiersema, Public Member
Murray Angus, Public Member (Started October 6, 2020)

Number of Meetings since May Board Meeting:

- November 26, 2020

Report:*Jurisprudence Handbook Updates*

The Patient Relations Committee reviewed and finalized a new Jurisprudence Diversity, Equity and Inclusion module and questions. The module was submitted to the Quality Assurance Committee for administration of this project going forward. The Diversity, Equity and Inclusion module and questions will be uploaded to the online jurisprudence tool. The Committee is anticipating the addition of new chapters to the jurisprudence tool in 2021.

College Organizational Values

The Patient Relations Committee reviewed the addition of diversity, equity and Inclusion (DEI) values to the College's core organizational values. The Committee added three additional DEI values; diversity, equity and respect to the College's core values, plus a preamble on trust. The Committee is recommending that this go before the Board at its next meeting in December.

Submitted by:

Behzad Safati, Chair, Appointed Member
Deidre Brooks, Manager, Patient Relations & Governance

CLINICAL PRACTICE COMMITTEE REPORT

December 2020 Committee Report to the Board of Directors

Committee Members:

Bryan Todd, RO, Chair, Elected Member
Daniela Schowalter, RO, Vice Chair, Appointed Member
Omar Farouk, Public Member
Dennis O'Hagen, RO, Appointed Member
Behzad Safati, RO, Appointed Member
Peggy Judge, Public Member

Number of meetings since October Board Meeting:

- November 25, 2020

Report:

Delegation Standard of Practice and Practice Guidelines

On October 5, 2020, the Board of Directors reviewed and approved the Draft Delegation Standard of Practice and Practice Guideline be circulated for stakeholder feedback. The draft document was circulated for stakeholder feedback for 30 days. In addition, members of the Citizen's Advisory Group who have received services from opticians reviewed the document and provided feedback.

The purpose of the standard and practice guidelines is to address both the giving and receiving of delegation by an optician, and establish the parameters under which delegation must occur, including accountabilities, record keeping requirements and ensuring a patient's informed consent.

The updated draft policy is before the Board of Directors at this meeting for review and approval.

Submitted by:

Bryan Todd, RO, Chair
Peggy Dreyer, RO, Manager, Professional Practice

DISCIPLINE COMMITTEE REPORT

December 2020 Discipline Committee Report to the Board of Directors

Committee Members:

Elected Members

Ingrid Koenig, RO
Neda Mohammadzadeh, RO
Dorina Reiz, RO
Samir Modhera, RO
Bryan Todd, RO
Mike Smart, RO
Amber Fournier, RO
Edward Viveiros, RO

Public Members

Omar Farouk
Stephen Kinsella
Diana Bristow
Henry Wiersema
Peggy Judge
Murray Angus
Jacalyn Cop-Rasmussen
(until October 31)

Appointed Members

Derick Summers, Chair, RO
Daniela Schowalter, Vice-Chair, RO
(until October 5, 2020)
Kevin Cloutier, RO
Margaret Osborne, RO
Tonya Nahmabin, RO
Behzad Safati, RO
Dennis O'Hagan, RO

Number of meetings since October Board Meeting: 0

Report:

On November 13, 2020, eight Committee members attended the advanced Discipline Committee training workshop via videoconference put on by the Health Profession Regulators of Ontario (HPRO). The next basic training workshop will be held on in June of 2021 for and any Committee members who have not yet completed the basic training.

A panel of the Discipline Committee held a hearing in the following matter:

Matter

College of Opticians v. Tsan

Hearing Date

November 19, 2020

A decision was issued in the following matter and is available on the COO website:

College of Opticians v. Sanger (Penalty hearing scheduled for January 11, 2021)

The following matters have been referred to the Discipline Committee and are awaiting a hearing:

College of Opticians v. Sanger

TBD

College of Opticians v. Truong

January 12, 2021

Committee Update:

On October 5, 2020 Daniela Schowalter stepped down as Vice-Chair of the Discipline Committee.

Submitted by:

Derick Summers, Chair, RO
Daniël Jansen, Manager, Professional Conduct

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

December 2020 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
Omar Farouk, Chair, Public Member	Kevin Cloutier, Vice Chair, RO
Neda Mohammadzadeh, RO	Ingrid Koenig, RO
Ed Viveiros, RO	Margaret Osborne, RO
Amber Fournier, RO	Henry Wiersema, Public Member
Daniela Schowalter, RO	Murray Angus, Public Member (effective October 6, 2020)
Peggy Judge, Public Member	Jacalyn Cop-Rasmussen, Public Member (until October 31, 2020)

Number of meetings since October 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 2020	
Full Committee Meetings (in-person)	1
Full Committee Meetings (teleconference/webinar)	2
Total Full Committee Meetings	3
Panel Meetings (in-person)	1
Panel Meetings (teleconference/webinar)	16
Total Panel Meetings	17

Number of Meetings Since Last Board Meeting	
Total Full Committee Meetings	0
Panel Meetings (in-person)	0
Panel Meetings (teleconference/webinar)	6
Total Panel Meetings	6

Committee Updates:

At a general committee meeting in September 2020, the ICRC made changes to streamline their risk assessment flowchart to further facilitate decision making when considering a complaint or a report. They also agreed to add the new chapter of the College's Jurisprudence Tool, "Introduction to the *Regulated Health Professions Act (RHPA)*" to their repertoire of specified continuing education and remediation programs.

In addition, the committee directed that all oral cautions be delivered virtually until at least the end of the year due to the COVID-19 pandemic. The committee will revisit the issue in early 2021.

Submitted by:

Omar Farouk, Chair, Public Member

Daniël Jansen, Manager, Professional Conduct

ICRC Statistical Report 2020
(Statistics accurate as of November 23, 2020)

Complaints Dispositions	# of Files
Inquiries:	
Total number of complaint inquiries received in 2020	87
Covid-19 related inquiries	20
Inquiries that became a formal complaint in 2020	12
Formal Complaints:	
Complaint files opened in 2020	19
Cases brought forward from 2019 (1 from each of 2017 and 2018)	23
Frivolous and vexatious	-
Complaints disposed of in 2020:	23
No further action	5
Written advice/Recommendations	6
Oral caution	8
Specified Continuing Education or Remediation Program (SCERP)	11
Undertaking	-
Referral to Discipline Committee	1
Withdrawn by Registrar	2
Open complaints pending further investigation	17
Open complaints awaiting decisions	13

Quality Assurance Committee (QAC) and Registrar's Reports Dispositions	# of Files
Registrar's Reports:	
Registrar's Reports referred to ICRC in 2020	6
Registrar's Reports brought forward from 2019 (4 from 2018)	9
QAC Reports:	
QAC Reports referred to ICRC in 2020	5
QAC Reports brought forward from 2019 (1 from 2018)	4
Reports disposed of in 2020:	3
No further action	1
Written advice	-
Oral caution	1
Specified Continuing Education and Remediation Program (SCERP)	1
Undertaking	-
Referral to Discipline Committee	1
Open Registrar's Reports pending further consideration	11
Open Registrar's Reports awaiting decisions	2

HPARB Reviews	# of Files
HPARB reviews requested in 2020	3
HPARB matters carried over from 2019	1
HPARB reviews pending	3
HPARB matters disposed of in 2020	0
Committee decisions confirmed	0
Committee decisions returned for further investigation and reconsideration	0

Unauthorized Practice	# of Files
Total number of UPC inquiries in 2020	11
UPC files carried over from 2019	10
Inquiry abandoned – not enough information / outside jurisdiction / not unauthorized practice	-
Inquiry pending – further information needed	0
Inquiry – formal file	-
Open files pending further investigation	21

QUALITY ASSURANCE COMMITTEE REPORT

December 2020 Committee Report to the Board of Directors

Committee Members:

Derick Summers, Chair, RO, Appointed Member
Bryan Todd, Vice-Chair, RO, Elected Member
Diana Bristow, Public Member
Stephen Kinsella, Public Member
Tonya Nahmabin, RO, Appointed Member
Dorina Reiz, RO, Elected Member

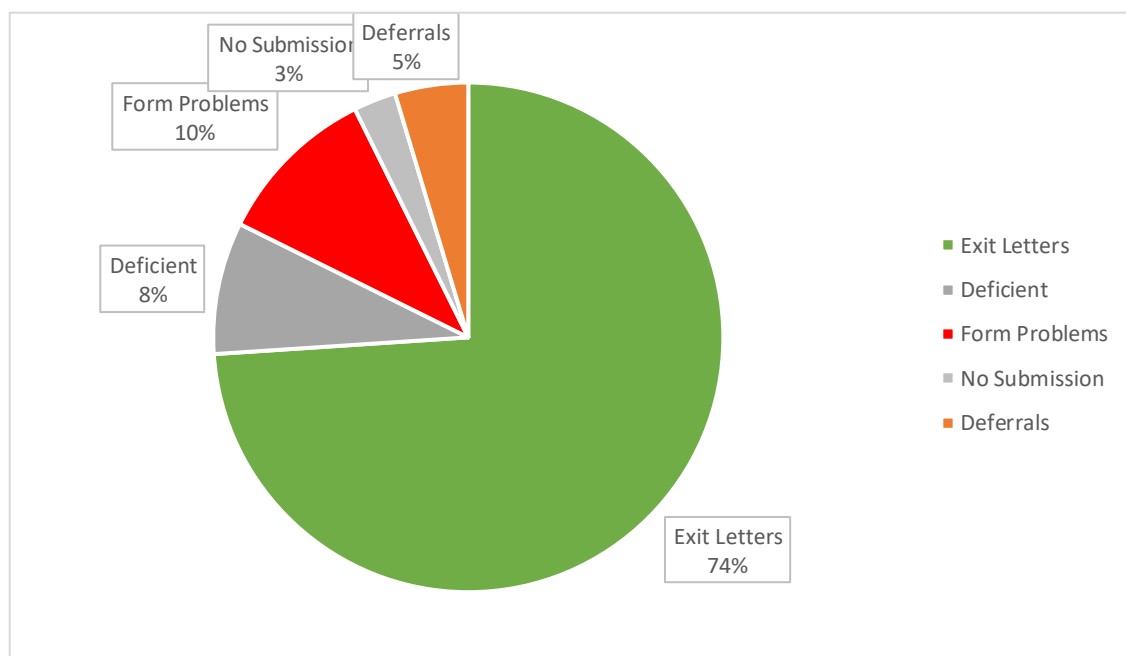
Number of meetings since October Board Meeting:

- October 19, 2020
- November 24, 2020

Report:

Competency Review and Evaluation (CRE) Process

The results of the 2020 Competency Review and Evaluation Process are summarized below.



Due to COVID-19, the Quality Assurance Committee (QAC) waived late portfolio submission fees for 2020. 56 Registrants were charged a deficient portfolio fee.

The QAC determined to refer allegations of professional misconduct relating to 5 registrants to the Inquiries, Complaints and Reports Committee. In addition, 18 registrants who did not submit their 2019 Professional Portfolio were ordered to undergo a Peer and Practice Assessment.

At their meeting on November 24, 2020, the QAC reviewed the selection criteria for the 2021 CRE process. The committee determined not to make any changes to the selection criteria. In addition, the committee decided that registrants who had not uploaded the required accredited continuing education activities in 2020 would be sent a reminder in January prior to the random selection process taking place at the end of February.

Multi-Source Feedback (MSF) Process

Due to COVID-19, the 2020 MSF process was postponed until 2021. There are 251 registrants who will be required to complete the process in 2021 due to the postponement. In addition, 15 registrants were granted a deferral from the process prior to the suspension. The QAC determined that there would not be additional registrants randomly selected in 2021.

QA Portal

The QA portal has undergone substantial upgrades. Registrants are now able to complete the Competency Self-Assessment and report self-directed hours in the portal. This became available November 15, 2020. To date 70 registrants have completed a portion or all of the additional components of the professional portfolio.

The College will promote the updates to the portal in the upcoming QA reminder email, the COO newsletter and through social media posts for the remainder of this year. Instructional videos can be found on the COO website. In addition, College staff will provide information and learning sessions for registrants in the new year.

At their meeting November 24, 2020, the QAC determined that the information gathered in FORM 1: Registrant Demographics would no longer be required to complete it as part of the Professional Portfolio because the required information is already available in the registrant database. The QAC also determined that registrants would be required to complete all components of their Professional Portfolio through the online portal by the end of 2021.

As of November 23, 2020, 1344 registrants had uploaded accredited continuing education hours to the Quality Assurance section of the Registrant Portal

Accreditation Policy

At their meeting on November 24, 2020, the QAC reviewed the definitions of the Accredited Continuing Education categories in the Accreditation Policy.

The committee agreed that there is a need for opticians to maintain a level of knowledge about products and that as long as the activity was technical in nature and was aimed at educating opticians

about product design and use, rather than price or competitive advantage, it could be considered for accreditation. The committee recommended updating the definitions of the following categories: Eyeglass, Contact Lens and Eyeglass/Contact Lens/Refraction. This is before the Board at their meeting today.

Accreditation Requests

The updated Accreditation Policy came into effect on September 1, 2020. Since October 2020, the Committee has reviewed 27 continuing education accreditation requests and accredited 23 activities. There have been 82 requests reviewed to date with 76 of these being approved. There are 3 pending requests.

National Alliance of Canadian Optician Regulators (NACOR) Pilot Project

NACOR is currently working with opticianry regulator boards from across Canada to develop a multiple choice online assessment tool that will be used to assess the competence of internationally trained opticians wanting to move to Canada. The tool will be undergoing pilot testing between November 30th and mid-January 2021.

Peer and Practice Assessments

The Quality Assurance Committee reviewed and approved the newly developed Remote Practice Assessment Tools at their meeting on September 29, 2020. Staff has begun to contact registrants who had their assessment placed on hold. These registrants will be required to complete the pre-assessment materials prior to their assessment.

The QAC reviewed 2 Peer and Practice Assessment files at their meeting on November 24, 2020.

Submitted by:

Derick Summers, RO, Chair, Appointed Member
Peggy Dreyer, RO, Manager, Professional Practice

REGISTRATION COMMITTEE REPORT

October 2020 Report to Board of Directors

Committee Members:

Derick Summers, Chair, RO
Tonya Nahmabin, RO
Samir Modhera, RO
Dorina Reiz, RO
Mike Smart, RO
Omar Farouk, Public Member
Peggy Judge, Public Member

Number of meetings since October Board Meeting:

- November 16, 2020

Report:

NACOR Exam Update

The Committee was provided with an update on the most recent NACOR examination session which took place on October 24-28, 2020 at Seneca College. The Committee was briefed on the examination safety protocol which followed current health guidelines regarding group size, physical distancing, and best practices around infection control.

Registration Committee Effectiveness Self-Evaluation Results

The Registration Committee reviewed the results of its effectiveness self-evaluation from 2019. A suggestion was made to implement onboarding training for Committee members joining mid-year.

Obtaining Vulnerable Sector Checks during COVID-19

The Registration Committee was informed of several challenges related to obtaining Vulnerable Sector (VS) Checks during the COVID-19 pandemic. The Committee further reviewed process adaptations made by other health regulatory colleges to mitigate potential registration delays.

The Committee determined that submission of a Criminal Record and Judicial Matters Check (CRJMC) in conjunction with an affidavit was an acceptable alternative for applicants unable to obtain a VS Check in their jurisdiction. The Committee further concluded that delaying implementation of the policy was not warranted.

CGA Requirement for Reinstatement

The Registration Committee explored whether to require all registrants seeking reinstatement after a period of suspension greater than three years to undergo a Competency Gap Analysis (CGA) assessment. The purpose of introducing this requirement would be to align with practices of opticianry regulators in other Canadian jurisdictions. It was noted that currently, the Registration Committee takes into account a number of factors set out in the Reinstatement Policy before requiring an applicant to complete the PLAR process, including the CGA.

The Committee determined that current practice allows flexibility to assess applicants on a case-by-case basis and subsequently made a motion to maintain the status quo.

Remote Interviews

In October 2020, four remote interviews were conducted for PLAR applicants.

File Review

The Committee reviewed two initial reinstatement (over three years) applications, one request for eligibility extension to sit the NACOR examinations, one application for registration as a registered optician, and four PLAR assessment results.

Submitted by:

Derick Summers, Chair, RO
Anna Jeremian, Manager, Registration