



COLLEGE *of* OPTICIANS
OF BRITISH COLUMBIA

a B.C. Health Regulator

2011/2012 ANNUAL REPORT



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 automated 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 2011/12 annual report presents highlights of initiatives in the COBC fiscal year April 1, 2011 to March 31, 2012. This report contains the specific accomplishments of the board and statutory committees, while reflecting the dedication of many volunteers (both Opticians and government 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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2012 ANNUAL GENERAL MEETING | Sunday, October 21, 2012
Delta Hotel | 4331 Dominion Street | Burnaby, BC

College of Opticians of British Columbia
403 - 1505 West 2nd Avenue
Vancouver, BC V6H 3Y4

TEL (604) 278-7510
TOLL FREE 1 (888) 771-6755
FAX (604) 278-7594
EMAIL reception@cobc.ca
URL www.cobc.ca

CHAIR'S MESSAGE

Focus on the Years Ahead

In 2011-2012 the College worked hard at fulfilling its strategic plan, particularly in advancing two goals from this plan. First, the College worked at enhancing the ability of registrants to respond and adapt to changes in practice environments, advances in technology, and other emerging issues. Second, it pushed for increasing awareness of the public about the role of Opticians.

The College's success in achieving the first goal was demonstrated in how Opticians embraced their increased scope of practice ushered by the 2010 amendments to the *Opticians Regulation* that enabled Opticians to perform independent automated refractions with limitations. The College certified or renewed certification of about 300 automated refracting Opticians and this number is growing. The College handled a number of enquiries from Opticians and non-Opticians in how to get certified as automated refracting Opticians. British Columbians (between the ages of 19-65) now have the ability to choose between a sight test or an eye health exam and not have one or the other mandated by government. These healthcare consumers now have increased access into the health care system and have been using Opticians to their full practice potential. By allowing BC Opticians to meet the challenges of healthcare with an increased scope of practice, British Columbians will be healthier in the long-run.

To support the second goal, vision screening events were organized by the College in select locations across the province. Through these community outreach events, Optician volunteers had the opportunity to provide crucial public information about the importance of vision screening. A cross-section of the population was reached most of whom would not have gone to their vision professionals for a routine vision screen. The College continues to receive positive feedback from the public who are now more aware of the benefits of seeking a vision professional – an Optician – for their vision needs.

In conjunction with public awareness events like vision screening, the College continued with the initiative of pursuing non-registrants who are calling themselves “Opticians” or “contact lens fitters”. Illegal use of titles misleads the public. The titles “Optician” and “contact lens fitter” indicate that registrants are regulated, practise to a high standard, and are accountable for their professional and ethical conduct. I understand why non-registrants would want to associate themselves with these titles recognizing that most consumers do care about getting the service, care, and products from a trained Optician. The number of enquiries from potential consumers to the College whether a certain individual is registered or not suggests the growing public awareness of the difference between an Optician and a non-regulated provider.

All these initiatives would not come to fruition if not for the leadership of former Registrar Nick Atkinson, who has since retired from the College after more than eight years of service. I am privileged to have worked with Nick in the Board of Directors and various Committees. I am confident that in the years ahead, the College will build on the successful initiatives implemented this year.

Aside from Nick, I would like to thank all the capable and hardworking Opticians who volunteered their time and expertise to the initiatives of the College – without you, these initiatives would not have been successful.

Raheem Savja, Chair

REGISTRAR'S MESSAGE

Regulation through Education

2011/12 was the year of education - education of the public, education of registrants and education of stakeholders. One of the College's key priorities was to help contribute to systematic changes to help British Columbians be healthy through knowledge of proactive vision care measures and prevention of harm through the community. The College has a major role in public protection and by ensuring that healthcare consumers are educated on the role and services of Licensed Opticians, healthcare consumers are given the tools to care for their vision and prevent vision care issues (or further) from occurring.

The College is a regulatory organization that assures the public an Optician is properly trained and will serve healthcare consumers ethically and competently within a defined standard of care. As regulated health professionals, Opticians are highly trained to provide healthcare consumers with quality eyewear. The College provides a complaints resolution process to B.C. healthcare consumers, holding Opticians professionally accountable for their products and services.

The standards that Opticians hold in the highest regard are what distinguish a healthcare professional from an unregulated provider of eyewear. The ability to provide a high standard of care through lifelong learning helps maintain the confidence the public has in Licensed Opticians. The continuing education (CE) program is currently being updated to achieve self-directed learning with guidance provided to registrants in advanced areas of practice. Offering advanced areas of practice to BC Opticians will help healthcare consumers identify Licensed Opticians with specialized practices. It will also provide registrants the opportunity to develop new skills or advance their current skills and knowledge. The new CE program will allow registrants to be assessed, directed to bridging modules or advanced areas of practice, evaluated to ensure competencies are met, and recognized for their ability to fulfill competencies.

Opticians that complete advanced areas of practice will be searchable on the COBC online registry. B.C. healthcare consumers who are looking for professional care from Opticians and Opticians with advanced areas of practice can search for B.C. Opticians on the College's online registry at www.cobc.ca. The College's online registry is available anytime and allows B.C. healthcare consumers to locate Opticians within their community. The goal is for health care consumers to make the most informed choices possible.

One of the highlights of 2011/12 was piloting an advanced area of practice to train Opticians in community vision screening. With a large portion of the Canadian population at risk for eye diseases or uncorrected refractive error, it is crucial for Opticians and other eye care professionals to work collaboratively together to identify people that need vision care. Over the summer, Opticians around BC provided complimentary vision screening services and educated the public on safe vision care. Using vision screening as a tool to reach out to the public, Opticians were amazed at the number of people that were not educated in vision care. This initiative will help train more eye care professionals to reach out to their community and help build healthy British Columbians.

It has been over two years since the amended *Opticians Regulation* has allowed refracting Opticians 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 in B.C. who refract must be certified, licensed, and registered with the College. British Columbians (between the ages of 19-65) now have the ability to choose between a sight test or an eye health exam and not have one or the other mandated by government. These healthcare consumers now have increased access into the health care system and have been using Opticians to their full practice potential. Some of the additional effects from permitting Opticians to perform independent automated refractions are the increase in collaboration between Optometrists. The College is working closely with the educational institutions developing advanced refracting programs to ensure that future Opticians will have the training to meet the public's sight testing demands.

I would like to recognize and encourage the continued dedication of BC Opticians to build a strong reputation with BC's healthcare consumers through education and community outreach to help them understand how to take care of their vision through a Licensed Optician and to maintain one of the highest calibre of care through professional development, effective complaints resolutions, high standard of care and ethical care.

Connie Chong, Acting 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.

2011/12 COBC Board of Directors

As of end of fiscal year March 31, 2012

Raheem Savja, Chair

District 1 – Lower Mainland

Lutz Sprecher, Vice Chair

District 5 – Contact Lens Registrant

Aly Jamal

District 1 – Lower Mainland

Ronald Yardley

District 2 – Vancouver Island

Gary Corner

District 3 – Okanagan and the Kootenays

Megan Wingham

District 4 - Cariboo

Elizabeth Cytra

Government Appointee

Lesley Wood Bernbaum

Government Appointee

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.

REGISTRATION

Registration Committee Annual Report

The goal of the Registration Committee (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. The Committee reviews applications for reinstatement, change of status from non-practicing to practicing and registration applications from graduates of non-accredited education providers.

For 2011/2012 the Registration Committee focused on reviewing its policies to address gaps, if any, and to ensure that policies are kept current to reflect present realities. The Committee also simplified a number of registration processes, for example, applications for change of status from practicing to non-practicing that fall within established reasons are processed routinely by staff, rather than elevating them to the Committee level. This resulted in faster processing of applications and freed up valuable time for Committee members to focus on non-routine issues requiring extensive discussion. Through its policy review, the Committee updated its criteria for those registrants who apply for changing status from practicing to non-practicing. The update came after extensive research and discussion ensuring that only those whose practice does not fall under the scope of practice of Opticians are granted the non-practicing status.

The Committee continued to work on the Prior Learning Assessment and 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. The Committee understands that applicants going through the PLAR have a lot invested in the process. Recognizing that the whole PLAR process hinges on a number of factors affecting timelines, in turn affecting the applicants, the Committee managed to efficiently review applications in a fair, consistent, and efficient manner. On average the PLAR process is completed within three to six months of the applicant's submission of a completed application.

With the 2010 amendments to the *Opticians Regulation*, automated 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. The College established a process for those Opticians wishing to be certified as automated refracting Opticians.

In the past year, the College has delivered in-person jurisprudence seminar and assessment to registrants in key cities on the amendments to the *Opticians Regulation* in regards to automated refracting to ensure Opticians understand the limitations to their increased scope of practice. To make the process more accessible to those who were not able to participate in these in-person seminars, the College used available technologies to deliver the jurisprudence seminar and assessment online. The College also followed through with a one-to-one review of the laws surrounding refractions, if necessary. This certification process is consistent with the Registration Committee's goal of ensuring that only registrants who meet the required competencies are registered and certified by the College of Opticians.

REGISTRATION COMMITTEE *As of end of fiscal year March 31, 2012*

Raheem Savja, Chair

- Megan Wingham
- Lesley Wood Bernbaum
- Polly Lee
- Darie Brigitte Manwaring

Registration Statistics

As of end of fiscal year March 31, 2012

REGISTRATION RENEWAL

TOTAL ACTIVE REGISTRANTS	2011-2012	2010-2011	2009-2010
Total	1097	1137	1127
Dispensing Opticians	339	454	419
Contact Lens Fitters	397	683	637
Automated Refracting Opticians	285*	317**	N/A
Non-practicing Registrants	76	86	71

** Of this number, 211 are also contact lens fitters*

***There may be double counting as some registrants are also contact lens fitters*

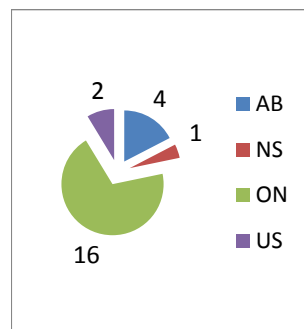
NEW REGISTRATION

TOTAL NEW APPLICANTS	2011-2012	2010-2011	2009-2010
Total	63	82	321
New Dispensing Opticians	35	39	33
New Contact Lens Fitters	14	26	109
New Non-practicing Registrants	2	0	14
New Student Contact Lens Fitters	12*	17	165

** This number accounts for student contact lens fitters who are not concurrently registered as Dispensing Opticians*

LETTERS OF GOOD STANDING

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.



Total Request = 23

SUSPENSIONS

TOTAL SUSPENSIONS	2011-2012	2010-2011	2009-2010
Total	164	156	146
Dispensing Opticians	81*	71	37
Contact Lens Fitters	83**	85	84
Non-practicing Registrants	0	0	25

** Of this number 8 are refracting opticians*

*** Of this number 8 are contact lens fitters/automated refracting opticians.*

EXAMINATION

Examination Annual Report

Passing the national optical sciences examinations is required for registration with the College as a dispensing Optician and/or contact lens fitter. The National Association of Canadian Optician Regulators (NACOR) administers the national examinations across Canada with nine provincial opticianry regulatory bodies using these examinations as their entry-to-practice examinations. 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 twice a year - one spring session and another in fall. The examinations are typically scheduled during the weekend and lasts about one and a half days for both examinations. Applicants can also write the national optical sciences examinations in any other province where NACOR administers the examination. The College and NACOR work closely to plan the examination logistics and to ensure all applicants are eligible to sit the examinations. NACOR sends an Examination Moderator to each examination sitting to ensure that a standard exam procedure across all jurisdictions is observed. This year, the College was supported by a veteran Chief Examiner and experienced examiners who have been volunteering for the College during national examinations.

Examination Statistics

As of end of fiscal year March 31, 2012

EXAMINATION RESULTS

TOTAL EXAMINATION CANDIDATES	OPTICAL SCIENCES 1 - EYEGLASS	OPTICAL SCIENCES 2 - CONTACT LENS
Total	50	38
Passed	39	33
Failed	11	5

EXAMINATION STAFF

Debra Szteina, Chief Examiner

PATIENT RELATIONS

The Board believes that the College should strategically integrate patient relation activities throughout its programs and operations. 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 to fulfill the College's underlying mandate of protecting the public.

The Patients Relations committee continues to develop a comprehensive patient relations program to help registrants focus on the patient to improve their health through developing the professional-patient relationship. Patient expectations are rising. Patients expect to be able to participate in the decision-making process on their healthcare options, clear reports on their health status, competent health professionals that improve their skills and knowledge through professional development and to be treated with respect during a complaints resolution process.

The Patient Relations program is being developed to achieve the following goals:

- 1) To help Opticians regulated by the College enhance relations with their patients.
- 2) To increase public understanding of the range and quality of the professional services offered by members of the College.
- 3) To help patients become fully informed of their rights in dealing with members of the profession and the College, including the right to be treated in an ethical, competent, sensitive and respectful manner.
- 4) To increase public awareness of the role of the regulatory College and how to participate in College processes and programs.

PATIENT RELATIONS COMMITTEE

As of end of fiscal year March 31, 2012

Lesley Wood Bernbaum, Chair

- Kim McEachern
- Antonella Milani
- Wilson U

QUALITY ASSURANCE

Quality Assurance Annual Report

After almost two years of development and consultation with BC Opticians and other stakeholders, the Quality Assurance (QA) Committee published the updated Standards of Practice and guidelines available for download on the College website. The QA Committee truly articulated not only the goals and aspirations of the profession in the updated Standards of Practice but also the knowledge, skills and high values inherent in the profession. Registrants are encouraged to communicate the Standards of Practice with healthcare consumers to help them understand the high standard of care they can expect from a Licensed Optician.

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 College designed to promote quality practice for the public’s protection and to maintain the public’s trust in BC Opticians.

In 2011/12, the QA Committee continued working on developing the new CE model in collaboration with the College of Opticians of Alberta and the National Association of Canadian Optician Regulators to help standardize professional development for Opticians across Canada. The new CE model will be focused on directed learning, using the College’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. The major difference between the current CE program to the new CE program is the ability to direct professional development away from interest towards metacognitive learning. The current program incentivizes registrants to obtain credits (or priority courses with the most credits). The new program will incentivize registrants to find out what they don’t know and to learn it.

BC Opticians currently have three general areas of practice: eyeglasses, contact lenses and sight testing. However, there are many competencies and advanced practice credentials that are not formally acknowledged and recognized. For example, advanced areas of practice can include radiant energy, orthoptics, workplace safety, pediatric evaluation, senior sight evaluation, rigid lenses and low vision aids.

The QA Committee piloted vision screening as the first advanced area of practice. Almost 200 Opticians have been trained to use vision screening as a community outreach tool to help promote preventive and safe vision care with the public.

QUALITY ASSURANCE COMMITTEE

As of end of fiscal year March 31, 2012

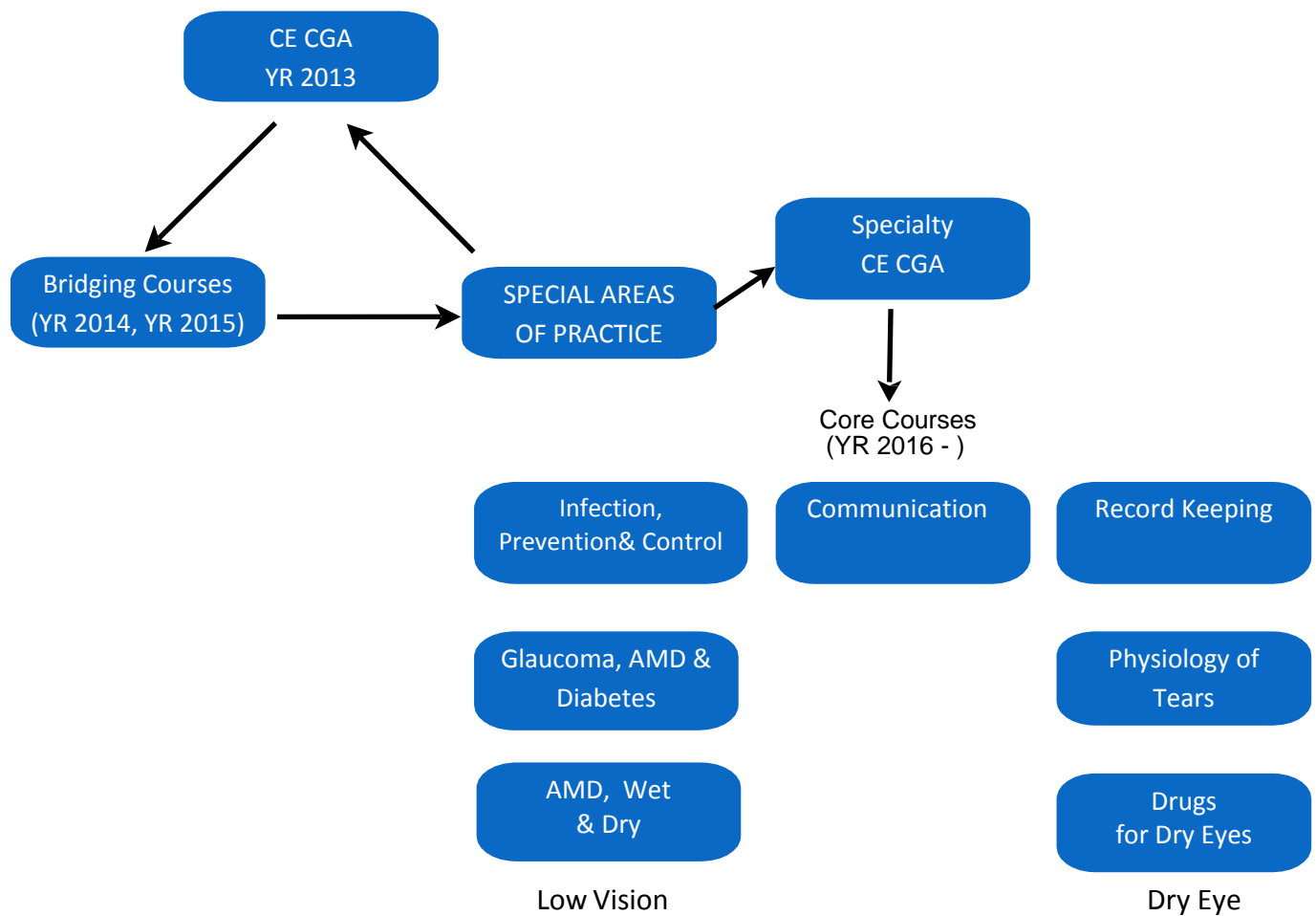
Lesley Wood Bernbaum, Chair

- Aly Jamal
- Christopher Lee
- Wayne Mullen
- Dieter Saxer

With such a large portion of the population that are at risk for eye diseases or uncorrected refractive error, it is critical that all eye care professionals work collaboratively together to get people under the vision care system. In 2011/12, the College partnered with the Opticians of British Columbia (OBC) and Douglas College to host vision screening clinics that reached over 15,000 people. The success of this pilot will improve the health of British Columbians by teaching Opticians how to reach out to their communities and ensure more people are under the eye care system, increase public understanding of safe vision care, and create opportunities for interprofessional collaboration.

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 on the College website so the public can refine their search to find Opticians with particular competencies or advanced areas of practice.

CONTINUING EDUCATION CYCLE EXAMPLE



COMPLAINTS RESOLUTION

Inquiry and Discipline Annual Report

INQUIRY COMMITTEE

As of end of fiscal year March 31, 2012

Lutz Sprecher, Chair

- Gary Corner
- Zuheir Merali
- Ronald Yardley

DISCIPLINE COMMITTEE

As of end of fiscal year March 31, 2012

Stephanie Weir, Chair

- Herbie Kalsi
- John Moss
- Rebecca Sit

Alternate Members

- Ron Philip
- Rino Pirroddi
- Floyd Steinky

The Inquiry Committee is mandated to investigate all complaints related to registrants' professional and ethical practices. The Committee's membership consists of elected registrants and appointed government members, providing balanced representation within the group. Registrants come from optical chains or independent owners providing different perspectives to support the investigation process. The Committee meets on as need basis to discuss complaints brought before its attention.

Majority of complaints are filed 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 complainants 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. Complainants can also file a complaint in writing without using the standard form as long as relevant complaint information is included. Staff will contact the complainant if additional information to investigate the complaint or clarification of submitted information is required.

The Inquiry Committee endeavours 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 a copy of the original complaint and given an opportunity to respond to the allegations. Complainants are given a final opportunity to comment on the registrants' response. If no response is received from the registrant, 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:

- 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
- Refer the matter to the Discipline Committee

For 2011/2012 the Inquiry Committee held seven meetings last year and all the complaints brought before it were either closed or carried forward to the next year because the investigation was not completed. There were no files elevated to the Discipline Committee.

Complainants may seek review of the Inquiry Committee's decision by application to the Health Professions Review Board (HPRB), an administrative tribunal created under the *Health Professions Act*. The HPRB provides a neutral forum where members of the public and health professionals can seek independent reviews of the COBC's decisions relating to the timeliness and disposition of complaints. For 2011/2012, HPRB did not receive any application for review on the decisions rendered by the Inquiry Committee.

Complaints Resolution Statistics

As of March 31, 2012, 4 files remained open.

COMPLAINTS SUMMARY

TOTAL COMPLAINTS	2011/12
Total	19
Allegations of unauthorized practice	2
Allegations of breach of professional conduct	5
Allegations of breach of Standards of Practice	1
Allegations of breach of the Health Professions Act	1
Allegations of breach of professional ethics and/or business practice	5
Allegations of false and misleading advertising	5

File Submissions:

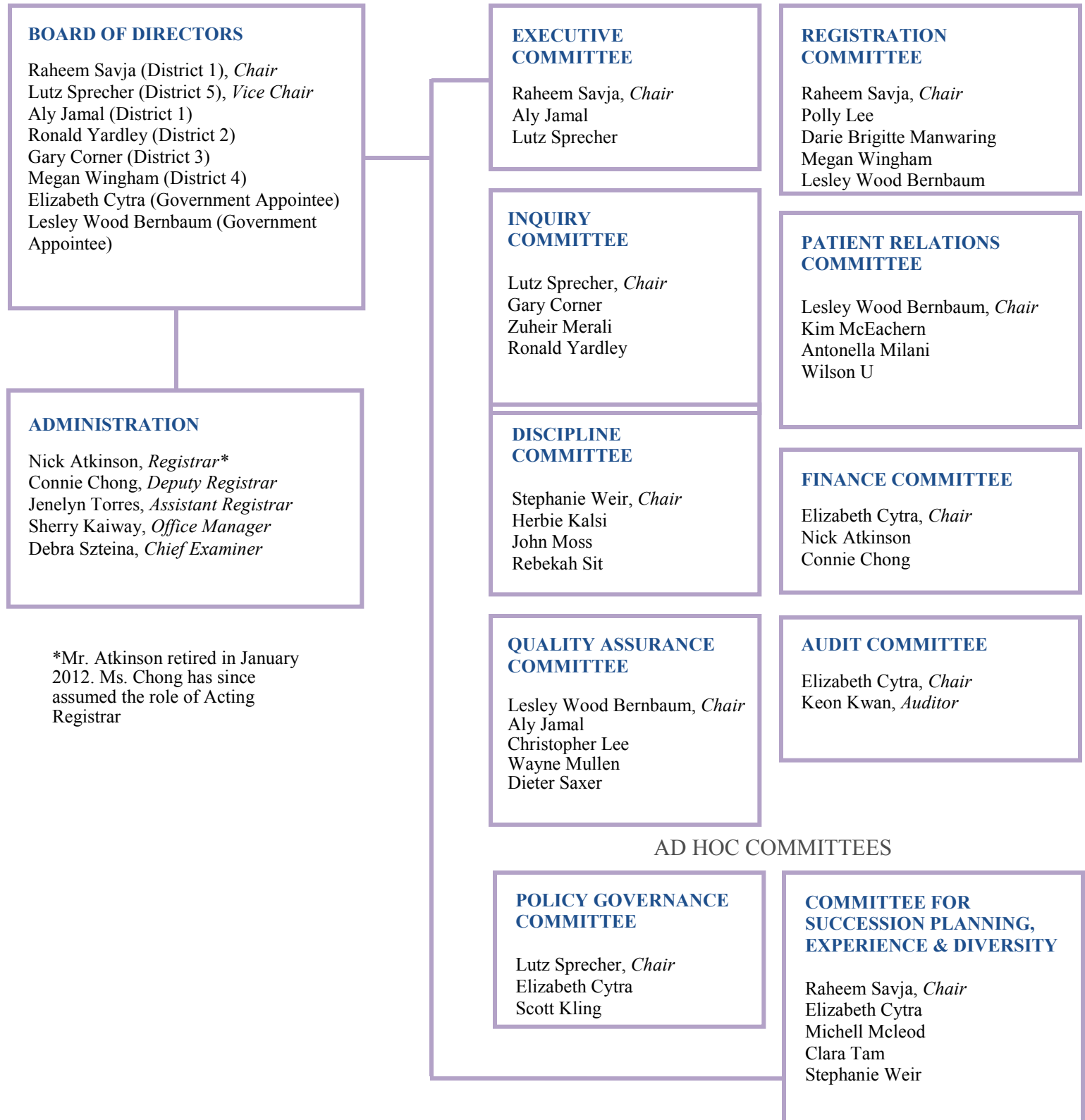
- 2009/10 = 17
- 2010/11 = 23
- 2011/12 = 19

COMPLAINTS RESOLUTION SUMMARY

TOTAL COMPLAINTS RESOLUTIONS	2011/12
Total	15
Resolved by signed undertaking	0
Resolved by letter to remind registrant of the Standards of Practice	5
Resolved by mediated result	1
Resolved by remaking eyewear	0
Resolved by registrant-initiated resolution	2
Dismissed after inquiry committee investigation	6
Dismissed due to frivolous nature or complaint does not contain allegations that are subject to investigation	1
Complaint withdrawn	0

ORGANIZATIONAL CHART

As of end of fiscal year March 31, 2012



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 of the COBC's financial situation to the Board of Directors at every board meeting. Regular board meetings are held quarterly and are open to the public. The Finance Committee Chair meets independently with the Auditor on a periodic basis to go over the financial position of the College.

The College continues to support the public awareness and professional identity strategy to educate the public on the role and services of Licensed Opticians. As the risks of unregulated providers increase in BC and the rest of Canada, the profession needs to evolve to help the public understand changes to the profession and place more importance on helping the public understand safe vision care through an Optician. The College is planning to continue to financially contribute to this initiative in the coming years.

Despite an increase in the number of registration renewals, there was a slight decrease in the registration and examination revenue due to the decrease in the number of student opticians applying in British Columbia. The College continues to deal with registration appeals from the BC College of Optics increasing legal liability expenses. Legal costs related to complaints resolution greatly affected the College's expenses. However, the College has developed effective processes to ensure fiscal efficiency for complaints resolution. In addition, the College dealt with extraordinary circumstances with the required relocation to new office premises and succession planning of major staff members. Therefore, the College's total revenue decreased by \$71,504 while the total expenses increased by \$9,941. There was a net deficit of \$119,126 this fiscal year. The College Board is strategically planning to rebuild its reserved funds to one year's worth of operational expenses over the next three-five years.

FINANCE & AUDIT COMMITTEES

As of end of fiscal year March 31, 2012

Elizabeth Cytra, Chair

- Nick Atkinson
- Connie Chong
- Keon Kwan, Auditor

FINANCIAL STATEMENTS

As end of fiscal year March 31, 2012

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INDEPENDENT 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, 2012, 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

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

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, 2012, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Burnaby, BC
 September 7, 2012


Certified General Accountant

Statement of Operations

As of end of fiscal year March 31, 2012

	2012	2011
REVENUES		
Registration fees	\$ 433,231	\$ 477,668
Examination fees	36,400	43,050
Amortization of deferred contribution (Note 7)	34,583	34,583
Administrative fees and other income	16,126	36,279
Interest income	7,450	6,964
Proceeds from sale of furniture	1,500	-
Contribution from the Province of British Columbia	-	2,250
	529,290	600,794
EXPENSES		
Accounting and audit	6,500	6,500
Amortization of capital assets	7,439	5,163
Amortization of database	26,046	26,046
Bank and credit card charges	11,100	13,334
Board and committee meetings	37,738	41,430
Database maintenance	11,688	-
Dues, licenses and insurance	13,366	12,433
Examinations	23,041	23,699
Legal	69,986	57,571
Office supplies and services	34,307	25,782
Postage	7,787	7,863
Printing	13,712	14,576
Professional development - Directors	-	8,378
Professional development - Staff	6,951	3,047
Public awareness and promotion	22,674	41,976
Rent	47,258	51,133
Salaries and benefits	297,484	294,286
Travel	30,425	40,721
Expense recoveries	(19,086)	(35,463)
	648,416	638,475
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ (119,126)	\$ (37,681)

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, 2012

	Invested in Capital Assets	Unrestricted	2012	2011
NET ASSETS				
Balance, beginning of year	\$ 10,184	\$ 293,918	\$ 304,102	\$ 341,783
Excess (deficiency) of revenues over expenses	(7,439)	(111,687)	(119,126)	(37,681)
Investment in capital assets	10,088	(10,088)	-	-
Balance, end of year	12,833	172,143	184,976	304,102

The accompanying notes are an integral part of these financial statements

STATEMENT OF CASH FLOWS

As of end of fiscal year March 31, 2012

	2012	2011
Operating Activities		
Excess (deficiency) of revenues over expenses	\$ (119,126)	\$ (37,681)
Adjust for non-cash items:		
Amortization of deferred contribution	(34,583)	(34,583)
Amortization of capital assets	7,439	5,163
Amortization of database	26,046	26,046
	(120,224)	(41,055)
Changes in non-cash working capital items:		
Sales tax recoverable	-	3,926
Accounts receivable	(10,992)	16,855
Prepaid expenses	6,677	3,113
Accounts payable and accrued liabilities	(5,603)	(95,167)
Deferred registration fees	(15,234)	223,200
Cash provided by (used for) operating activities	(145,376)	110,872
Financing Activities		
Cash provided by (used for) financing activities	-	-
Investing Activities		
Proceeds from investments	183,685	13,535
Purchase of capital assets	(10,088)	(9,023)
Cash provided by (used for) investing activities	173,597	4,512
Increase in cash	28,221	115,384
Cash, beginning of year	216,206	100,822
Cash, end of year	\$ 244,427	\$ 216,206

The accompanying notes are an integral part of these financial statements

STATEMENT OF FINANCIAL POSITION

As of end of fiscal year March 31, 2012

	2012	2011
ASSETS		
CURRENT		
Cash	\$ 244,427	\$ 216,206
Accounts receivable	11,188	196
Prepaid expenses	8,583	15,260
	264,198	231,662
INVESTMENTS (Note 3)	218,401	402,086
CAPITAL ASSETS (Note 4)	12,833	10,184
DATABASE (Note 5)	19,534	45,580
	\$ 514,966	\$ 689,512
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities (Note 6)	\$ 54,486	\$ 60,089
Deferred registration fees	249,566	264,800
	304,052	324,889
DEFERRED CONTRIBUTION (Note 7)	25,938	60,521
	329,990	385,410
NET ASSETS		
Invested in capital assets	12,833	10,184
Unrestricted - cumulative excess of revenues over expenses	172,143	293,918
	184,976	304,102
	\$ 514,966	\$ 689,512

Commitments (Note 8)
Contingent liabilities (Note 10)

APPROVED ON BEHALF OF THE BOARD



Chair, Board of Directors, 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, 2012

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

Future Changes to Significant Accounting Policies

The Canadian Accounting Standards Board has issued a comprehensive set of new accounting standards for not-for-profit organizations effective for fiscal periods beginning on or after January 1, 2012. Early adoption is permitted. The College has elected to adopt the new standards, effective April 1, 2012, and is currently analyzing the effects of these changes on its financial statements.

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.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

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.

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

	2012	2011
Canadian Money Market mutual fund	\$ 115,036	\$ 298,721
Guaranteed Investment Certificate	100,000	100,000
Accrued interest	3,365	3,365
	<u>\$ 218,401</u>	<u>\$ 402,086</u>

4 CAPITAL ASSETS

	2012			2011
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net</u>	<u>Net</u>
Computer equipment	\$ 37,424	\$ 35,171	\$ 2,253	\$ 4,290
Office furniture and equipment	58,188	47,608	10,580	5,894
	<u>\$ 95,612</u>	<u>\$ 82,779</u>	<u>\$ 12,833</u>	<u>\$ 10,184</u>

NOTES TO FINANCIAL STATEMENTS *(continued)*

As of end of fiscal year March 31, 2012

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.

	2012			2011
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net</u>	<u>Net</u>
Database	<u>\$78,137</u>	<u>\$ 58,603</u>	<u>\$ 19,534</u>	<u>\$ 45,580</u>

6 ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2012	2011
Accounts payable and accrued liabilities	\$ 15,647	\$ 16,783
Harmonized sales tax payable	23,155	29,202
Vacation payable	15,684	14,104
	<u>\$ 54,486</u>	<u>\$ 60,089</u>

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.

	2012	2011
Deferred contributions, beginning of year	\$ 103,750	\$ 103,750
Accumulated amortization - beginning of year	(43,229)	(8,646)
	60,521	95,104
Less: amortization of deferred contribution for the current year	(34,583)	(34,583)
Net deferred contribution, end of year	<u>\$ 25,938</u>	<u>\$ 60,521</u>

NOTES TO FINANCIAL STATEMENTS *(continued)*

As of end of fiscal year March 31, 2012

8 COMMITMENTS

(a) The College's premises are leased under an arrangement expiring on September 30, 2016. The total rent to that date was \$121,200 plus applicable taxes and its proportionate share of operating costs. Included in the lease arrangement is an option to renew the lease for an additional five years. The minimum lease payments due for the next five years is as follows:

2013	\$ 25,452
2014	26,664
2015	27,270
2016	27,876
2017	13,938
	<hr/>
	\$ 121,200
	<hr/>

(b) The College has a photocopier lease expiring on December 31, 2014. The minimum lease payments due for the next three years is as follows:

2013	\$ 1,680
2014	1,680
2015	1,260
	<hr/>
	\$ 4,620
	<hr/>

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
	<hr/>
	\$ 60,000
	<hr/>

The operating line of credit carries an interest rate of prime plus 1%. As at March 31, 2012 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 lawsuit:

- 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 lawsuit. No provision for possible loss has been included in these financial statements.

NOTES TO FINANCIAL STATEMENTS *(continued)*

As of end of fiscal year March 31, 2012

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

403 - 1505 West 2nd Avenue
Vancouver, BC V6H 3Y4

TEL (604) 278-7510
TOLL FREE 1 (888) 771-6755
FAX (604) 278-7594
EMAIL reception@cobc.ca
URL www.cobc.ca