

EXECUTIVE COMMITTEE REPORT
2020 Annual Executive Committee Report to the Board of Directors

2020 Committee Members:

Bryan Todd, Chair, RO, Elected Member
Stephen Kinsella Vice-Chair, Public Member
Jacalyn Cop-Rasmussen, Public Member (until October 31)
Ingrid Koenig, RO, Elected Member
Dorina Reiz, RO, Elected Member

Number of meetings:

In 2020, the Committee held 1 in-person meeting, 12 zoom meetings.

Report:

1) General Business

Recommendations for 2020 Appointed Members

The Executive Committee is responsible for interviewing candidates for positions as appointed committee members and making appointment recommendations to the board. In 2020, the Committee conducted 8 interviews for the appointed member role for a two-year term commencing January 1, 2021. The Committee modified the interview process from previous years to reflect the board's commitment to diversity, equity and inclusion. Based on the Committee's recommendations, the board appointed 6 individuals as appointed committee members at the December meeting.

By-law Amendments

In November, the Executive Committee considered amendments to the following by-law provisions and made recommendations to the board:

- Article 6.3: Eligibility for board election.
- Article 15.6: The public register
- Schedule A: Fees for Services

On review, and where applicable following circulation for stakeholder feedback, the board approved the amendment as recommended by the Executive Committee.

Recommendations on Committee Composition

The Executive Committee made recommendations to the Board regarding the 2021 Committee slates, which were approved by the Board in December 2020.

Virtual October Board Meeting

The Executive Committee considered, and recommended to the board that, in light of the continued risks posed by the COVID-19 pandemic, that board meetings continue to be held virtually until at least the end of 2020.

College Pandemic Communications and Action Plan

The Executive Committee received updates about the College's pandemic plan, including the move to a remote office and regular communications updates to registrants regarding the COVID-19 pandemic.

COVID-19 Accommodation: Registration Fee Adjustment

The Executive Committee made a recommendation to the board regarding a by-law amendment to reduce registration fees for registered opticians by \$250 for the 2021 calendar year. The recommendation was approved by the board at its July meeting.

Proposed By-Law: QA requirements for Elected and Appointed Members

The Executive Committee proposed amendments to the College's by-laws which would make board and committee members subject to disqualification for failing to comply with the College's Quality Assurance Program. The Executive Committee's recommendation was approved by the board at its February 26 meeting.

Executive Elections Process

The Executive Committee considered the executive elections process and whether the process should be amended to include a mandatory submission of an expression of interest and experiential eligibility requirements to run for a position on the Executive Committee as an officer, vice-chair or chair. The board was asked to further consider whether to proceed with amendments to the Executive Elections at the February 26 meeting. The board assigned the matter to the Governance Committee for further investigation. By-law amendments were approved by the board at its October meeting following recommendations by the Governance Committee.

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.

In 2020, the Executive Committee exercised this power in the following instances:

Appointment of the NEC Representative

The Executive Committee appointed Dorina Reiz to the position of National Examinations Committee

(NEC) Representative until December 31, 2020. The appointment was made on an urgent basis in order to ensure that a representative would be available to attend upcoming NEC meetings.

Typically, this appointment would have occurred at the December board meeting for the subsequent year. In December 2019, however, this decision was deferred in order to develop a schedule with NACOR around when the NEC would review the examinations and other competency tools. Due to the COVID-19 pandemic, the spring NEC meeting and the spring national examination were cancelled.

Temporary amendments to the Quality Assurance Program

Due to the COVID-19 pandemic, the Executive Committee met on March 20, 2020 to approve the following recommendations made by the Quality Assurance Committee:

1. To extend the deadline for CRE portfolio submissions to May 4, 2020.
2. To suspend the Multi-Source Feedback process until 2021. Anyone who already completed the process would still receive their results. Anyone who has not started or only partially completed the MSF process, will have the option of applying the surveys that have already been completed to next year and completing the additional requirements at that time or starting fresh.
3. To suspend all Peer and Practice Assessments until further notice.

COVID-19 Practice Guidelines

The Executive Committee reviewed and approved guidelines developed by the Clinical Practice Committee to address practice considerations during COVID-19, specifically around dispensing ophthalmic devices as well as disinfection protocols. In light of the urgent nature of the guidelines, the Committee determined that they required immediate attention. Emergency Guidelines were approved by the Committee on April 24, 2020, and Return to Work Guidelines were approved on May 13, 2020.

Amendments to Honoraria Policy and the CERB

The Committee approved an update to the Honoraria Policy on an urgent basis to ensure that the policy was consistent with the requirements set out in the Canada Emergency Response Benefit (CERB).

3) Finance Committee

In 2020, the Executive Committee carried out the following activities in its capacity as the Finance Committee of the College:

Review of Financial Statements and Financial Auditor Recommendation

The Committee reviewed financial variance reports at each meeting and considered the draft audited financial statements as prepared and presented by Grewal Guyatt, Chartered Professional Accountants.

The Committee also pilot tested a new auditor assessment tool, which will be used annually going forward as a means of assessing: the auditor's independence, objectivity and professional skepticism;

the quality of the engagement team; and the quality of the communications and interactions with the external auditor.

Honoraria Policy

At the February board meeting, the Committee recommended an update to the Board's Honoraria Policy regarding appointed member eligibility for reimbursement of preparation time for Board meetings. The recommendation was approved.

At the December board meeting, the Committee sought the board's feedback on potential amendments to the Honoraria Policy relating to the move to virtual meeting formats, including meal expenses for all day meetings from home. The board assigned the issue to the Finance Committee for further investigation.

Submitted by:

Bryan Todd, RO, President, Elected Member

CLINICAL PRACTICE COMMITTEE

2020 Annual Report to Council

Committee Members:

Bryan Todd, RO, Chair, Appointed Member
Daniela Schowalter, RO, Vice- Chair, Appointed Member
Behzad Safati, RO, Appointed Member
Dennis O'Hagen, RO, Appointed Member
Omar Farouk, Public Member
Peggy Judge, Public Member (as of July 27, 2020)

Number of Meetings:

In 2020, the Committee held 4 meetings by zoom.

Report:

COVID-19 Emergency Practice Guidelines

These temporary guidelines were developed by the Committee in April 2020 to provide guidance to opticians who were delivering essential care in accordance with Directive #2 issued by the Chief Medical Officer, which required regulated health professional to limit services to essential care. These guidelines addressed practice considerations specifically around dispensing of ophthalmic appliances and disinfection protocols.

As there was a sense of urgency to have these guidelines published, the Committee requested that the Executive Committee exercise their authority to act between Board meetings in order to review and approve these temporary guidelines.

Return to Practice Guidelines

These guidelines were developed by the Committee in May 2020 to provide guidance to opticians who would be returning to practice once the province lifted the directive that restricted health professionals to essential care. The purpose of these guidelines was to provide additional information on how opticians should interpret the Standards of Practice, and in particular Standard 4 which pertains to safety and infection control, in the context of the continued risks posed by the COVID-19 pandemic.

These guidelines were presented to various industry stakeholders. Participants who had remained open for essential services shared their experiences and practices in implementing physical distancing and other protective measures in their respective workplaces.

The committee requested that the Executive Committee exercise their authority to act between Board meetings in order to review and approve the guidelines in order to ensure they were in place by the time the Province lifted restrictions on non-essential care.

Delegation Standard of Practice and Practice Guidelines

This standard was developed together with accompanying practice guidelines 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. Previously, delegation by opticians to non-opticians was only addressed via policy. The draft standard and guidelines were circulated for feedback from registrants and other stakeholders. The Committee considered the feedback and proposed revisions to the sections pertaining to refraction in order to provide greater clarity and guidance to opticians.

The Delegation Standard of Practice and Practice Guideline was approved by the Board of Directors December 7, 2020.

Submitted by:

Bryan Todd, RO, Chair, Elected Member

Peggy Dreyer, RO, Manager, Professional Practice

QUALITY ASSURANCE COMMITTEE REPORT

2020 Annual Report to the Board of Directors

Committee Members:

Derick Summers, RO, Chair, Appointed Member

Bryan Todd, RO, Vice Chair Elected Member

Dorina Reiz, RO, Elected Member

Diana Bristow, Public Member

Stephen Kinsella, Public Member

Tonya Nahmabin, RO, Appointed Member

Number of Meetings:

In 2020, the committee held 1 in person meeting and 7 meetings via zoom. In addition, 7 panel meetings were held via zoom for the purpose of reviewing deferral requests and professional portfolios.

Report:

Training

All member of the QAC underwent orientation and accreditation training at the first meeting of the year.

2020 Competency Review and Evaluation Process

In February 2020, 702 registrants received notice that they had been randomly selected to participate in the 2020 Competency Review and Evaluation (CRE) process.

- Stream One - 314 registrants were required to submit their 2019 professional portfolio to the College by April 5, 2020.
- Stream Two – 297 registrants were required to submit their 2019 Professional Portfolio to the College by April 5, 2020 and complete the Multi-Source Feedback (MSF) process by July 5, 2020.

In addition

- 105 registrants who participated in the 2019 CRE process were re-selected to participate in Stream One in 2020.
- 11 registrants who participated in the 2019 CRE process were re-selected to participate in Stream Two in 2020.
- 8 registrants who participated in the 2019 CRE process were re-selected to participate in the MSF process in 2020.

On March 20, 2020, the QAC determined to take the following steps to address the challenges that the COVID-19 pandemic had created with respect to registrants' ability to participate in the CRE process.

1. Extending the deadline for portfolio submission to May 4, 2020.
2. Suspending the MSF process until 2021.
3. Suspending all Peer and Practice Assessments until further notice.

The recommended actions were put before the Executive Committee for consideration and approval given the urgent nature of the situation.

Statistics from the 2020 CRE process are attached to this report as Appendix A.

Deferrals

The QAC granted 27 deferrals from the CRE process. A deferral is a delay in engaging in the CRE process and as such, these registrants will automatically be re-selected to participate in the 2021 CRE process.

Quality Assurance Program Fees

A total of 56 registrants were required to pay the deficient portfolio fee. The deficient portfolio fee is charged when a registrant submits a portfolio deficient in the required number of accredited continuing education hours.

Peer and Practice Assessments

College's Peer and Practice Assessors completed a total of 4 assessments in 2020 prior to the suspension of assessments.

The Committee reviewed 8 peer and practice assessment reports.

- 2 files were closed with no further action.
- 6 registrants were ordered to complete specified continuing education and remediation programs (SCERP).

In addition, the QAC ordered 22 peer and practice assessments in 2020 for the following reasons:

- 2 as a result of the registrant's MSF results being below the established threshold.
- 20 due to non-submission of their 2019 Professional Portfolio. Five of these assessments have since been placed on hold pending the successful completion of the 2021 CRE process. The registrants who were ordered a Peer and Practice Assessment due to non-submission of their professional portfolio are required to pay the Peer and Practice Assessment fee of \$850.00 + HST.

Due to the COVID-19 pandemic, in person Peer and Practice Assessments have been suspended until further notice.

The QAC approved remote assessment tools to replace the chart review and onsite premise inspections. Peer Assessors received additional training on conducting remote assessments and have begun to schedule and complete assessments that had been placed on hold.

To date, 2 remote assessments have been completed and 5 have been scheduled.

Accreditation Policy

The QAC reviewed and recommended updates to the Accreditation Policy that introduced a more rigorous review of course content to ensure that it was evidence based, that the creator of the material relied on objective, neutral and reliable sources, and that the primary purpose of the activity would be the advancement of professional competencies and scientific knowledge than being for the purpose of endorsing a specific product or brand. In addition, the QAC developed a comprehensive checklist to apply to each accreditation request that is received.

The renewal process of accredited activities was amended to remove the one-time automatic renewal of a CE activity when requested within 60 days of expiry. The CE provider must submit an accreditation request for any activity that they wish to have re-accredited and the standard accreditation fee will apply. The CE activity will be reviewed by the accreditation team to ensure it continues to meet the criteria of the policy.

Accreditation Requests

In 2020, the Committee reviewed 104 accreditation requests and accredited a total of 82 new continuing education activities. The committee re-accredited 12 requests, 10 requests were not accredited and recommended as self-directed.

Time Period	New CE Activity Requests Accredited	CE Activity Re-Accredited	CE Activities Not Accredited
Jan 1 – Aug 30	58	5	6
Sept 1 – Dec 31	24	7	4

QAC Assurance Portal

Beginning in 2020, registrants were required to report and upload completion certificates for their accredited continuing education hours. As of February 5, 2021, 2687 registrants had uploaded some or all of their accredited continuing education hours.

Further development to the portal was completed in the fall of 2020 and beginning in November 2020, registrants were able to complete all components of their professional portfolio online.

Registrants will be required to complete all components of their Professional Portfolio online through their Registrant Portal beginning in 2021.

Quality Assurance Outreach

Professional Practice Department staff attended one continuing education event as well as a student event at Seneca College to answer questions about the QA program.

In addition, Professional Practice Department staff along with the Project Manager held two information sessions for registrants. At these sessions, registrants were guided through how to report and upload continuing education hours as well as complete their self-assessment and non-accredited hours.

Both sessions were well attended, and feedback received was very positive.

Submitted by:

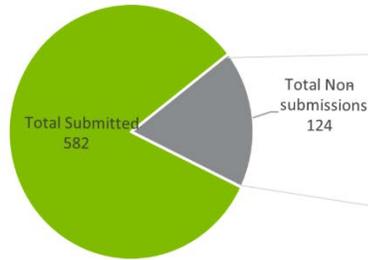
Derick Summers, RO, Chair, Appointed Member

Peggy Dreyer, Manager, Professional Practice

Appendix A

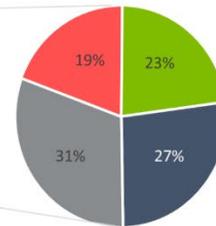
2020 Competency Review and Evaluation Process

Registrants Selected to Submit 2019 Portfolio (706)



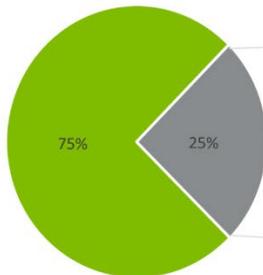
Non-submission Reasons

- Deferred
- Did not renew in 2020
- Registered <12 months
- Registrant Non-responsive



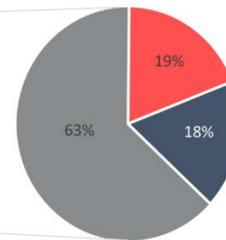
Submitted Portfolios

- Immediate Exit Letter
- Deficient

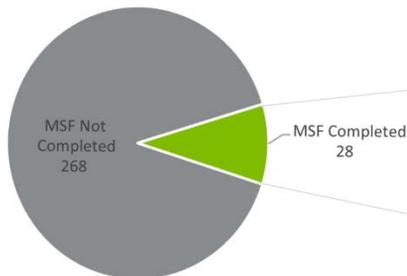


Types of Portfolio Deficiencies

- Deficient 4-8
- Deficient 1-3
- Form Problem

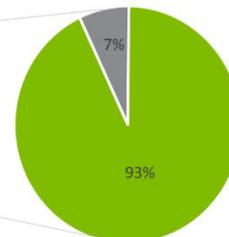


Registrants Selected for MSF (296)



MSF Results

- Above Threshold
- Below Threshold



DISCIPLINE COMMITTEE

2020 Annual Report

Committee Members:

Elected Members

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

Public Members

Diana Bristow
Murray Angus (effective October 5,
2020)
Jacalyn Cop-Rasmussen (until
October 31, 2020)
Stephen Kinsella
Omar Farouk
Peggy Judge (effective July 27, 2020)
Henry Wiersema (effective July 27,
2020)
Jack Zwicker (until Sept 12, 2020)

Appointed Non-Council Members

Derick Summers, RO, **Chair**
Rob Dickinson, RO, **Vice Chair** (until April
15, 2020)
Dennis O'Hagan, RO
Tonya Nahmabin, RO
Daniela Schowalter RO, **Vice Chair** (May
11, 2020 – Oct 5, 2020)
Kevin Cloutier, RO
Margaret Osborne, RO
Behzad Safati, RO

Committee Mandate:

The Discipline Committee holds hearings into specified allegations of professional misconduct or incompetence that are referred by the Inquiries, Complaints and Reports Committee.

Committee Highlights:

On April 15, 2020, Rob Dickinson, Vice-Chair, notified the Registrar that he would be taking a leave of absence from his duties on the Committee. On May 11, 2020, an election was held and Daniela Schowalter was elected to the role of Vice-Chair.

On June 12, 2020, five Committee members attended the Discipline Committee basic training workshop via videoconference put on by the Health Profession Regulators of Ontario (HPRO). On September 21, 2020, three Committee members attended the basic training workshop and on November 13, 2020, eight Committee members attended the advanced training workshop via videoconference.

On October 5, 2020, Daniela Schowalter stepped down as Vice-Chair of the Discipline Committee. The Chair, Derick Summers, elected not to replace Daniela due to the fact that there were just over 3 months remaining until the end of the year.

On December 8, 2020, an election was held for the positions of Chair and Vice-Chair for 2021; Derick Summers was elected to the role of Chair, and Mike Smart was elected to the role of Vice-Chair.

Hearings:

In 2020, a panel of the Discipline Committee held a hearing in the following matter:

Matter	Hearing Date
<i>College of Opticians v. Tsan</i>	November 19, 2020

A copy of the following 2020 Discipline Committee decision in which findings of professional misconduct were made, is available on the College's website:

Matter	Decision Date
<i>College of Opticians v. Sanger</i>	October 1, 2020

The following matter was referred to the Discipline Committee in 2020:

Matter	Hearing Date
<i>College of Opticians v. Truong</i>	January 12, 2021

Submitted by:

Derick Summers, Chair

Daniël Jansen, Manager - Professional Conduct

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

Annual Report 2020

Committee and Panel Composition

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 (effective June 25, 2020)
Daniela Schowalter, RO	Jack Zwicker (until September 12, 2020)
Peggy Judge, Public Member (effective July 9, 2020)	Murray Angus, Public Member (effective August 20, 2020)
	Jacalyn Cop-Rasmussen, Public Member (until October 31, 2020)

Committee Mandate

The role of the Inquiries, Complaints and Reports Committee (ICRC) is to review concerns about the conduct and actions of opticians. These concerns come to the ICRC's attention in a number of ways, including complaints, reports from the Registrar, or referrals from the College's Quality Assurance Committee. The ICRC investigates all complaints, and considers all reports that are put before it, and determines whether it is appropriate to refer a matter to the Discipline Committee or Fitness to Practice Committee for a hearing, require some form of remedial or educational activity, or take no action. The ICRC also reviews information received by the College about unregistered individuals who may be practising opticianry or referring to themselves as opticians.

2020 Committee Highlights

On February 4, 2020, the committee had a general orientation and training session, which included presentations from Amy Stein (General Counsel), and Rebecca Durcan from Steinecke Maciura LeBlanc.

At a full 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 the end of the year due to the COVID-19 pandemic. The committee will revisit the issue in early 2021.

Committee Work

Matters opened in 2020	
Complaints	22
Reports	6
Quality Assurance Committee Referrals	5
Total	33
Matters disposed of in 2020	
Complaints	29
Registrar Reports	3
Quality Assurance Committee Referrals	0
Total	32

*Note that dispositions may include one or more of the options listed below

2020 ICRC Dispositions (note that matters may have more than 1 disposition)	Complaints	Reports	QAC
Closed with no further action	6	1	
Oral Caution	12	1	
Specified Continuing Education or Remediation Program	12	1	
Advice	6		
Complaint withdrawn by the Registrar	3		
Referred to Discipline	1	1	
Other (Member Retired)			

Unauthorized Practice

On occasion, the College receives information about individuals who are not registered with the College but who refer to themselves as Opticians and who behave as though they are entitled to practise as registered opticians. The College takes steps to investigate these matters, and takes appropriate action, including initiating court proceedings. In 2020, the College received information concerning 11 different optical stores. The College is currently finalizing various compliance packages and cease and desist letters, which will be sent to each applicable individual and/or store.

The Health Professions Appeal and Review Board (HPARB)

The Health Professions Appeal and Review Board (HPARB) is an agency of the government, independent of the College, that is responsible for reviewing the decisions of the ICRC regarding complaints that are not referred to the Discipline Committee or the Fitness to Practice Committee. In 2020, reviews

were requested of two ICRC decisions, which are both ongoing. In addition, one matter from 2019 is ongoing and has been carried forward.

Submitted by:

Omar Farouk, Chair, Public Member

Daniël Jansen, Manager, Professional Conduct

REGISTRATION COMMITTEE

2020 ANNUAL REPORT

Committee Members:

Derick Summers, Chair, RO
Jacalyn Cop-Rasmussen, Vice-Chair, Public Member
(until October 2020)
Dorina Reiz, RO
Tonya Nahmabin, RO
Samir Modhera, RO
Mike Smart, RO
Omar Farouk, Public Member
Peggy Judge, Public Member (from July 2020)
Murray Angus, Public Member (from October 2020)

Registration Appeal Panel:

Henry Wiersema, Public Member
Jack Zwicker, Public Member
(until September 2020)
Ed Viveiros, RO
Dennis O'Hagan, RO

Number of Meetings

In 2020, the Registration Committee held one in-person meeting and five virtual meetings via Zoom. The Registration Appeal Panel (RAP) did not meet in 2020.

2020 Statistical Report

A statistical report of the number of applications received and reviewed by the Registration Committee in 2020 is attached.

Training

All members of the Registration Committee underwent orientation training as well as training on avoiding bias and conflict of interest at the first Registration Committee meeting of 2020.

Report***By-Law Amendment: Removing Gender from the Public Register - Stakeholder Consultation Results***

At its meeting on February 26, 2020, on the Committee's recommendation, the Board approved the draft by-law amendment to remove gender information from the public register. The draft by-law amendment was subsequently circulated via e-blast to the registrants. The link to the proposed amendment, background information and survey questions were posted on the College's website. Individuals were invited to answer survey questions and provide comments.

At the Committee meeting on July 20, 2020, the Registration Committee reviewed the stakeholder feedback received and approved the removal of gender information from the public register. The Board

approved the by-law amendment at its October 5, 2020 meeting.

Amendments to Student/Intern Supervision Policy and Contact Lens Mentor Policy

At the Committee meetings on March 23, 2020 and July 20, 2020, the Registration Committee approved an amendment to the current Contact Lens Mentor policy and the Student/Intern Supervision policy respectively, to include a provision for those individuals who were registered as an optician in another Canadian jurisdiction, where opticianry is a regulated profession for a minimum of three years, or hold a combination of registration with COO and an equivalent College regulating opticianry in another Canadian jurisdiction for a minimum of three years.

To keep the Student/Intern Supervision Policy and the Contact Lens Mentor Policy in alignment, the Committee further recommended a change to criterion two of the Contact Lens Mentor Policy to allow individuals who acquired the necessary knowledge, skill and judgment in a period less than three years to be eligible for supervision of the contact lens fittings of student and intern opticians. The proposed policy change was approved by the Board at its July 27, 2020 meeting.

Contact Lens Mentor Eligibility Criteria for Academics

At the Committee meeting on May 4, 2020, the Registration Committee discussed the possibility of granting Contact Lens Mentor status to Registered Opticians who hold academic positions. At its subsequent meeting on July 20, 2020, the Registration Committee reviewed a concern raised by opticianry program coordinators regarding significant challenges the students were facing to complete their contact lens fittings, particularly rigid gas permeable (RGP) fittings. The Committee agreed that the need for instructors to qualify for the mentor status had been exacerbated by the shortage of student placements for all types of fittings due to the pandemic.

The Committee approved a recommendation to grant temporary Contact Lens Mentor status to faculty that are teaching Contact Lens courses in an academic setting. The proposed policy change was approved by the Board at its July 27, 2020 meeting. The temporary status will remain in force until December 31, 2021.

Expanding Peer-to-Peer Policy to Eyeglass Fittings

In light of ongoing challenges posed by the COVID-19 pandemic and concerns regarding student fittings identified by the educational institutions and other stakeholders, the Registration Committee considered the adoption of an addendum to the Contact Lens Fittings policy to temporarily allow peer-to-peer fittings of eyeglasses. The Committee recommended that the Board approve a temporary provision to expand the peer-to-peer policy to eyeglass fittings. The proposed policy change was approved by the Board at its October 5, 2020 meeting. The provision will remain in force until December 31, 2021.

Implementation of Vulnerable Sector Checks for New Applicants

At the March 23, 2020 meeting, the Registration Committee reviewed an environmental scan of other regulatory Colleges in the province, types of Criminal Record Checks available and the logistics involved in the process of obtaining a Criminal Record Check from registrants.

Upon review of the above-noted information, the Committee motioned to recommend the adoption of a Vulnerable Sector Check requirement for new applicants at the time of initial application. Mandatory reporting requirements, including annual professional conduct questions during the renewal process would capture subsequent years and current registrants.

At the Committee meeting on May 4, 2020, the Registration Committee reviewed the draft Vulnerable Sector Check Policy and determined that a Vulnerable Sector Check is to be implemented for applicants for a certificate of registration as a Registered Optician, effective January 1, 2021. With regard to students and interns, the College will continue with its current self-reporting practice.

The Committee further determined that applicants are to submit a Vulnerable Sector Check for Ontario only and set out options for applicants who are unable to obtain a check. The Committee determined to combine the existing Policy Dealing with Convictions, Findings and Ongoing Proceedings with the new Vulnerable Sector Check Policy.

Timeframe for Transition Between Certificates of Registration

The Committee discussed a timeframe for registered Intern Opticians to transition to full licensure. Repercussions of time lapse during the period of transition were further discussed. The Committee was provided with an environmental scan of practices of other regulators concerning transition timeframes between different classes of registration.

The Committee identified three years as the timeframe to apply for registration as an Optician from the date the results of successful completion of NACOR examinations were released.

NACOR Exam Postponement

At the Committee meeting on March 23, 2020, the Registration Committee received an update on postponement of the spring NACOR examination session due to the COVID-19 pandemic. It was further noted that students were losing practicum opportunities as a result of dispensary restrictions. The economic repercussions of the pandemic are yet to be seen as many businesses may not contemplate hiring students after reopening, thus posing a challenge for the 2020 cohort.

At the Committee meeting on May 4, 2020, the Registration was further informed that the graduating cohort of Collège La Cité opticianry program would not be eligible to sit the examinations in September due to postponement of co-op placements. The French exam scheduled to take place in Ottawa was subsequently cancelled until further notice.

Accreditation Canada as the Accrediting Agency for NACOR

Jodi Dodds, Executive Director, NACOR, presented on transferring the responsibility of program accreditation to Accreditation Canada. The Committee approved Accreditation Canada as the accrediting agency for NACOR.

Remote Administration of CGA

At the Committee meeting on May 4, 2020, the Registration Committee was informed that NACOR, in collaboration with College of Opticians of British Columbia (COBC), began working on developing a process for remote administration of the Competency Gap Analysis (CGA). At its meeting on July 20, 2020, the Registration Committee reviewed the materials developed by NACOR and COBC and subsequently approved the remote administration of CGA as a comparable alternative.

PLAR Blueprinting 2020

At the Committee meeting on July 20, 2020, Jodi Dodds of NACOR presented the process of development of new assessment/testing blueprints for the registration tools following the release of the *National Competencies for Canadian Opticians* (4th edition). The registration tools considered included the National Examinations, the Competency Gap Analysis (CGA) and Case Based Interview (CBI) used for PLAR and the Continuing Competency Assessment (CCA).

The Registration Committee discussed the analysis conducted by a psychometric company, Wickett Measurement Systems, recommendations stemming from this analysis, as well as the technical report prepared by Wickett Measurement Systems.

Delegation of Approval of Initial PLAR Applications

As a means of expediting the first stage of the application process, the Committee determined that the review and approval of all initial PLAR applications shall be delegated to staff provided that all necessary requirements are met.

Conducting PLAR Interviews in French

At the meeting on March 23, 2020, the Registration Committee discussed options to establish a process for conducting PLAR interviews for applicants requesting service exclusively in French. The Committee adopted a model comparable to an English-speaking panel, consisting of two French speaking registered opticians, a public member, and a staff member.

At the meeting on September 14, 2020, the Registration Committee was advised of challenges the College staff encountered to secure an exclusively French-speaking panel. The Committee considered alternative comparable options, including use of a French interpreter for the entire interview process. It was determined that the services of francophone opticians are to be utilized for the interview; additionally, a francophone content expert is to be present at the interview to provide clarifications as deemed necessary.

PLAR Eligibility for Canadian Applicants

The Registration Committee explored whether the PLAR process can be made available to candidates who did not graduate from an opticianry program but have Canadian practice experience in the field of opticianry. The Committee noted that other Canadian opticianry regulators permit “experience only” Canadian applicants to access the PLAR process.

On review, the Registration Committee concluded that it would be contrary to the Registration Regulation to grant a certificate of registration to a candidate on the basis of Canadian practice experience alone, even where that candidate successfully completed the PLAR.

2021 Registration Renewal Statistics

As of January 4, 2021, 2,909 registrants renewed their registration in the College. Subsequently, 111 registrants notified the College that they were not planning to renew their registration in 2021. Reasons for not renewing included retirement, medical leave, parental leave, change of profession and leaving the province or country.

Eighty-two registrants received a late fee for not renewing their registration prior to December 31 deadline. These registrants are provided until March 15, 2021 to complete the renewal form and pay the fees.

In-Person Interviews

In 2020, one in-person interview was conducted for PLAR applicants. One public member of the Registration Committee attended each of these interview days to ensure the interview was neutral and objective.

Remote Interviews

In 2020, four remote interviews were conducted for PLAR applicants. One public member of the Registration Committee attended each of these interview days to ensure the interview was neutral and objective.

Submitted by:

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

2020 Statistical Report

PLAR Applicants	
Initial Inquiries Received in 2020	38
<ul style="list-style-type: none"> • Internationally educated applicants • Applicants from non-accredited Canadian programs • No formal education 	<p>29</p> <p>7</p> <p>0</p>
New Applications Received in 2020	11
<ul style="list-style-type: none"> • Internationally educated applicants • Applicants from non-accredited Canadian programs • Applicants that completed international training & non-accredited Canadian education • No formal education 	<p>7</p> <p>4</p> <p>0</p> <p>0</p>
Applications Refused	0
Applications Completed in 2020 (Decision and Reasons Issued)	10
<ul style="list-style-type: none"> • Applicants required to complete bridging • Applicants permitted to write the National Examinations 	<p>7</p> <p>3</p>
Active Applications in Process	9
<ul style="list-style-type: none"> • Awaiting further information from applicant • Initial Registration Committee review pending • Applicants currently scheduled for the CGA/eligible to write CGA • CGA completed, interview pending • Final Registration Committee review pending 	<p>4</p> <p>0</p> <p>1</p> <p>0</p> <p>4</p>

Other Applications for Registration	
New Applications for Reinstatement (3+ yrs.) Received in 2020	8
Applications Completed in 2020 (Final Decision Letter Issued)	5
<ul style="list-style-type: none"> • Applications approved to reinstate, with/without continuing education 	4
<ul style="list-style-type: none"> • Additional information requested 	0
<ul style="list-style-type: none"> • Competency assessments required, then approved to reinstate with/without continuing education 	1
Active Applications in Process	6
<ul style="list-style-type: none"> • Initial Registration Committee review pending 	1
<ul style="list-style-type: none"> • Applications considered by Registration Committee, competency assessment required 	5
Internal Registration Appeals	0
HPARB Appeals	0
Upgrading Programs Considered by Committee in 2020	1
Previously Approved Upgrading Programs Completed in 2020	1
Requests for Extension of Registration Committee Decision Considered in 2020	4

NATIONAL CONTACT LENS AND EYEGLOSS EXAMINATION

2020 ANNUAL REPORT

The National Contact Lens and Eyeglass Examinations are a non-exemptible requirement for a certificate of registration as a Registered Optician in Ontario. The College, in connection with the National Alliance of Canadian Optician Regulators (NACOR), typically conducts two national examination sessions in Ontario each year. In 2020, only one examination session was held in Ontario due to the COVID-19 pandemic. All eligible examination candidates can complete the examinations anywhere in Canada.

Examination Dates

In 2020, the national contact lens and eyeglass examination was held at Seneca College on October 24 – 28.

Examination Candidates

In 2020, 96 eyeglass and 112 contact lens candidates from Ontario wrote the national examination in Ontario. By comparison, in 2019, 174 eyeglass and 215 contact lens candidates from Ontario wrote the national examinations in Ontario.

The above numbers do not include the out-of-province candidates who wrote the examination in Ontario but sought registration in other provinces. In 2020, one contact lens candidate from another province wrote the national examinations in Ontario.

Examinations Statistics:

The national examination session took place on October 24-28, 2020 at Seneca College with the following number of candidates:

Year	Total	Ontario Applicants ¹	Out-of-Province Applicants ²	Ontario Candidate Outcomes
2020	Eyeglass - 96 Contact Lens - 113	Eyeglass - 96 Contact Lens - 112	Eyeglass - 0 Contact Lens - 1	EG Pass Rate = 92.6% CL Pass Rate = 78.3%
2019	Eyeglass - 187 Contact Lens - 222	Eyeglass - 174 Contact Lens - 215	Eyeglass - 13 Contact Lens - 7	EG Pass Rate = 96.5% CL Pass Rate = 83.3%

¹Ontario applicants intending to seek registration in Ontario

²Out-of-province applicants intending to seek registration in other Canadian provinces

The examination was administered in accordance with the safety protocol developed jointly by the College of Opticians of Ontario, NACOR, and Seneca College. The protocol followed current health guidelines regarding group size, physical distancing, and best practices around infection control.

2021 National Examinations

The following dates have been selected for the 2021 examination sessions held in Ontario:

January 23-24, 2021

French Exam Only

Location: Collège La Cité, Ottawa

April 30-May 2, 2021

Location: TBD

October 22-24, 2021

Location: TBD

This examination session dates are conditional on any orders that are made by public health authorities. The College continues to monitor developments relating to the COVID-19 pandemic and related public health announcements.

Submitted by:

Derick Summers, Chair, RO

Anna Jeremian, Manager, Registration

GOVERNANCE COMMITTEE REPORT

2020 Annual Report to The Board of Directors

Committee Members:

Margaret Osborne, Appointed Member, Chair (until March)
Stephen Kinsella, Public Member; Vice-chair (until March), Chair (from March)
Diana Bristow, Vice-chair, Public Member (from March)
Kevin Cloutier, RO, Appointed Member
Ingrid Koenig, RO, Elected Member
Mike Smart, RO, Elected Member

Number of Meetings:

The Governance Committee held two in person and five video conference meetings this year.

Report:

2019 Council Effectiveness Self-Evaluations

The Committee reviewed the 2019 results of the Council Effectiveness Self-evaluation Report at the beginning of the year and formulated an action plan for the Board's consideration.

2019 Committee Self-Evaluations

The Committee reviewed the 2019 Committee Self-Evaluations reports and action plan for committees to act upon. They also provided the report to the Board for information purposes.

Governance By-laws

In 2020, the Committee recommended new and amended College By-laws for the Board for their review. The following are a list of all new By-laws and amendments which were addressed by the Committee and approved by the Board:

1. Amendments to By-law 1, 6, 7 and 12
2. Amendments to By-law Article 9
3. Amendments to By-law Schedule D, Code of Conduct

Policy Governance

The Committee reviewed the new rebranded Policy Governance Manual. A new Board monitoring schedule for content was recommended and added (Appendix B). The Committee considered the following policy additions and amendments to the manual which are listed below and were approved by the Board in 2020:

1. Financial Planning and Budgeting Policy 2-02
2. Financial Condition Policy 2-03
3. Board Support of the Registrar, CEO Policy 3-08
4. Registrar, CEO Engagement Compensation Policy 3-09
5. Governance Approach Policy 4-01
6. Director Job Description Policy 4-04
7. Appointed Members Policy 4-06
8. Executive Committee Mandate and Terms of Reference 4-08
9. Governance Committee Mandate and Terms of Reference 4-09
10. Role of Council Officers Policy 4-15
11. Pre-Election Training Module Policy 4-18
12. Board Meeting Process Policy 4-22
13. Posting of Board Materials Policy 4-23
14. Role of Committee Chairperson Policy 4-30

The Committee also recommended, and the Board approved, two new monitoring templates that were created for the Board to monitor its own policies under Section 8b of the Board Policy Development Policy 4-24.

Governance Reform Initiatives:

In keeping with the COO's 2020-2022 strategic plan, the Committee has been tasked with transforming the College's governance framework while increasing efficiency and strengthening public trust in the College and our processes. To that end the Board approved the following recommendations made by the Committee:

1. By-law amendments to Council and Member Terminology and Council and Committee Member eligibility criteria
2. That directors submit their written intent to run for the Executive Committee at least 14 days prior to the election
3. Appointing non-opticians to committees
4. A Pre-Election Training Module: Adding qualifying criteria to the existing elections process
5. The Ontario Health Association Board Self-Assessment Tool for Non-Profit Organizations

The Committee continues to monitor provincial, national and global governance trends; best practices and expert advice; including CNO's Vision 2020. The Governance 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:

Steve Kinsella, Chair, Public Member
Deidre Brooks, Manager, Patient Relations and Governance

PATIENT RELATIONS COMMITTEE 2020 Annual Report the Board of Directors

Committee Members:

Behzad Safati RO, Chair, Appointed Member
Stephen Kinsella, Vice-chair, Public Member
Amber Fournier RO, Elected Member
Samir Modhera RO, Elected Member
Neda Mohammadzadeh RO, Elected Member
Murray Angus, Public Member (Started October)
Jack Zwicker, Public Member (Until September)
Henry Wiersema, Public Member

Number of Meetings:

In 2020, the Patient Relations Committee had three video conference meetings.

Report:

Jurisprudence Handbook Updates

The Committee reviewed and finalized the questions relating to the Regulated Health Professions Act (RHPA) chapter of the Jurisprudence Handbook. The module was submitted to the Quality Assurance Committee for administration of this project going forward. The RHPA chapter and test questions were uploaded to the online jurisprudence tool.

The Committee also 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 adding new chapters to the jurisprudence tool in 2021.

Sexual harassment of Non-Patients/Employees

The Committee reviewed and discussed a new guideline for the prevention of sexual harassment of non-patients. The proposed guideline addresses opticians' professional responsibility to prevent and address all forms of sexual harassment, including with respect to colleagues, employees, students, interns, and any other member of the public. The Board approved the guidelines at its October meeting.

Land Acknowledgment Agreements

The Patient Relations Committee discussed whether the College's board meetings should be opened with a traditional land acknowledgment that the proceedings are taking place on lands held by Canada's Indigenous people. To appreciate the meaning of the acknowledgment, the Committee also considered board directors and

appointed members participating in cultural safety and humility training. The Committee also agreed that a Cultural Awareness Module could be created for registrants as a CE self-directed course. The land acknowledgment will be presented to the Board February 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 recommended three additional DEI values; diversity, equity and respect be added to the College's core values and the Board approved the new values at its December meeting.

Submitted by:

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