

Standard 11: Delegation and Supervision

Related Standards of Practice

- Standard 1: Client-Centred Practice
- Standard 3: Collaborative Care
- Standard 6: Professionalism
- Standard 14: Record Keeping and Billing
- Standard 15: Communication and Marketing

Description

The optician takes responsibility and accountability for opticianry services provided by personnel who are working under their supervision or to whom they have delegated tasks.

Expected Outcome

The client can expect to be informed of the roles of supervised personnel and made aware that the services provided by these personnel are supervised or delegated by the optician.

Criteria

- 11.1 Delegate unrestricted activities to unregulated staff and provide direction as necessary.
- 11.2 Communicate with the client about the roles, responsibilities, and reserved titles of the different personnel in the practice environment.
- 11.3 Ensure that any individual using the title of a regulated health care professional is licensed to do so.
- 11.4 When supervising or delegating tasks to a student or unregulated staff member, maintain responsibility for that individual's professional actions and the consequences of those actions.
- 11.5 Assess the knowledge and skills of unregulated staff and assign only those tasks and activities that fall within their competence.
- 11.6 Adhere to all signed supervision agreements.
- 11.7 Employ supervision and delegation strategies to determine which clients can receive services from students and unregulated staff, taking into account the competence of the student or unregulated staff member, the client care needs, and any other applicable factors related to the practice environment.
- 11.8 Regularly monitor the delivery and documentation of services by students and unregulated staff to ensure compliance with regulatory requirements.
- 11.9 As a contact lens fitter, supervise contact lens fittings conducted by personnel who are not contact lens fitters, as required by the [Opticians Regulation](#).
- 11.10 Ensure independent automated refractions are performed only by opticians who are certified with COBC to perform independent automated refractions.