



COLLEGE *of* OPTICIANS
OF BRITISH COLUMBIA

2010/11 ANNUAL REPORT

Regulating and Improving the Practice of Opticians to Ensure
Quality Professional Care for the Consumers of British Columbia.



About the College

The College of Opticians of British Columbia (COBC or the “College”) is the regulatory body established to govern the practice of opticianry in British Columbia. In 1994, Cabinet approved the *Opticians Regulation* which designates opticianry as a regulated profession under the *Health Professions Act*. The COBC is responsible for the administration of the Act and accompanying regulations. The COBC is also accountable to the public through its board.

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, contact lens fitters, and refracting opticians 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

About this Report

This 2010/11 annual report presents highlights of initiatives in the COBC fiscal year April 1, 2010 to March 31, 2011. This report contains the specific activities and accomplishments of the board and statutory committees, while reflecting the dedication of many volunteers (both opticians and public appointees) who give their time and expertise to working with the College for the advancement of the profession of opticianry for the benefit of the public.

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2011 ANNUAL GENERAL MEETING | Sunday, October 16, 2011
Delta Hotel | 3200 Cessna Drive | Richmond, BC

College of Opticians of British Columbia
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CHAIR'S MESSAGE

Embracing Change

As my second year serving as the Chair of the College board, I continue to be impressed by the dedication of opticians who volunteer their time working with the College to advance the profession for the benefit of the public. 2010/11 was an exciting year as the COBC strived to support the amendments to the *Opticians Regulation*.

May 1, 2011 will mark the one year anniversary of the new *Opticians Regulation* allowing independent automated refraction ("refraction") by opticians. The recent changes in BC have given opticians a scope of practice that goes beyond that of any other province of Canada. For over a decade, refracting opticians have been conducting sight tests in British Columbia and there are now more than 300 refracting opticians across the province. Fresh opportunities exist because the change in legislation has increased consumer access into the health care system.

Under the new regulations, refracting opticians are permitted to use the full extent of their skills, independently providing health care consumers with an assessment of their visual acuity using a refraction system. Opticians cannot begin the dispensing process without the results of refraction. There is no longer a requirement to obtain an approval of assessment from an optometrist or ophthalmologist. Subject to certain limits, refracting opticians can fit and dispense eyeglasses and contact lenses using the results of the assessment.

The Government of BC amended the *Opticians Regulation* almost a year ago because they acknowledged the decade-long safe practice of refraction by opticians under supervision of a prescriber as well as the voluntary training and certification completed by the several hundred opticians currently conducting refraction in British Columbia. In 2010/11, the Board has worked to maintain the safe practice of refraction by refracting opticians through developing licensure requirements and updating the standards of practice to reflect the changes to the legislation. In addition, the College collaborated with the OBC: Opticians of British Columbia Association to proactively educate BC opticians on how the changes benefit the profession and the public.

Perhaps the most valuable outcome for a refracting optician is the ability to understand what a prescription truly means. I am proud to be a BC licensed optician as opticians from all around the world are now focusing on BC and the new opportunities available for BC opticians both professionally and economically.

I look forward to continue working with the Board and other optician volunteers to ensure British Columbians have access to opticians who provide a high standard of care, are competent, and behaves ethically.

John Kerns, Chair

REGISTRAR'S MESSAGE

Importance of Professional Identity

The College is projecting a record number of registrations for the year. As the end of 2010/11 draws near, more registrants have renewed their licenses in British Columbia than at equivalent times in previous years. This very high renewal rate demonstrates that BC opticians understand the value of being a health professional and many are taking full advantage of being a refracting optician. Regulation reassures the health care consumer that a licensed optician is competent, practices to a high standard of care, and behaves ethically.

In 2010/11, the College continued to collaborate with other Canadian opticianry organizations on a professional identity awareness campaign. As the government of British Columbia works towards implementing a new restricted activity regulatory model and the non-traditional supplies of ophthalmic products and services increases, it is more important than ever for the public to fully understand the importance of maintaining safe vision care and are able to identify licensed opticians. Through professional development, the College educated opticians on patient relations - how to communicate to health care consumers on the roles and services of opticians and how opticians differentiate from unregulated/unethical providers of eyewear. The goal is for health care consumers to make informed choices.

The College will continue to inform the public of the important role opticians play in the delivery of health care. The College will ensure that the public can easily find a directories of registered opticians and companies that employ registered opticians, starting with the College website. The College believe that the healthcare consumer must be able to find directories of registered opticians anytime and from anywhere they want. The College also believes that registered members and the offices of registered opticians should be clearly identified to allow the consumer to easily find a "licensed optician".

Registrants of the College also have an important role to play. Your title should mean everything to you as a health professional. A title is how the public recognizes that a provider is a regulated health care professional. Every optician has a responsibility to protect the value of their title by ensuring that only licensed opticians are using the title. The College will be concentrating efforts to protect the title "optician" in the upcoming year to audit optical business and practices to ensure that only those persons who are registered with the College are identified as an optician.

BC opticians represent one of the highest calibre of eye care professionals that I have ever had the pleasure of working with through the Board, committee members and various volunteers of the College. I would like to recognize and encourage the continued dedication of BC opticians in building a strong reputation with the public through professional development, quick complaints resolutions, high standard of care and most of all ethical care.

Nick Atkinson, Registrar

GOVERNANCE

The College of Opticians of British Columbia (COBC) is the regulatory body established to govern the practice of opticianry in British Columbia under the *Health Professions Act*. The COBC is responsible for the administration of the Act and accompanying regulations and it is accountable to the public through its board.

As a self-regulating profession, the COBC is governed by a Board of Directors composed of elected and appointed members. Of the ten board members, six are elected from the profession and four are appointed by government. Each board member serves a three-year term starting at the beginning of the calendar year. The Board operates on a policy governance model framework. A policy governance board is only involved in governing the College through policy, while the administration is responsible for operations.

Before taking office, a person elected or appointed as a member of a board for a college must take and sign, by oath or solemn affirmation, an Oath of Office:

I solemnly affirm that:

- ❖ I will abide by the Health Professions Act and I will faithfully discharge the duties of the position, according to the best of my ability;
- ❖ I will act in accordance with the law and the public trust placed in me;
- ❖ I will act in the interests of the College as a whole;
- ❖ I will uphold the objects of the College and ensure that I am guided by the public interest in the performance of my duties;
- ❖ I have a duty to act honestly;
- ❖ I will declare any private interests relating to my public duties and take steps to resolve any conflicts arising in a way that protects the public interest;
- ❖ I will ensure that other memberships, directorships, voluntary or paid positions or affiliations remain distinct from work undertaken in the course of performing my duty as a board member;

The primary duty of the Board of the College is ensuring that the vision needs of the public of British Columbia are met by BC opticians through safe and effective means. In the course of performing its duties and exercising its powers under the *Health Professions Act* and other enactments, the Board defines the strategic goals and objectives of the College and forecasts the long-term needs of the public.

2010/11

COBC Board of Directors

*As of end of fiscal year March 31, 2011***John Kerns, Chair**

District 3 - Okanagan and Kootenays

Term Start Date: January 1, 2010

Term End Date: December 31, 2012

Raheem Savja, Vice Chair

District 1 - Lower Mainland

Term Start Date: January 1, 2009

Term End Date: December 31, 2011

Dieter Saxer

District 1 - Lower Mainland

Term Start Date: January 1, 2009

Term End Date: December 31, 2011

Stephanie Weir

District 2 - Vancouver Island

Term Start Date: January 1, 2008

Term End Date: December 31, 2010

Ronald Yardley

District 2 - Vancouver Island

Term Start Date: January 1, 2011

Term End Date: December 31, 2013

Aly Jamal

District 4 - Cariboo

Term Start Date: January 31, 2010

Term End Date: December 31, 2010

Megan Wingham

District 4 - Cariboo

Term Start Date: January 1, 2011

Term End Date: December 31, 2013

Lutz Sprecher

District 5 - Contact Lens Fitter

Term Start Date: January 1, 2010

Term End Date: December 31, 2012

June Barens

Government Appointee

Term Start Date: May 6, 2009

Term End Date: May 6, 2011

Elizabeth Cytra

Government Appointee

Term Start Date: May 6, 2009

Term End Date: May 6, 2012

Nelson Tsui

Government Appointee

Term Start Date: May 6, 2010

Term End Date: May 6, 2011

Lesley Wood Bernbaum

Government Appointee

Term Start Date: January 31, 2010

Term End Date: January 31, 2013

BOARD'S 2009-2014 STRATEGIC PLAN

KEY OBJECTIVE

To serve and protect the public and to exercise the COBC's powers and discharge its responsibilities under all enactments in the public interest.*

GOAL 1

Enhance the ability of its registrants to respond and adapt to changes in practice environments, advances in technology and other emerging issues.*

GOAL 2

Ensure the public understands the role of opticians.*

GOAL 3

Interprofessional collaborative practice between its registrants and persons practicing another health profession.*

GOAL 4

To govern the registrants according to the Health Professions Act, the regulations and the bylaws of the college.*

GOAL 5

Update and document the conditions or requirements for registration of a person as a member of the College.*

GOAL 6

Collaborative relations with other colleges established, regional health boards designated under the Health Authorities Act and other entities in the Provincial health system, post-secondary education institutions and the government.*

GOAL 7

Utilize COBC's resources to achieve the College's goals in a fiscally responsible manner.*

* BC Laws, "Health Professions Act Part 2 Section 16," http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96183_01 (accessed July 22, 2010)

REGISTRATION

Registration Committee Annual Report

The goal of the Registration Committee is to ensure the public that only opticians who have met the standards of entry to the profession and demonstrated competencies are licensed to practice opticianry in British Columbia. Regulation reassures the health care consumer that licensed opticians are competent, are practicing to a high standard of care, and are held to a higher level of accountability for their actions. The College provides a measure of assurance to British Columbians that opticians who are registered with the College are properly trained, follow a standard of care, and behave ethically.

In 2010/11, the Registration Committee continued to work on the prior learning and assessment recognition (PLAR) process. The PLAR process allows the Registration Committee to assess applicants from non accredited education and applicants with experiential learning and/or knowledge. These applicants may come from Canada or from other countries. The Registration Committee, working with their counterparts in Alberta and Ontario, facilitated a 2 day PLAR training seminar in Toronto. The PLAR process, which initiated in BC and Alberta, is now being used by all of the opticianry regulators in Canada.

The Registration Committee continues to be faced with the challenge of a large influx of students graduating from non-accredited opticianry program(s). As a result, the PLAR process has been carefully redesigned to maintain a valid process that treats all applicants with fairness, consistency, and transparency. The PLAR process also upholds accessibility for applicants, and accountability by maintaining high quality PLAR practices.

The new amendments to the *Opticians Regulation*, giving healthcare consumers more options but more responsibility for their own vision health decisions, further affirms the College's obligation to raise public awareness about choosing safe vision care from licensed opticians. The College has spent much time ensuring that opticians who are certified to conduct automated refractions have completed an in person jurisprudence seminar. The College utilized its existing technologies to allow for the course and test to be completed online. Those who were unable to attend the seminar in person will be able to complete the course virtually.

REGISTRATION COMMITTEE

Raheem Savja, Chair

Stephanie Weir, Vice Chair
Term Ended: December 31, 2010

Kent Ashby
Term Ended: May 6, 2010

June Barens

Wayne Mullen
Term Ended: December 31, 2010

Nelson Tsui
Term Started: May 6, 2010

Megan Wingham
Term Started: January 1, 2011

Lesley Wood Bernbaum
Term Started: January 1, 2011

Registration Statistics

As of end of fiscal year March 31, 2011

REGISTRATION RENEWAL

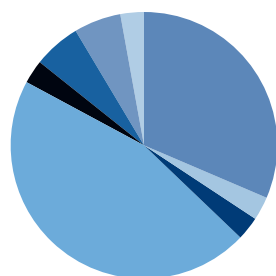
TOTAL ACTIVE REGISTRANTS	2010	2009	2008
Total	1137	1127	1132
Dispensing Opticians	454	419	424
Contact Lens Fitters	683	637	635
Refracting Opticians	317 *	N/A	N/A
Non-practicing Registrants	86	71	73

* Number not included in total

NEW REGISTRATION APPLICANTS

TOTAL NEW APPLICANTS	2010	2009	2008
Total	82	321	243
New Dispensing Opticians	39	33	47
New Contact Lens Fitters	26	109	116
New Non-practicing Registrants	0	14	2
New Student Contact Lens Fitters	17	165	78

LETTERS OF GOOD STANDING



Total Request = 35

- Alberta (11)
- Saskatchewan (1)
- Manitoba (1)
- Ontario (16)
- Prince Edward Island (1)
- Quebec (2)
- International (2)
- Unspecified (1)

Canadian opticians have always recognized the importance of labour mobility occupational requirements across Canada. Currently nine provincial regulatory bodies, including the COBC, have signed the MRA to ensure that no barriers exist regarding labour mobility for Canadian opticians.

SUSPENSIONS

TOTAL SUSPENSIONS	2010	2009	2008
Total	156	146	125
Dispensing Opticians	71	37	33
Contact Lens Fitters	85	84	68
Non-practicing Registrants	0	25	24

EXAMINATION STAFF

Debra Szteina, Chief Examiner

EXAMINATIONS

Examination Annual Report

To qualify for registration, dispensing optician and/or contact lens fitter applicants are required to successfully pass the National Association of Canadian Optician Regulators’ (NACOR) national optical sciences examination. NACOR administers the national examination across Canada and the examination is used by nine provincial opticianry regulatory bodies as their entry-to-practice examination. To measure the key competencies required of entry-level opticians for safe and effective practice, eligible candidates are examined on the national Optical Sciences 1 - Eyeglass and Optical Science 2 - Contact Lens examinations.

The national examination is held in British Columbia over two weekends a year - one spring and one fall session. Applicants also have the option of writing the national optical sciences examination in any other province NACOR administers the examination. The administration of examinations requires close cooperation between COBC and NACOR. Since examinations are held in various locations throughout Canada, NACO sends an Examination Moderator to each sitting of the examination to ensure uniformity of exam application. The three-day examination sessions also require time, commitment and dedication from registrants to help run the examinations by working as examiners.

Examination Statistics

As of end of fiscal year March 31, 2011

EXAMINATION RESULTS

TOTAL EXAMINATION CANDIDATES	OPTICAL SCIENCES 1 - EYEGLASS	OPTICAL SCIENCES 2 - CONTACT LENS
Total	77	41
Passed	73	33
Failed	4	9

PATIENT RELATIONS

Patient Relations Committee Annual Report

The Patients Relations committee to widen its program from a prevention of professional misconduct of a sexual nature, as stated in the *Health Professions Act*, to a broader and more comprehensive program. After reading the patient relations program recommendations from the Ontario Health Professions Regulatory Advisory Council (HPRAC)¹, the Board believes that the College should integrate patient relation activities through its operations.

According to HPRAC, the benefit of including other aspects of the professional-patient relationship is the improvement of health through developing the relationship between health care providers and patients. The purpose of each statutory program (registration, quality assurance, complaints resolution, and sexual harassment prevention) is to maintain competent health professionals to provide effective care in order to fulfill the College's underlying mandate of protecting the public.

The Patient Relations Committee will be adopting HPRAC's recommended framework to begin developing elements of a broad and comprehensive patient relations program: (1) Governance; (2) Information for the Public; and (3) Information for Members.

PATIENT RELATIONS COMMITTEE

June Barens, Chair

John Kerns

Term Ended: December 31, 2010

Kim McEachern

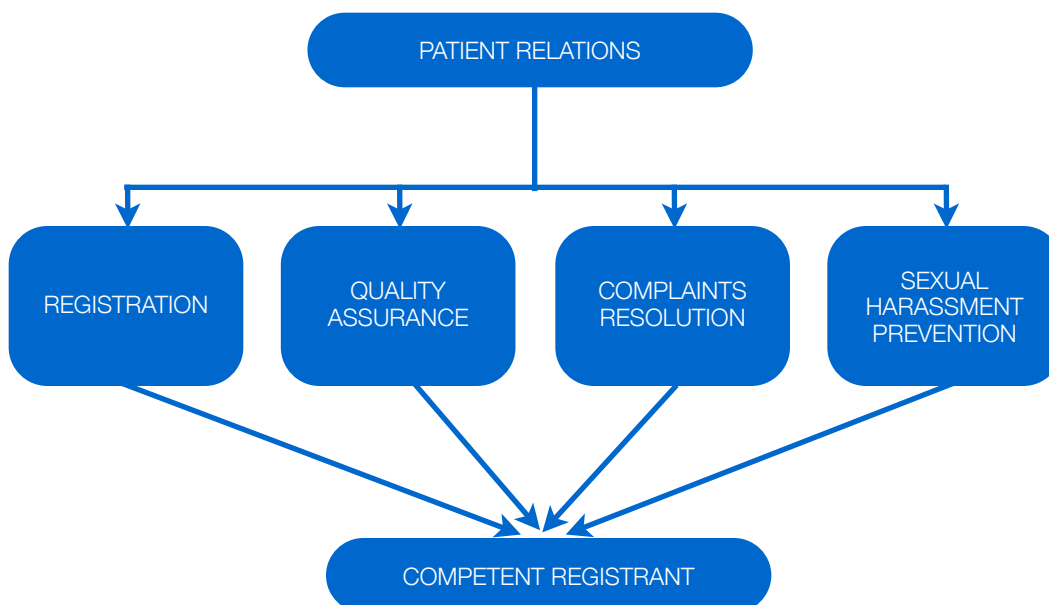
Term Started: December 31, 2010

Antonella Milani

Wilson U

Lesley Wood Bernbaum

COLLEGE REGULATORY FRAMEWORK



¹ Ontario Health Professions Regulatory Advisory Council. 2008. *A Report to Minister of Health and Long-Term Care on the Health Profession Regulatory Colleges' Patient Relations Programs*. http://www.hprac.org/en/reports/resources/hprac-PatientRelationsReportMay_08EnglishPDF.pdf (accessed June 14, 2010)

QUALITY ASSURANCE

Quality Assurance Annual Report

According to the *Health Professions Act*, Part 1 Section 16 (2)(e), one of the duties and objectives of a College is “to establish and maintain a continuing competency program to promote high practice standards amongst registrants.” The continuing competency program is one of several quality assurance initiatives of the COBC designed to promote quality practice for the public’s protection.

Currently, the College supports opticians in maintaining acceptable standards and competence through mandatory continuing education for both practicing and non-practicing opticians. The COBC’s current mandatory continuing education (CE) model requires each optician to complete CE activities to obtain a number of continuing education credits within a thirty-six month period. While the purpose of CE activities is to obtain education, the general feedback from registrants is they attend CE activities to obtain credits. Apathy towards continuing education is a challenge facing all health professionals.

In 2010/11, the Quality Assurance (QA) Committee continued working on developing the new CE model. The new CE model will be focused on directed learning, using the COBC’s online Competency Gap Analysis (CGA) tool to ensure opticians are learning and meeting competencies. The CGA was designed to meet the Canadian Competencies for Opticianry. Competencies set standards for professional qualification that all opticians in British Columbia must meet for registration. The CGA identifies any gaps in the competencies taught to the applicant and the competencies required to be an entry level optician in British Columbia.

The new CE model will transition from a continuing education credit system to creating advanced practice credentials for all BC opticians to obtain. BC opticians currently have three general areas of practice: eyeglasses, contact lenses and sight testing. However, there are many advanced practice credentials that are not formally acknowledged and recognized. For example, special areas of practice can include radiant energy, orthoptics, workplace safety, pediatric evaluation, senior sight evaluation, rigid lenses and low vision aids.

Credentials will be recognized by conducting a competency gap analysis, completing a bridging course, finishing a practicum and passing a final examination. Offering special areas of practice to BC opticians would help the public identify opticians with specialized expertise and provide opticians an opportunity to develop new skills or advance their current skills and knowledge. The College plans to update the directory of registered opticians so the public can refine their search to find opticians with particular specialties.

QUALITY ASSURANCE COMMITTEE

Dieter Saxer, Chair

Aly Jamal

Herbie Kalsi

Term Ended: December 31, 2010

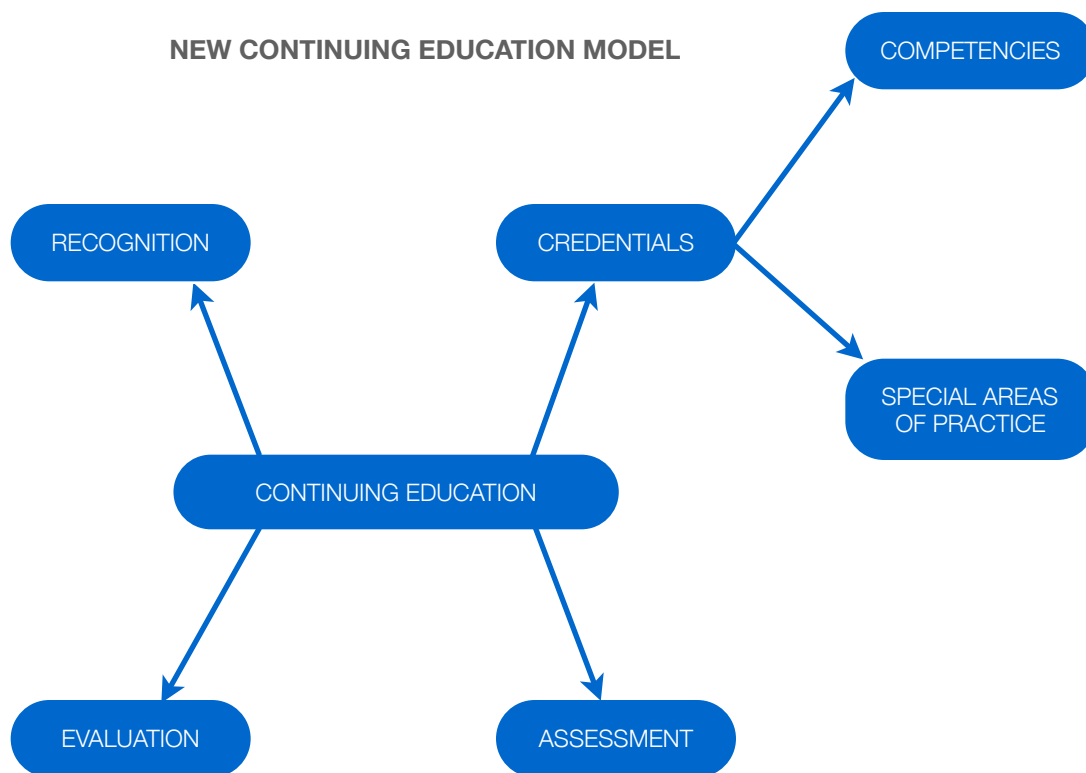
Christopher Lee

Wayne Mullen

Term Started: January 1, 2011

Lesley Wood Bernbaum

In addition to revamping the CE program, the Committee also worked on updated the Standards of Practice. The new *Opticians Regulation* enforced May 1, 2010 created a need for the Committee to amend the Standards of Practice to be consistent with the new regulation. The Committee undertook multiple steps to ensure the updated Standards of Practice would reflect the practice norms of the profession while enhancing the safety of opticianry practice. Multiple stakeholders were consulted including opticians and other Canadian opticianry organizations. The Committee's goal for the updated Standards of Practice is to develop a set of guidelines that guarantees the public it can



COMPLAINTS RESOLUTION

INQUIRY COMMITTEE

Lutz Sprecher, Chair

June Barens, Vice Chair

Alan Cheng

Term Ended: December 31, 2010

John Kerns

Term Started: January 1, 2011

Zuheir Merali

Sara Moshurchak

Term Ended: December 31, 2010

Ronald Yardley

Term Started: January 1, 2011

DISCIPLINE COMMITTEE

Nelson Tsui, Chair

Stephanie Weir, Vice Chair

Herbie Kalsi

Rebecca Sit

John Moss

Ron Philip

Alternate member

Floyd Steinky

Alternate member

Rino Pirroddi

Alternate member

Inquiry and Discipline Annual Report

The mandate of the Inquiry Committee is to investigate all complaints related to opticians' professional and ethical practices. The Committee's membership consists of elected registrants and appointed public members, providing balanced representation within the group. The Committee meets on as need basis to discuss complaints brought before its attention.

Complaints are typically initiated by members of the public, and to a lesser extent, other health care professionals. The COBC provides an online step-by-step guide to the complaints process and a standardized complaint form to ensure the public easily understands what to expect when filing a complaint. A designated staff member is available at the COBC office to go over the complaints process with individuals if necessary.

On May 10, 2010 the Optician's Regulation was revised to include an increased scope of practice. The changes allow opticians who completed a certification program to perform independent sight testing or refractions on healthy individuals between the ages of 19 to 65. The increase in scope comes with a great responsibility. The Inquiry Committee was tasked this past year specifically with ensuring that all opticians were well informed of the new regulations and their limitations.

The Inquiry Committee endeavors to investigate each complaint in an unbiased, thorough, and timely manner. Before coming to a resolution, the Committee adheres to a process based on procedural fairness. Registrants are provided an opportunity to respond to the complaint and complainants are given a final opportunity to comment on the registrant's response. If no response is received from the optician, the Committee may act unilaterally. During the course of the investigation the Committee may inspect products, interview and obtain statements from witnesses, inspect consumer health records, and authorize undercover investigations. The Committee may take the following actions in regards to a complaint:

- ❖ Take no action (if the complaint is found to be trivial, frivolous or submitted in bad faith);
- ❖ Take any action it considers appropriate to resolve the matter between the complainant and the registrant;
- ❖ Reprimand or remedial action by consent; or
- ❖ Refer the matter to the Discipline Committee.

The Inquiry Committee held four meetings last year and all the complaints brought before it were resolved at this level. There were no files referred to the Discipline Committee. The Committee will continue to work hard in supporting the COBC's mandate of protecting the public interest.

Complaints Resolution Statistics

As of March 31, 2011, 6 files remained open.

COMPLAINTS SUMMARY

TOTAL COMPLAINTS	2010/11
Total	29
Allegations of unauthorized practice	5
Allegations of breach of professional conduct	1
Allegations of breach of Standards of Practice	11
Allegations of breach of the Health Professions Act	2
Allegations of breach of professional ethics and/or business practice	10
Allegations of false and misleading advertising	0

File Submissions:

- 2008/09 = 5
- 2009/10 = 17
- 2010/11 = 23

COMPLAINTS RESOLUTION SUMMARY

TOTAL COMPLAINTS RESOLUTIONS	2010/11
Total	23
Resolved by signed undertaking	7
Resolved by letter to remind registrant of the Standards of Practice	2
Resolved by mediated result	4
Resolved by remaking eyewear	0
Resolved by registrant-initiated resolution	3
Dismissed after inquiry committee investigation	6
Dismissed due to frivolous nature or complaint does not contain allegations that are subject to investigation	0
Complaint withdrawn	1

ORGANIZATIONAL CHART

As of end of fiscal year March 31, 2011

STANDING COMMITTEES

BOARD OF DIRECTORS

John Kerns (District 3), *Chair*
 Raheem Savja (District 1), *Vice Chair*
 Dieter Saxer (District 1)
 Ronald Yardley (District 2)
 Megan Wingham (District 4)
 Lutz Sprecher (District 5)
 Nelson Tsui (Appointed)
 Elizabeth Cytra (Appointed)
 June Barens (Appointed)
 Lesley Wood Bernbaum (Appointed)

EXECUTIVE COMMITTEE

John Kerns, *Chair*
 Raheem Savja, *Vice Chair*
 June Barens
 Elizabeth Cytra

REGISTRATION COMMITTEE

Raheem Savja, *Chair*
 June Barens
 Nelson Tsui
 Megan Wingham
 Lesley Wood Bernbaum

INQUIRY COMMITTEE

Lutz Sprecher, *Chair*
 June Barens, *Vice Chair*
 John Kerns
 Zuheir Merali
 Ronald Yardley

PATIENT RELATIONS COMMITTEE

June Barens, *Chair*
 Kim McEachern
 Antonella Milani
 Wilson U
 Lesley Wood Bernbaum

DISCIPLINE COMMITTEE

Nelson Tsui, *Chair*
 Stephanie Weir, *Vice Chair*
 Herbie Kalsi
 John Moss
 Rebecca Sit

FINANCE COMMITTEE

Elizabeth Cytra, *Chair*
 Nick Atkinson
 Michael Tsao

QUALITY ASSURANCE COMMITTEE

Dieter Saxer, *Chair*
 Aly Jamal
 Christopher Lee
 Wayne Mullen
 Lesley Wood Bernbaum

AUDIT COMMITTEE

Elizabeth Cytra, *Chair*
 Keon Kwan, *Auditor*

AD HOC COMMITTEES

POLICY GOVERNANCE COMMITTEE

Lutz Sprecher, *Chair*
 Lesley Wood Bernbaum

COMMITTEE FOR SUCCESSION PLANNING, EXPERIENCE & DIVERSITY

Raheem Savja, *Chair*
 Elizabeth Cytra, *Vice Chair*
 John Kerns
 Michelle McLeod
 Clara Tam
 Stephanie Weir

ADMINISTRATION

Nick Atkinson, *Registrar*
 Michael Tsao, *Deputy Registrar*
 Connie Chong, *Assistant Registrar*
 Brandi Park, *Assistant Registrar*
 Sherry Kaiway, *Office Manager*
 Debra Szteina, *Chief Examiner*

FINANCE

Financial Management Annual Report

The COBC is committed to financial accountability and sustainability, and has control practices to ensure these principles are maintained. The COBC Finance Committee delivers timely disclosures about the COBC's financial situation to the Board of Directors at every board meeting. The board meetings are open to the public. The Finance Committee Chair is a publicly appointed member who meets independently with the Auditor.

Total expenses were lower this year due to a significant decrease in legal costs. Legal costs decreased by nearly \$100,000 due to fewer legal actions as well as the Finance Committee's work with legal counsel to reduce legal expenses. Further, no disciplinary costs were incurred in this year, resulting in another savings of approximately \$30,000.

The decrease in Registration and Examination revenue reflects a large influx of students graduating from non-accredited opticianry program(s). Students from non-accredited opticianry program(s) do not immediately write the registration examinations and pay registration fees. This resulted in a \$39,288 decrease in registration fees, and a \$51,450 in examination fees.

The outlook of the financial situation is positive, as expenses decrease, and the COBC is experiencing consistent registration renewals. A small deficit of \$37,681 lowers the total amount of (unrestricted net assets) money on reserve for 2010/2011 to \$293,918, which can be used as a contingency fund to cover approximately six months of COBC expenses in the next fiscal year.

The COBC completed two major projects:

1. The public awareness and professional identity strategy to improve the public's understanding of the profession. The goal is to help the public understand changes to the profession and understand emerging issues relevant to their eye care. The COBC championed this cause in previous years, and have contributed time and money to this project. The Opticians Council of Canada will now champion this cause. The COBC will continue include contributions in its annual budget.

2. The COBC applied for and was awarded a grant of \$131,250 from the Government of British Columbia. Payments of \$47,000 were received in 2009/2010, and remaining payments of \$84,250 were received in this year. This project is now complete. The COBC gratefully acknowledges the financial contribution of the Province of British Columbia and the Government of Canada in supporting the project: Improving Online Assessment of International and Out-of-Province Applicants.

FINANCE COMMITTEE

Elizabeth Cytra, Chair

Nick Atkinson, Registrar

Michael Tsao, Deputy Registrar

AUDIT COMMITTEE

Elizabeth Cytra, Chair

Keon Kwan, Appointed Auditor

FINANCIAL STATEMENTS

As of end of fiscal year March 31, 2011

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Auditor's Report

TO THE MEMBERS OF THE COLLEGE OF OPTICIANS OF BRITISH COLUMBIA

I have audited the accompanying financial statements of College of Opticians of British Columbia, which comprise the statement of financial position as at March 31, 2011, and the statement of operations, statement of changes in net assets and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

MANAGEMENT'S RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

AUDITOR'S RESPONSIBILITY

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

OPINION

In my opinion, the financial statements present fairly, in all material respects, the financial position of College of Opticians of British Columbia as at March 31, 2011, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Burnaby, B.C.
August 19, 2011

Keon Kwan & Company
Certified General Accountant

Statement of Operations

As of end of fiscal year March 31, 2011

	2011	2010
REVENUES		
Registration fees	\$ 477,668	\$ 516,956
Examination fees	43,050	94,500
Administrative fees and other income	36,279	6,882
Amortization of deferred contribution (Note 7)	34,583	8,646
Interest income	6,964	9,214
Contribution from the Province of British Columbia	2,250	25,250
	600,794	661,448
EXPENSES		
Accounting and audit	6,500	5,000
Amortization of capital assets	5,163	4,150
Amortization of database	26,046	6,511
Bank and credit card charges	13,334	15,230
Board and committee meetings	41,430	40,883
Dues, licenses and insurance	12,433	11,977
Examinations	23,699	38,751
Hearings	-	29,542
Legal	57,571	150,507
Office supplies and services	25,782	40,606
Postage	7,863	8,189
Printing	14,576	12,637
Professional development - Directors	8,378	15,791
Professional development - Staff	3,047	3,611
Public awareness and promotion	41,976	84,201
Rent	51,133	52,666
Salaries and benefits	294,286	285,652
Travel	40,721	45,128
Expense recoveries	(35,463)	(50,081)
	638,475	800,951
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ (37,681)	\$ (139,503)

The accompanying notes are an integral part of these financial statements

Statement of Changes in Net Assets

As of end of fiscal year March 31, 2011

	Invested in Capital Assets	Unrestricted	2011	2010
NET ASSETS				
Balance, beginning of year	\$ 6,324	\$ 335,459	\$ 341,783	481,286
Excess (deficiency) of revenues over expenses	(5,163)	(32,518)	(37,681)	(139,503)
Investment in capital assets	9,023	(9,023)	- 0	- 0
Balance, end of year	10,184	293,918	304,102	341,783
Accumulated unrealized gains and losses included directly in net assets, beginning of year	- 0	(670)	(670)	(2,386)
Unrealized gains and losses on available-for-sale financial assets	- 0	670	670	1,716
Accumulated unrealized gains and losses included directly in net assets, end of year	- 0	- 0	- 0	(670)
	10,184	293,918	304,102	341,113

The accompanying notes are an integral part of these financial statements

Statement of Cash Flows

As of end of fiscal year March 31, 2011

	2011	2010
OPERATING ACTIVITIES		
Excess (deficiency) of revenues over expenses	\$ (37,681)	\$ (139,503)
Adjust for non-cash items:		
Amortization of deferred contribution	(34,583)	(8,646)
Amortization of capital assets	5,163	4,150
Amortization of database	26,046	6,511
	(41,055)	(137,488)
Changes in non-cash working capital items:		
Goods and services tax recoverable	3,926	(3,926)
Accounts receivable	16,855	(17,051)
Prepaid expenses	3,113	(108)
Accounts payable and accrued liabilities	(95,167)	81,810
Deferred registration fees	223,200	(220,490)
Cash provided by (used for) operating activities	110,872	(297,253)
FINANCING ACTIVITIES		
Proceeds from deferred contribution	- 0	21,750
Cash provided by (used for) financing activities	- 0	21,750
INVESTING ACTIVITIES		
Proceeds from investments	13,535	110,785
Purchase of capital assets	(9,023)	(4,710)
Database development expenditures	- 0	(52,282)
Cash provided by (used for) investing activities	4,512	53,793
INCREASE (DECREASE) IN CASH	115,384	(221,710)
CASH, BEGINNING OF YEAR	100,822	322,532
CASH, END OF YEAR	\$ 216,206	\$ 100,822

The accompanying notes are an integral part of these financial statements

Statement of Financial Position

As of end of fiscal year March 31, 2011

	2011	2010
ASSETS		
CURRENT		
Cash	\$ 216,206	\$ 100,822
Goods and services tax recoverable	- 0	3,926
Accounts receivable	196	17,051
Prepaid expenses	15,260	18,373
	231,662	140,172
INVESTMENTS (Note 3)	402,086	414,951
CAPITAL ASSETS (Note 4)	10,184	6,324
DATABASE (Note 5)	45,580	71,626
	\$ 689,512	\$ 633,073
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities (Note 6)	\$ 60,089	\$ 155,256
Deferred registration fees	264,800	41,600
	324,889	196,856
DEFERRED CONTRIBUTION (Note 7)	60,521	95,104
	385,410	291,960
NET ASSETS		
Invested in capital assets	10,184	6,324
Unrestricted - cumulative excess of revenues over expenses	293,918	335,459
Unrestricted - unrealized loss on financial assets	- 0	(670)
	304,102	341,113
	\$ 689,512	\$ 633,073

Commitments (Note 8)

Contingent liabilities (Note 10)

APPROVED ON BEHALF OF THE BOARD



John Kerns, Chair of the College of Opticians of BC

The accompanying notes are an integral part of these financial statements

Notes to Financial Statements

As of end of fiscal year March 31, 2011

1 GENERAL

The College of Opticians of British Columbia (the "College") 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

The College follows the deferral method of accounting for contributions. More specifically, 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 received.

Unrealized gains and losses on available-for-sale financial assets are included directly in net assets until the asset is removed from the statement of financial position. Unrealized gains and losses on held-for-trading financial assets are recognized in the statement of operations. Other unrestricted investment income is recognized as revenue when earned.

Investments

Investments are classified as available-for-sale and recorded at market value.

Capital Assets, Database and Amortization

Purchased capital assets and the cost of the database upgrade are carried at cost less accumulated amortization. The College provides for amortization of these assets on a three year straight-line basis.

Income Taxes

Income taxes are not reflected in these financial statements as the College is a regulatory body established for the health profession of opticianry.

Use of Estimates

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the financial position date and the reported amounts of revenues and expenses during the year. Actual results could differ from those estimates.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

Financial Instruments

All financial instruments are classified into one of five categories: held-for-trading, held-to-maturity, loans and receivables, available-for-sale financial assets or other financial liabilities. All financial instruments are initially measured on the statement of financial position at fair value. Subsequent measurement and changes in fair value will depend on their initial classification. Loans and receivables, held-to-maturity investments and other financial liabilities are measured at amortized cost. Held-for-trading financial assets and liabilities are measured at fair value and changes in fair value are recognized as revenue in the statement of operations. Available-for-sale financial assets are measured at fair value with changes in fair value recorded directly in net assets until the asset is removed from the statement of financial position.

The College has classified its cash as held for trading and its investments as available-for-sale which are both measured at fair value. Accounts payable and accrued liabilities is classified as other liabilities which is measured at amortized cost.

3 INVESTMENTS

	2011	2010
Canadian Money Market mutual fund	\$ 298,721	\$ 211,125
Guaranteed Investment Certificate	100,000	100,000
Accrued interest	3,365	3,365
Bonds	- 0	100,461
	\$ 402,086	\$ 414,951
Investments with maturities within one year	\$ 402,086	\$ 314,951
Investments with maturities longer than one year	\$ 0	\$ 100,000

The cost plus accrued interest of the College's investments at March 31, 2011 was \$402,086 (2010 - \$415,621).

4 CAPITAL ASSETS

	2011			2010
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net</u>	<u>Net</u>
Computer equipment	\$ 36,330	\$ 32,040	\$ 4,290	\$ 5,428
Office furniture and equipment	49,194	43,300	5,894	896
	\$ 85,524	\$ 75,340	\$ 10,184	\$ 6,324

5 DATABASE

The College completed the upgrade on its database application on January 2010. The cost of the upgrade will be amortized on a three year straight-line basis from January 1, 2010.

	2011			2010
	<u>Cost</u>	Accumulated Amortization	<u>Net</u>	<u>Net</u>
Database	\$ 78,137	\$ 32,557	\$ 45,580	\$ 71,626

6 ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2011	2010
Accounts payable and accrued liabilities	\$ 16,783	\$ 117,706
Payroll deductions payable	- 0	6,469
Harmonized sales tax payable	29,202	- 0
Vacation payable	14,104	31,081
	\$ 60,089	\$ 155,256

7 DEFERRED CONTRIBUTION

The College completed the upgrade on its database application on January 2010. The contributions received on behalf of the upgrade will be amortized on a three year straight-line basis from January 1, 2010.

	2011	2010
Deferred contributions, beginning of year	\$ 103,750	\$ 82,000
Contributions received during the year	- 0	21,750
Accumulated amortization - beginning of year	(8,646)	- 0
	95,104	103,750
Less: amortization of deferred contribution for the current year	(34,583)	(8,646)
Net deferred contribution, end of year	\$ 60,521	\$ 95,104

8 COMMITMENTS

(a) The College's premises were leased under a sublease arrangement expiring on June 29, 2013. The total rent to that date was \$61,474 plus its proportionate share of operating costs. Included in the sublease arrangement was a cancellation clause allowing the sublandlord to terminate the lease by giving eight months notice to the College. During the current year, the sublandlord exercised the cancellation clause with the understanding that the College is free to terminate the lease at an earlier date if a new premise is found and a new lease agreement signed. The College is in the process of finalizing a new lease agreement and is expected to move to a new location around October 1, 2011.

(b) The College has a photocopier lease expiring on October 1, 2015. The total rental to that date is \$7,980. The minimum lease payments due for the next five years is as follows:

2012	\$	1,680
2013		1,680
2014		1,680
2015		1,260
	\$	6,300

9 LINE OF CREDIT

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

Operating Line of Credit	\$	50,000
Corporate Visa		10,000
	\$	60,000

The operating line of credit carries an interest rate of prime plus 1%. As at March 31, 2011 there was no amount outstanding on the operating line of credit.

10 CONTINGENT LIABILITIES

The College has been named as a defendant in the following lawsuits:

- a defamation suit from Coastal Contacts and Clearly Contacts
- an interference with business statement of claim from the B.C. College of Optics

Legal counsel to the College is unable to assess its potential liability, if any, resulting from the lawsuits. No provision for possible loss has been included in these financial statements.

11 FINANCIAL INSTRUMENTS

The College's financial instruments are cash, accounts receivable, investments, and accounts payable and accrued liabilities. Unless otherwise noted, it is management's opinion that the College is not exposed to significant interest, currency, or credit risks arising from these financial instruments. The fair value of the instruments approximates their carrying values, unless otherwise noted.

Interest rate risk

The College is exposed to interest rate risk with respect to its interest-bearing investments that bear interest at fixed rates due to fluctuations in the market interest rates. The College does not use financial instruments to reduce its interest rate risk exposure.

Currency risk

The College is not exposed to currency risk.

Credit risk

The College is exposed to credit risk with respect to its financial assets as reported on the Statement of Financial Position. Credit risk is reduced by the fact that its cash is held in deposit with Canadian financial institutions in insured accounts.

12 MANAGEMENT OF CAPITAL

The College receives its principal source of capital through fees received from members. The College defines capital to be net assets.

The College's objectives when managing capital are to fund its operational requirements and capital assets additions. The College makes adjustments based on available funding and economic conditions. Currently, the College's strategy is to monitor expenditures to preserve capital in accordance with available and budgeted funding.

The College is not subject to debt covenants or any other capital requirements with respect to operating funding. Funding received for designated purposes must be used for the purpose outlined in the bylaws and budget.

COLLEGE *of* OPTICIANS OF BRITISH COLUMBIA

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