



# 2005/06 Annual Report



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This 05/06 Annual Report presents highlights of achievements and initiatives in the College of Opticians of British Columbia fiscal year, April 1, 2005 to March 31, 2006.

## **MISSION and VALUES**

The College of Opticians of British Columbia (COBC) is the provincial regulatory authority for the profession of Opticianry, under the authority of the *Health Professions Act*, the *Opticians' Regulations* and the COBC bylaws. The COBC is responsible for the administration of the Act and the accompanying regulations, and it is accountable to the public of British Columbia.

The mission of the COBC is to ensure British Columbia opticians provide safe and effective care to help people achieve better vision.

The COBC is responsible for:

- Assessment, registration and licensing of all opticians and contact lens fitters in B.C.
- Interpretation of the *Health Professions Act*, the *Opticians' Regulation* and the COBC bylaws
- Public and registrant complaints and inquiries
- Establishment of standards of practice and guidelines



## **MESSAGE from the CHAIR**

*David Martens, Chair*

In the past year, the Board of Directors and the College of Opticians of BC (COBC) have continued to work diligently, striving to ensure British Columbians receive high quality optical care and services.

Opticians are an integral part of BC's health system. We provide a valuable service to the public at an easy access, store-front level. Put simply, sight is improved with the dispensing of corrective eyewear, and quality of life and health is enhanced with better sight.

As with all health care professionals, the government needs to ensure the public is protected in the practice of Opticianry. The COBC is the tool that the government uses to achieve this goal. We have a statutory mandate to protect the public interest in the practice of Opticianry in BC. We have a responsibility to create standards, policies and quality assurance processes so opticians can practice to the best of their capabilities.

The COBC fulfills the role of serving the public's interest in much of the same way as other professional regulatory bodies, such as the College of Physicians and Surgeons or the College of Pharmacists. While the phrases and terms might be different, all health profession colleges engage in the same necessary activities: setting standards for entry to the profession; setting standards of practice; providing support to the profession in maintaining the quality of service they provide; and ensuring that registrants continuously upgrade their skills and knowledge.

The COBC is at the forefront of having policies in place for assessing internationally trained professionals for entry to practice in B.C., employing alternative dispute resolutions for a result-based process for public inquiries, and accrediting continuing education courses that are relevant to the changing needs of the public. I continue to be proud of our profession, and the way in which we regulate ourselves.

In particular, the COBC recognizes an overarching need for health care professions to ensure that allowances are made for the incorporation of emerging technologies. An increase in demand for all health services – combined with an aging population and a shortage of professionals – means health professionals should practice to the full extent of their training. Advancements in technology, such as automated sight testing machines, can assist in overcoming the shortage of professionals. Mindful of the positive impact of technology, the COBC has approved new courses for opticians on incorporating automated sight testing into their practice. In addition, we have developed new bylaws to set standards of practice and to allow for the regulation of the use of new technology. Such procedural innovations are not only necessary, but are responsible and forward looking.

The COBC cannot function without the dedication of opticians, public members of the Board and its staff. In particular, I highlight the commitment and contribution by the public members on the Board. They bring in an important perspective at the discussions, and I would like to recognize outgoing member, Rick Buchols, for his work on the financial aspects of the COBC, and to welcome incoming public member, Bableen Rana, to the COBC.

As Chair of the Board, I am proud of the progress we have made to ensure the public receives the best and most effective vision care services from our profession. I wish to thank you all for your efforts. Should you have any questions about the contents of this report, or should you wish to become involved in the COBC's committees, feel free to call me at (250) 392-7030, or email me at [martensresort@bcinternet.net](mailto:martensresort@bcinternet.net).



## **MESSAGE from the REGISTRAR**

*Nick Atkinson, Registrar*

It is an honour to work for the College of Opticians of BC, and I appreciate the dedication of opticians and public representatives who daily contribute their expertise to the COBC's objectives. From an administrative perspective, the past year has included a number of changes. A wise person once noted that everyone likes change, but it is transitions that are difficult. I believe that the transitions required by the administrative changes of the past year have been transacted effectively and successfully, largely because of the time commitment of Board and Committee members.

The changes include:

- The development and implementation of new Continuing Education policies and practice, in response to feedback received from opticians at the 2005 COBC Annual General Meeting
- New educational courses and requirements for opticians who wish to incorporate sight testing in their practice, focusing on bolstering skills in the area of public education, referrals and patient assessments
- The certification of sight testing opticians, and
- The restructuring of staff responsibilities and roles at the COBC office

All of these changes are significant, but it would be remiss to not highlight the latter. Both Annika Redford and Jackson Yu have moved on to pursue other opportunities, and deserve the thanks and gratitude of the COBC for their years of hard work and dedication. I know you all join with me in wishing them well and urging them to keep in touch. Their shoes were large, and the COBC has welcomed Michael Tsao, Sherry Kaiway and Stephanie Leung. Each brings new skills and abilities to the administration of the COBC.

Another change that has no doubt been noticed by registrants is the move from an internal registration examination to one used and accredited by all other provinces. This decision, taken by the Board, was made after extensive examination, deliberation and study. The transition to the National Examination was a complex task that required the combined skills of many individuals. Special thanks are due to the following: B.C. chief examiners, Debra Szteina and Raj Mann; the twenty four examiners, who had to be re-trained to familiarize themselves with the new examinations; the staff of Douglas College and the B.C. College of Optics, who supplied logistics and equipment; and, Jodi Dodds and Maureen Harrison of the National Examination Committee. They handled the complexities with skill and professionalism. The real heroes of the process were the applicants for examinations, who attended COBC information sessions as well as studied diligently to achieve their grades.

Throughout all of these transitions, the COBC continues to meet its mandate of protecting the public interest in the practice of Opticianry in BC. The attached report provides more detail on all the activities of the past year, including financial reports and other pertinent information. Should you have any questions about the contents of this report, I look forward to hearing from you. I can be reached at the COBC office at (604) 278-7510, extension 22, or by email at [natkinson@cobc.ca](mailto:natkinson@cobc.ca).



**BOARD of DIRECTORS and COBC STAFF**

**2005/06 BOARD OF DIRECTORS**

**COBC STAFF**

**Elected Members**

- David Martens, DISP**  
**- Chair -**  
*(District 4)*
- Inderjit Bamrah, CL  
*(District 1)*
- John Kerns, CL  
*(District 3)*
- John Moss, CL  
*(District 5)*
- David Nelson, CL  
*(District 1)*
- Stephanie Weir, CL  
*(District 2)*

**Public Members**

- Kent Ashby
- Rick Buchols
- Bableen Rana
- Patti Young

- Nick Atkinson  
*Registrar*
- Michael Tsao  
*Assistant Registrar*
- Stephanie Leung  
*Assistant Registrar*
- Sherry Kaiway  
*Office Manager*

*Public Members are Appointed  
 by the Government of BC*

**COMMITTEE MEMBERS**

- |                         |                   |
|-------------------------|-------------------|
| Ron Boyce, CL           | Doug Pavan, CL    |
| Cindy Koszegi, DISP     | Raheem Savja, CL  |
| Colleen Laferrier, DISP | Bobbi Story, CL   |
| Katania Law, CL         | Debra Szteina, CL |
| Clara Mainville, CL     | Patricia Vaz, CL  |
| Raj Mann, CL            |                   |

*Note: CL – Contact Lens Fitter  
 DISP – Dispensing Optician*

*Committee Members are Appointed  
 by the Board of Directors*



## **Biography of the 2005/06 Board of Directors**

As a professional body, the COBC is governed by a Board of Directors comprised of elected and appointed members. Of the ten Board members, six are elected from the profession and four are appointed by government as specified in the *Health Professions Act*.

The Board takes on its work in the public interest and not in the interest of individual registrants or member groups within the profession of Opticianry. They must be guided by the public interest and avoid positions that could be deemed as a conflict of interest.

### **Chair - David Martens, District 4 (Elected)**

#### *Dispensing Optician*

Mr. Martens has been an optician for many years, serving the Williams Lake area. He became Chair of the Board of Directors in 2003 and has been involved with the COBC for many years.

### **Vice-Chair - Kent Ashby, Public Member (Appointed)**

Mr. Ashby practices law in Vancouver and he was first called to the Alberta Bar in 1987 and the BC Bar in 1993. Mr. Ashby holds a Masters of Law with Honours from the University of Sydney Law School in Australia, a Bachelor of Law from Osgoode Hall Law School in Toronto and a Bachelor of Arts from University of Alberta. Mr. Ashby's expertise in business law has involved high technology, corporate governance and legislative research and analysis. He has also completed the Foundations of Administrative Justice course, developed by the BC Council for Administrative Tribunals.

### **Inderjit Bamrah, District 1 (Elected)**

#### *Contact Lens Fitter*

Mr. Bamrah has been an Optician for over thirty years and he received his Opticianry training at City and Islington College, London, England. He has served as a volunteer with various Opticianry associations, participated as an instructor in various opticians programs and have guest lectured at both provincial and national association educational programs.

### **Rick Buchols, Public Member (Appointed)**

Mr. Buchols is the Senior Auditor and Accountant for T. Sigmund & Company and the former senior accountant for the Waterfront Employers of BC. He is a Certified General Accountant and has over 25 years as an accountant with numerous companies and municipal governments. In 1988, he was elected to serve as Alderman for the District of North Vancouver.

### **John Kerns, District 3 (Elected)**

#### *Contact Lens Fitter*

Mr. Kerns has over 20 years of optical experience which includes both retail and manufacturing. He has also achieved a Masters Optician Certificate (U.S.) and the ABO/NCLE License (American Board of Opticians/National Contact Lens Examiners).

### **John Moss, District 5 (Special Appointment)**

#### *Contact Lens Fitter*

Mr. Moss has over 30 years experience in the optical industry and is the current owner of an independent optical dispensary. He is a member of the Dispensing Opticians Association of BC, the Opticians Association of Canada and the Association of Sight Testing Opticians of BC.



**David Nelson**, District 1 (Elected)

*Contact Lens Fitter*

Mr. Nelson has been in the optical field for over 25 years, and has completed the OAC/NAIT program in dispensing and contact lenses. He is a member of the Dispensing Opticians Association of BC, the Opticians Association of Canada and the Association of Sight Testing Opticians of BC. He has also served on the Douglas College advisory committee and has completed courses at the Justice Institute of BC, including administrative justice.

**Bableen Rana**, Public Member (Appointed)

Ms. Rana is currently Associate Counsel for Campbell, Burton & McMullan. She received her LL.B. from the University of Victoria and also holds a Bachelor of Business Administration from Simon Fraser University. She has also volunteered for the Legal Information Clinic, the City of Surrey Parks & Recreation, the BC Children's Hospital Annual Fundraising Telethon and was a participant at the William Head Institution, Restorative Justice Symposium.

**Stephanie Weir**, District 2 (Elected)

*Contact Lens Fitter*

Ms. Weir has been an optician for 21 years and she has been on the Board of the COBC for two years. She is also the Treasurer/Secretary for the Fairfield Merchants' Association, and Ms. Weir is currently completing her diploma at the University of Victoria in Business Administration.

**Patti Young**, Public Member (Appointed)

Ms. Young is currently the Director of Marketing for Winning the Succession Game Inc. and the Vice-President of Chartek Consultants Ltd. She has been involved in a number of marketing and public relations campaigns and she is an active member in the community as a fundraiser and canvasser for a number of organizations and has served on a variety of Boards. Ms. Young received her Bachelor of Arts in Political Science from the University of Alberta. She has also completed the Foundations of Administrative Justice course, developed by the BC Council for Administrative Tribunals.



## **2005/06 ACHIEVEMENTS**

### **Communications**

- Compilation of the 2004/05 Annual Report: COBC published the 17-page report as an in-depth summary of its work and achievements in July 2005
- Newly reformatted newsletter, *Vision Matters*, is sent to all registrants on a quarterly basis
- Updated website: [www.cobc.ca](http://www.cobc.ca) with full information for the public and for registrants

### **Continuing Education**

- Successful Annual General Meeting in October 2005: A record-breaking total of 420 opticians attended a full day of Continuing Education seminars and roundtable discussions on issues surrounding the Mandatory Continuing Education program
- Completion of full 3-year MCE cycle for registrants starting in 2004
- Creation of comprehensive list of all approved MCE courses, accessible on the website

### **Sight Testing**

- Collaboration with the Ministry of Health and other stakeholders to finalize proposed changes to the *Opticians Regulation*
- Work with post-secondary institutes to develop sight testing courses, with content focusing on client education and the recognition of referral situations
- Successful approval of the NAIT Sight Testing course in BC: first graduates in August 2005
- Creation and posting of new by-laws on advertisement restrictions
- For more information on Sight Testing, please visit our website at [www.cobc.ca](http://www.cobc.ca)

### **Administration**

- Successful staff transition: two long-time staff members left the COBC office for other pursuits and the office welcomed three new staff members.
- Extensive preparations for the transition to the entry-to-practice NACO National Examinations for eyeglasses and contact lens.

### **Efforts with Other Organizations**

- Continued cooperation with stakeholders in Opticianry
- Continued participation with other professional regulatory bodies through the Health Regulatory Organizations and the Executive Directors and Registrars of Professional Organizations of BC.

## **2006/07 ANNOUNCEMENTS**

The following announcements have been circulated to each registrant:

- 2006 Annual General Meeting and Continuing Education Seminar Series will be held on Sunday, November 5, 2006. All registrants are invited to attend this full-day event.
- The NACO National Examinations will take place on May 27-28 and November 24-26, 2006.
- Elections for Electoral Districts #3 (Okanagan and Kootenays) and #5 (Contact Lens Fitters) will take place on December 22, 2006. The deadline for nominations is September 22, 2006.





## **REGISTRATIONS**

Registration with the COBC is mandatory for all opticians, contact lens fitters and student contact lens fitters in British Columbia, in order to ensure safe and effective visual care for the public.

The Registration Committee and the COBC staff are responsible for the efficient and fair processing of all applications and renewals for registration. The COBC processes the annual fees for maintaining registration and it ensures the accuracy of membership records. As well, the COBC issues letters of good standing and handles other labour mobility matters.

The goal of the Registration Committee is to ensure that competency and standards of entry to the profession are maintained, so the public is assured of quality of service. The Committee approves new applications and changes in practicing status.

### **Registration Committee**

**Chair - John Kerns**, Kamloops  
*Contact Lens Fitter*

Kent Ashby, Richmond  
*Appointed Member*

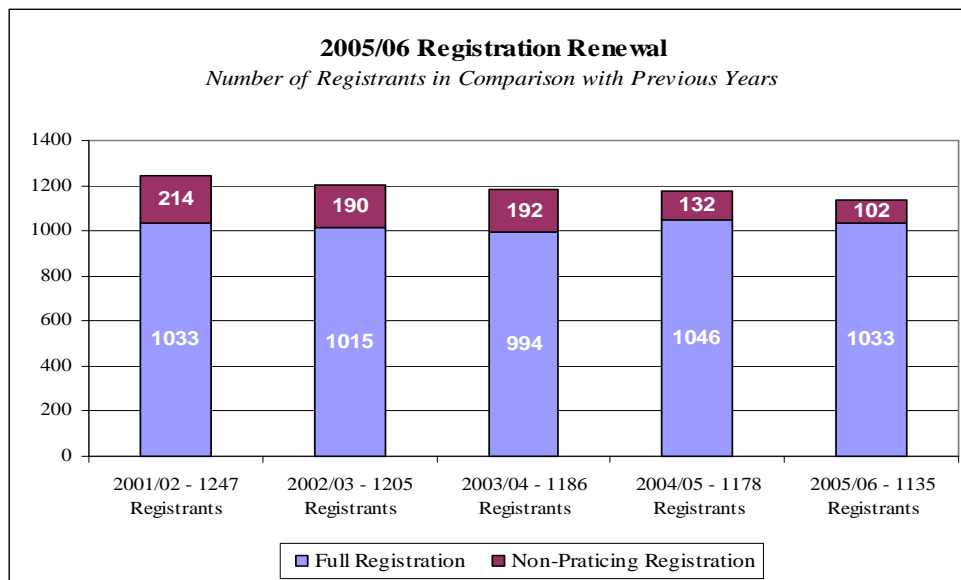
Clara Mainville, Vernon  
*Contact Lens Fitter*

Bobbi Story, Kelowna  
*Contact Lens Fitter*

Stephanie Weir, Victoria  
*Contact Lens Fitter*

### **Registration Renewals**

By March 31, 2006, the COBC renewed the registration of 1135 opticians, including 452 Dispensing Opticians, 581 Contact Lens Fitters, and 102 Non-Practicing registrants. The number of renewals for practicing registrants is consistent with previous years, while the number of non-practicing registrants has decreased slightly.



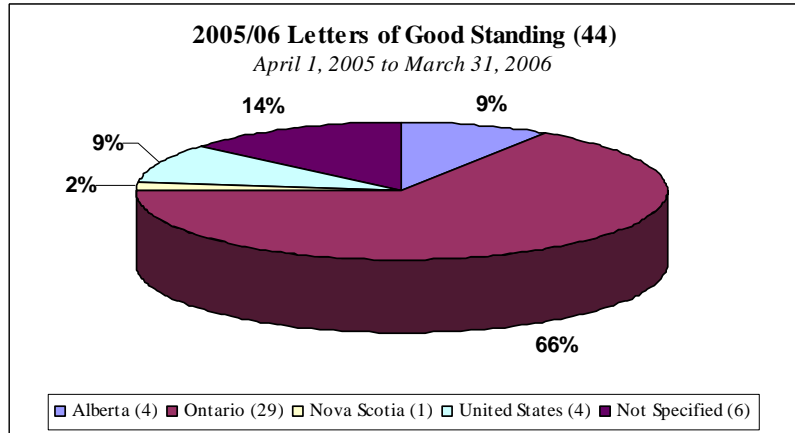
The COBC suspended 144 registrants for not meeting standards, primarily due to the failure to pay annual dues. Suspended registrants include 37 Dispensing Opticians, 53 Contact Lens Fitters, and 54 Non-Practicing registrants. The COBC has an ongoing responsibility to make sure anyone practicing



Opticianry in the province, regardless of the employer, meets registration requirements. In addition, 13 registrants cancelled, mostly due to retirement from Opticianry.

### Letters of Good Standing

The COBC received 44 requests for a Letter of Good Standing in 2005/06. This document verifies that the registrant is in good standing with the COBC and is required by the individual before he or she can register and practice Opticianry in another jurisdiction under labour mobility agreements.



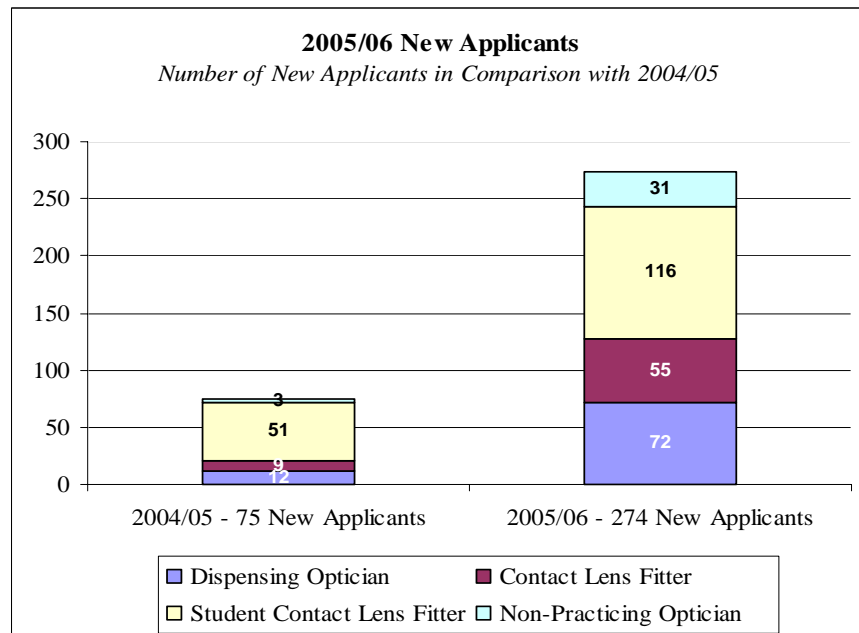
### Applications for Registration

The COBC received 274 new applicants between April 1<sup>st</sup>, 2005 and March 31<sup>st</sup>, 2006.

- 72 New Dispensing Opticians
- 53 New Contact Lens Fitters (upgraded from Dispensing Optician registration)
- 2 New Contact Lens Fitters - Labour Mobility Registration
- 116 New Student Contact Lens Fitters
- 31 New Non-Practicing Dispensing Optician
- 0 New Outside of Canada Applicants

Compared with 75 new applicants in 2004/05, there was a sharp increase in new applications to Opticianry, largely from new student contact lens fitters. There were no applications for registration refused.

In sum, new registrations at COBC have increased. The high number of new applicants for registration as practicing opticians and contact lens fitters in 2005/2006 offsets the number of non-practicing registrants who have not renewed their registration for 2005/2006.





## **PUBLIC INQUIRIES**

One of the most important mandates of the COBC is the handling and resolution of complaints. The Inquiry Committee and the COBC staff respond to complaints from the public of British Columbia, COBC registrants and other registered health care practitioners.

Increased accessibility to the COBC through its website and its office location has allowed the public to effectively submit complaints. Each complaint is reviewed in a timely manner and within the parameters of the *Health Professions Act*.

The Registrar first assesses each complaint and forwards it to the Inquiry Committee. Many inquiries are often resolved through informal activities, such as contacting opticians to encourage resolution, and advising consumers on the level and standard of service they should expect from their optician.

The COBC's move from a punishment-based process to a results-based process continues to ensure that patient outcomes are of primary importance. If such alternate dispute resolution measures do not resolve the issue, the complaint would be referred to the Discipline Committee for further investigation.

Complaints from the public generally fall into three categories: professional conduct, standards of practice or professional ethics. It is important to note that the COBC is only authorized to regulate the conduct and competence of registered opticians and student opticians. It has limited jurisdiction over optical businesses, non-optician owners or managers, or solely monetary issues, such as prices or refunds.

### **2005 / 06 Inquiries**

Between April 1, 2005 and March 31, 2006, the Committee received 21 new complaints and had 7 complaints carried forward from the previous year. For 2005/06, the Committee considered 28 complaints.

#### **Complaints Summary by 2005/06 Inquiry Committee:**

Allegations of breach of professional conduct:	0
Allegations of breach of Standards of Practice:	20
Allegations of breach of <i>Health Professions Act</i> :	4
Allegations of breach of professional ethics:	3
Redirected to Board of Examiners in Optometry:	1
<i>Total number of complaints considered by the Inquiry Committee:</i>	28

#### **Inquiry Committee**

**Chair - David Nelson**, Abbotsford  
*Contact Lens Fitter*

Inderjit Bamrah, Surrey  
*Contact Lens Fitter*

Kataina Law, Richmond  
*Contact Lens Fitter*

Raheem Savja, Vancouver  
*Contact Lens Fitter*

Patti Young, Vancouver  
*Appointed Member*

#### **Discipline Committee**

**Chair – Ron Boyce**, Victoria  
*Contact Lens Fitter*

Kent Ashby, Richmond  
*Appointed Member*

Colleen Laferrier, Surrey  
*Dispensing Optician*

Debra Szteina, Port Coquitlam  
*Contact Lens Fitter*

Patricia Vaz, Surrey  
*Contact Lens Fitter*



The Inquiry Committee completed 23 decisions in 2005/06. At March 31, 2006, 5 files that were submitted in 2005/06 remained open, pending further action by the Committee. There were no files referred to the Discipline Committee in 2005/06.

Complaints Resolution Summary by 2005/06 Inquiry Committee:

Files closed with signed undertakings:	2
Files closed with informal resolution	
• Closed with letter to remind registrant of the Standards of Practice:	6
• Closed with mediated result:	3
• Closed with remaking eyewear:	3
Files dismissed due to frivolous nature:	9
<i>Total number of complaints resolved by the Inquiry Committee:</i>	23

**Examples of 2005/06 Inquiry Cases**

Referral to Counseling

The COBC received a report of that Registrant A\* was allegedly dispensing and refilling contact lens orders without a Contact Lens Fitter registration. An inspector from the COBC confirmed the validity of the report, and the Inquiry Committee asked A to stop dispensing and refilling contact lens orders and to attend the COBC office. At the COBC meeting, it was evident that Registrant A could be suffering from severe depression. In addition to other penalties, the Inquiry Committee resolved the matter by asking A to consult a physician as soon as possible and to submit reports of his/her medical condition throughout his/her treatment. When A was able to resume work, A notified the COBC of his/her workplace and the COBC continues to monitor Registrant A's performance.

Upgrade Courses

A complaint was lodged by an optometrist, alleging that Registrant B\* had performed a sight test on a client over the age of 64. With the consent of the client, the Inquiry Committee examined the relevant details of the complainant's patient history file, prescriptions and laboratory work orders. The Committee confirmed that Registrant B had in fact performed a sight test on a client over the age of 64 and thus B was in violation of the Standards of Practice of the COBC. The Inquiry Committee requested B to consent to an undertaking (a written agreement resulting from the mediation process), where B agreed to comply with the *Opticians Regulation* and the Standards of Practice, to enroll in a COBC-approved Automated Sight Testing course to upgrade his/her practices, and to not repeat his/her conduct. The COCB continues to monitor B's performance.

Interpersonal Management Skills

There have been complaints filed regarded Registrant C\*, citing dissatisfactory product and customer service. The Inquiry Committee had previously resolved the substantiated complaints through mediated solutions and suspension of registration, but there were new complaints about C's impatience with clients and his/her loss of temper. The Committee requested that C undertake interpersonal management counseling to improve his/her communication skills. Registrant C agreed to consent to an undertaking, where he/she agreed to attend the counseling sessions, to comply with the *Opticians Regulation* and the Standards of Practice, and to not repeat his/her conduct towards clients. As follow-up, the Inquiry Committee received a written report from the counselor in regards to C's sessions, and the COBC continues to monitor his/her performance.

\* Names of registrants remain confidential under alternative dispute resolution mechanisms like Inquiry Committee requests and consent undertakings.



## **QUALITY ASSURANCE**

Quality assurance is an important tenet of the COBC: the Quality Assurance Committee strives to ensure that registrants remain highly trained professionals through the COBC Quality Assurance Program.

All regulated health professions in British Columbia are required to establish continuing education requirements for their members. Therefore, mandatory Continuing Education is required for all members of the COBC, including both practicing and non-practicing registrants. Registrants cannot renew their COBC registration unless they file proof of having completed approved courses of mandatory continuing education (MCE).

Rapid changes in health care technology and research challenge the professional to constantly update and add to his/her expertise. Opticians need to be aware of new techniques and knowledge that may impact eye care or the services they render to clients. In addition, the public has a right to expect that registered health professionals continually demonstrate proficiency in their chosen field. The public rightfully expects the COBC to ensure all registrants are up-to-date.

### **Quality Assurance Program**

In 2005/06, the Committee and the COBC staff administered and reviewed the Continuing Competency Self-Assessments from 200 Contact Lens Fitters. These self-assessment surveys allow the COBC to gauge the Continuing Education needs of its registrants. The Committee also accredits all MCE courses and assigns a credit rating: in 2005/06, the Committee accredited 89 MCE courses by professional providers or related organizations.

Since 2004, the Committee administers and monitors the MCE program. This year was the last transitional year for the MCE program – all registrants now have three years to complete their MCE cycle. The Committee is in the midst of developing and updating the Quality Assurance Policy on MCE Course Accreditation to improve communications between the COBC and stakeholders. The policy will be posted on the COBC website at [www.cobc.ca](http://www.cobc.ca).

The highlight for Quality Assurance was the 2005/06 Annual General Meeting. Over 420 registrants participated in roundtable discussions on issues related to Quality Assurance and attend seminars as part of the MCE program. The COBC greatly valued their comments and actively responded by implementing innovations to the MCE program. Registrants now have the flexibility to fulfill MCE requirements through study clubs and the Committee applies the Credit Multiplier to accredit MCE courses with the appropriate amount of credits.

### **Quality Assurance Committee**

**Chair - John Moss**, Abbotsford  
*Contact Lens Fitter*

Cindy Koszegi, Abbotsford  
*Dispensing Optician*

Raj Mann, Burnaby  
*Contact Lens Fitter*

Doug Pavan, New Westminster  
*Contact Lens Fitter*

Patti Young, Vancouver  
*Appointed Member*



## **EXAMINATION REPORT**

Since 2003, the Examination Committee has monitored the examination process recognized by the COBC for entry-to-practice into BC. In April 2005, the Board motioned to adopt the Canadian National Examinations for Eyeglasses and Contact Lens as BC's entry-to-practice examination, replacing the existing COBC examinations.

### **Examination Coordinators**

**Debra Szteina**, Port Coquitlam  
*Contact Lens Fitter*

**Raj Mann**, Burnaby  
*Contact Lens Fitter*

Committee members and the COBC staff have diligently prepared for the transition between COBC examinations and the National Examinations. The National Examinations are set by the National Accreditation Committee of Opticians (NACO) and they are used by nine provincial regulatory bodies as their Opticianry entry-to-practice examinations. As of May 2006, the COBC will begin to administer the NACO Examinations in B.C. It is important to note the cost of the examination is fully borne by the examination candidates by their fees, and not by COBC registrants.

In May and October 2005, the COBC administered the last seating of the BC-developed entry-into-practice COBC Examinations for Eyeglasses and Contact Lens. All BC Opticianry candidates were educated through one of the following optical programs available in the province:

- B.C. College of Optics
- Douglas College
- Northern Alberta Institute of Technology (NAIT)

### **COBC Eyeglass Examinations**

Within the group of 125 candidates who took the Eyeglass Examination in May and October 2005, 95 passed and 30 failed.

<b>2005/06 COBC Eyeglass Examinations</b>			
Optical Program	Total Candidates	Candidates who Passed	Candidates who Failed
B.C. College of Optics	88	73	15
Douglas College	24	15	9
NAIT	12	7	5
Other	1	0	1
<b>Total</b>	<b>125</b>	<b>95</b>	<b>30</b>

### **COBC Contact Lens Examinations**

Within the group of 105 candidates who took the Contact Lens Examination in May and October 2005, 70 passed and 35 failed.

<b>2005/06 COBC Contact Lens Examinations</b>			
Optical Program	Total Candidates	Candidates who Passed	Candidates who Failed
B.C. College of Optics	85	59	26
Douglas College	15	9	6
NAIT	5	2	3
Other	0	0	0
<b>Total</b>	<b>105</b>	<b>70</b>	<b>35</b>



## ADMINISTRATION REPORT

The work of the COBC through its Board, Committees and entry-into-practice examinations is supported by the COBC administration. The COBC office consists of four staff members, whose purpose is to ensure that members and examiners have the necessary materials and organizational support to fulfill their COBC duties.

The COBC office's current location greatly enhances its accessibility for registrants and members of the public. COBC staff receives and responds to enquiries from registrants, individuals interested in Opticianry, vision care organizations and the public on a daily basis.

Also, the staff assists the Board in improving communications to registrants and the public by constantly updating the COBC website and publishing quarterly newsletters and fact sheets. The office also contributes to the timely responses to public inquiries by assisting the Inquiry Committee in collecting documentation and contacting the parties involved.

The Board of Directors meets five times a year at the COBC office, and the COBC staff is responsible for organizing print and presentation materials for the meeting, as well as the logistics of holding 5-hour meetings. There are eight Committees, with a total of 21 Committee members. These members are registrants or public members who have volunteered their time to be engaged in the work of the COBC. Active Committees, such as Inquiry and Registration, may meet five times a year, with each meeting between two to four hours. Board and Committee members receive an honorarium of \$150 per meeting, as well as allowances for travel, hotel and food.

In addition to the four full-time staff member, the COBC operations rely largely on support by registrants to administer the entry-to-practice examinations. Held in the Spring and the Fall, the two-day examination process requires time commitment and dedication from a large number of registrants who volunteer as examiners during the examinations. The COBC staff ensures that the appropriate number of examiners is recruited for the two full-day examinations, as well as appointing two Examination Coordinators to organize the examinations. The examiners are remunerated \$25 per hour and the Examination Coordinators receive \$30 per hour.

In all, the COBC administration strives to support the Board, Committees and examinations. To facilitate their work, the COBC staff manages the day-to-day operations of the COBC and assists members in their duty to protect public health and safety.

### COBC Staff

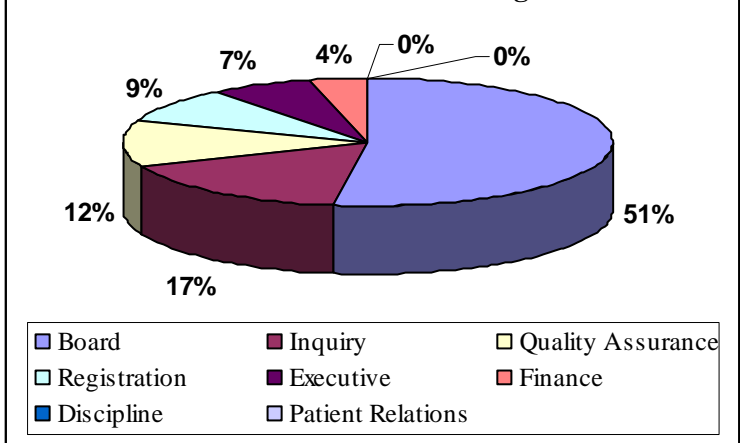
**Nick Atkinson - Registrar**

Michael Tsao - Assistant Registrar

Stephanie Leung - Assistant Registrar

Sherry Kaiway - Office Manager

**2005/06 Expenditure for Board of Directors and Committee Meetings**





## **FINANCIAL MANAGEMENT**

The COBC is dedicated to transparency and accountability in its operations. The Board is committed to deliver timely disclosures about the COBC's financial condition so that registrants and any other interested parties are able to become well-informed about the work and management of the COBC. The full audited statement of the COBC for 2005/06 is attached to this report.

### **Finance Committee**

**Chair - Rick Buchols**, North Vancouver  
*Appointed Member*

In particular, the COBC recognizes the immense contribution by Rick Buchols for his work on the Finance Committee in 2005/06. His expertise was invaluable to the COBC, especially for his experience in budgeting and financial management. Under his direction, the Finance Committee ensured appropriate financial disclosure by reviewing the periodic financial statements and made sure that adequate control structures and procedures were in place for financial health and accountability.

### **Executive Summary of the Audited Statements**

Ongoing financial controls and management have been effective and have led to a number of financial accomplishments. With a higher number of registrants and sound financial management for 2005/06, the COBC saw a modest increase in revenue and decrease in expenditures.

Due to the robust growth of new applicants in Opticianry and a consistent level of registration renewals, the COBC experienced an increase in revenue in 2005/06. For registration renewals, renewal fees are the lowest since 1997 and the number of renewals remained consistent. The increase in revenue by new applicants is from a higher number of registration applications and a higher number of candidates for the entry-to-practice examinations. There was also an increase in examination fees.

Total expenditures have been reduced in 2005/06, compared with 2004/05 expenditures levels. The Board's strategy has yielded a financially leaner College, with a small operating surplus of \$23,653 in 2005. Notable changes in expenditure include legal costs, printing, public awareness, and Board and Committee expenses:

- Legal costs are at the lowest levels since the inception of the COBC in 1996, due to the Inquiry Committee's move towards alternate dispute resolutions and the reduced need for legal counsel.
- Printing expenses have increased as the Board is committed to improve and increase communication with its registrants and the public through publishing and distributing material, such as fact sheets and newsletters. In previous years, the amount spent on printing was allocated under Office Supplies and Services. In 2005/06, printing expenses are in a separate category.
- Public awareness expenses have also increased due to the necessity for the COBC to respond to, and work with, the Ministry of Health on regulatory matters, including sight testing.
- Costs for Board and Committee meetings have risen, as Board and committee members are empowered to take the lead in COBC matters and they are meeting more frequently to shape the direction of the COBC.

In sum, the COBC has increased its transparency and financial accountability by having effective control practices in place to ensure that members' equity is maintained through increases in registration and examination revenue and decreases in expenditure.



**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA**

FINANCIAL STATEMENTS AND AUDITORS' REPORT

FOR THE YEAR ENDED MARCH 31, 2006

**SANDERS, RUSSELL & COMPANY**

C H A R T E R E D   A C C O U N T A N T S

1151 – 11871 Horseshoe Way, Richmond B.C. Canada V7A 5H5  
Telephone: 604.270.3004 Fax: 604.270.4577

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**AUDITORS' REPORT**

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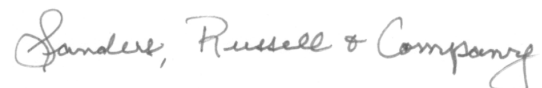
**To the Board of Directors of the  
College of Opticians of British Columbia**

We have audited the balance sheet of the College of Opticians of British Columbia as at March 31, 2006 and the statements of operations, changes in net assets, and cash flows for the year then ended. These financial statements are the responsibility of the College's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the College as at March 31, 2006 and the results of its operations and changes in its financial position for the year then ended in accordance with Canadian generally accepted accounting principles.

Richmond, B.C.  
May 26, 2006



Chartered Accountants

**Kenneth M. Sanders Inc.\* / John E. Russell Ltd.\***

\*Denotes Professional Corporation

# COLLEGE OF OPTICIANS OF BRITISH COLUMBIA

Balance Sheet  
As At March 31, 2006  
(With prior year's figures for comparison – Note 6)

	2006	2005
<b><u>ASSETS</u></b>		
<b>Current Assets</b>		
Cash	\$ 172,588	\$ 185,397
Prepaid expenses	6,942	11,333
	<u>179,530</u>	<u>196,730</u>
<b>Investments (Note 3)</b>	<u>537,690</u>	<u>521,114</u>
<b>Furniture and Equipment (Note 4)</b>	<u>13,286</u>	<u>13,693</u>
	<u>\$ 730,506</u>	<u>\$ 731,537</u>
<b><u>LIABILITIES AND NET ASSETS</u></b>		
<b>Current Liabilities</b>		
Accounts payable and accrued liabilities	\$ 20,986	\$ 20,230
Deferred wages payable	-	11,580
Deferred registration fees	198,320	212,180
	<u>219,306</u>	<u>243,990</u>
<b>Net Assets</b>		
Unrestricted	<u>511,200</u>	<u>487,547</u>
	<u>\$ 730,506</u>	<u>\$ 731,537</u>

Approved by the Directors:



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David Martens, Chair  
College of Opticians of British Columbia

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*The accompanying notes are an integral part of these financial statements.*

# COLLEGE OF OPTICIANS OF BRITISH COLUMBIA

Statement of Operations and Changes in Net Assets  
For the Year Ended March 31, 2006  
(With prior year's figures for comparison – Note 6)

	2006	2005
<b>Revenue</b>		
Registration fees	\$ 428,935	\$ 382,572
Examination fees	50,124	13,880
Interest and other	21,874	24,882
	<u>500,933</u>	<u>421,334</u>
<b>Expenses</b>		
Accounting	6,500	6,380
Amortization	13,486	7,390
Bank and Visa charges	9,918	4,482
Board Meetings	30,737	21,870
Consultants	-	1,733
Printing	17,106	-
Examinations and continuing education	21,959	13,106
Legal expenses	22,669	94,795
Office supplies and services	24,533	30,812
Postage	7,639	8,706
Dues, licenses and insurance	9,168	9,036
Public awareness and promotion	32,255	21,074
Rent	45,176	37,804
Salaries and benefits	217,091	223,150
Travel	19,043	15,938
	<u>477,280</u>	<u>496,276</u>
<b>Excess (Deficiency) of revenues over expenditures</b>	<b>23,653</b>	<b>(74,942)</b>
<b>Net assets at beginning of the year</b>	<u>487,547</u>	<u>562,489</u>
<b>Net assets at end of year</b>	<u>\$ 511,200</u>	<u>\$ 487,547</u>

*The accompanying notes are an integral part of these financial statements.*

# COLLEGE OF OPTICIANS OF BRITISH COLUMBIA

Statement of Cash Flows  
For the Year Ended March 31, 2006  
(With prior year's figures for comparison – Note 6)

	2006	2005
<b>Operating Activities</b>		
Excess (Deficiency) of revenues over expenses	\$ 23,653	\$ (74,942)
Add: Non-cash items		
Amortization	13,486	7,390
	<u>37,139</u>	<u>( 67,552)</u>
Changes in non-cash working capital items:		
Prepaid expenses	4,391	( 1,898)
Accounts payable and accrued liabilities	756	( 44,280)
Deferred wages payable	( 11,580)	9,422
Deferred registration fees	<u>( 13,860)</u>	<u>( 10,462)</u>
Cash used for operating activities	<u>16,846</u>	<u>(114,770)</u>
<b>Investing Activities</b>		
Net redemption (purchase) of investments	( 16,576)	169,007
Purchase of furniture and equipment	<u>( 13,079)</u>	<u>( 19,913)</u>
Cash provided by (used for) investing activities	<u>(29,655)</u>	<u>149,094</u>
<b>Increase (Decrease) in Cash</b>	(12,809)	34,324
<b>Cash at Beginning of Year</b>	<u>185,397</u>	<u>151,073</u>
<b>Cash at End of Year</b>	<u>\$ 172,588</u>	<u>\$ 185,397</u>

*The accompanying notes are an integral part of these financial statements.*

# COLLEGE OF OPTICIANS OF BRITISH COLUMBIA

Notes to Financial Statements  
For the Year Ended March 31, 2006

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## 1. GENERAL INFORMATION

The College of Opticians of British Columbia was established under the Health Professions Act of B.C. in December 1994. Operations commenced in April 1995.

The mandate of the college is to serve and protect the public by regulating the practice of opticianry in British Columbia in accordance with the Health Professions Act, Opticians Regulation and By-Laws.

## 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

### Revenue Recognition

Revenue from courses, examination fees, and for other programs where revenue is identified with delivery of services, is recognized when the courses, examinations and other services are provided. Amounts charged for all other fees are recognized as revenue in the year for which they are billed.

### Investments

Investments are stated at the lower of cost or market value, as at the balance sheet date. Investment income is recorded as it is earned.

### Furniture and Equipment

The College records its furniture and equipment at cost. The College provides for amortization of these assets on the straight-line basis over their estimated useful lives.

Computer and office equipment	3 years
Leasehold improvements	3 years

### Deferred Fees

Deferred fees represent amounts received before year-end for member licensing and examination in the following year.

## 3. INVESTMENTS

	2006	2005
Guaranteed Investment Certificate	\$ 100,000	\$ 100,000
Money Market Fund	114,968	-
Bonds	313,000	413,000
Accrued interest	7,681	4,636
Cash at broker account	2,041	3,478
	<u>\$ 537,690</u>	<u>\$ 521,114</u>

# COLLEGE OF OPTICIANS OF BRITISH COLUMBIA

Notes to Financial Statements  
For the Year Ended March 31, 2006

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## 3. INVESTMENTS *(Continued)*

Investments with maturities within one year	<u>\$ 224,690</u>	<u>\$ 208,114</u>
Investments with long term maturities	<u>\$ 313,000</u>	<u>\$ 313,000</u>

The Fair Market Value of the College's Investments at March 31, 2006 was \$536,750.

## 4. FURNITURE AND EQUIPMENT

	<u>2006</u>			<u>2005</u>
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net</u>	<u>Net</u>
Computer equipment	\$ 23,291	\$ 19,794	\$ 3,497	\$ 5,052
Office equipment	<u>30,601</u>	<u>20,812</u>	<u>9,789</u>	<u>3,641</u>
	<u>\$ 53,892</u>	<u>\$ 40,606</u>	<u>\$ 13,286</u>	<u>\$ 13,693</u>

## 5. LINE OF CREDIT

The College has a loan facility with its bank consisting of:

Operating Line of Credit	\$ 50,000
Corporate Visa	<u>10,000</u>
	<u>\$ 60,000</u>

The operating line of credit carries an interest rate of prime plus 1%. As at March 31, 2006 there was no amount outstanding.

## 6. COMPARATIVE FIGURES

Some of the previous year's comparative figures have been reclassified to conform with the current year's presentation.



**COLLEGE *of* OPTICIANS OF BRITISH COLUMBIA**  
**ANNUAL REPORT 2005/06**

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