



COLLEGE of OPTICIANS  
OF BRITISH COLUMBIA

a B.C. Health Regulator

FY 2012-2013

# Annual Report



COLLEGE OF  
OPTICIANS OF  
B.C.

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## **ABOUT THE COLLEGE**

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

The College of Opticians of British Columbia serves and protects the public by regulating Licensed Opticians in the province.

We ensure they are highly qualified professionals who practice their code of ethics, standards and duty of care, and engage in continual professional development.

The College 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 College Bylaws
- Public and registrant complaints and enquiries
- Establishment of standards of practice and guidelines

### **About this Report**

The 2012/2013 annual report covers highlights of the College's initiatives for the fiscal year April 1, 2012 to March 31, 2013. This report contains the accomplishments of the College Board and its statutory committees. In addition, select initiatives of the College are reported. These accomplishments are the product of collaborative work among board members, committee members, staff and volunteers who dedicated their time and expertise to protect the public.

## Message from the Chair

### *Putting the Fundamentals in Place*

There are two significant changes that I am proud to report for FY 2012/2013 – the development of a new Strategic Plan to guide the College for the next five years to 2017 and the hiring of a new Registrar. In addition, I am equally proud to report that the College continued its initiative of pursuing non-registrants who illegally use the titles “optician” and “contact lens fitter”.

Why do we need a new strategic plan?

While the College’s mandate to regulate opticianry to protect the public remains the same, the legislative, demographic, and political environment in British Columbia is continually in flux. Since the last strategic plan developed in 2009, we have witnessed significant changes presenting both risks and opportunities to the public: an increased scope of practice for opticians; an increased choice for the public in how and where they purchase their eyewear; innovative business models; an aging demographic; and a commitment to labour mobility.

The College Board and staff dedicated months fine-tuning the strategic plan. Supported by a facilitator, we adopted a systems approach in crafting the strategies and success measures developed. These success measures will be the yardstick for the College over the next five years.

The College also went through a national search process to hire a new registrar following the retirement of former Registrar, Nick Atkinson. It is tough to find a new registrar after Nick. His contributions were significant; including helping harmonize registration processes amongst optician regulators, improving the process for opticians to move from one province to another.

The Board is proud to announce Connie Chong as the new registrar of the College. One of Connie’s first initiatives was to align the College’s resources to deliver on the strategic plan. Connie has been with the College for more than 6 years prior to becoming registrar. The Board is confident that under her leadership the College will continually build on its past successes and will be able to pro-actively address its challenges.

Connie and the staff are complemented by dedicated and competent volunteers and contractors. We often hear the term “lean and mean” describing the College staff and volunteers. It means that the College is recognized for being efficient at utilizing its resources to bring about results. It also means that the College collaborates effectively with stakeholders to pursue public safety initiatives. Finally, it means not re-inventing the wheel by adapting the good practices of other health colleges in protecting the public.

*The College embarked on putting the fundamentals in place – a blueprint for strategic direction for the next five years and hiring a Registrar the Board is confident will deliver on the new Strategic Plan.*

The College continues to aggressively protect the title by pursuing non-registrants who illegally use the reserved titles “optician,” “contact lens fitter,” and its variations. This initiative serves two purposes: to stop non-registrants from using these reserved titles; and to uncover and stop non-registrants who may be engaging in unauthorized practice. The titles “optician” and “contact lens fitter” are synonymous with competent, ethical, and a standard of care. Opticians and contact lens fitters are accountable to the public that they serve as they are bound to follow a standard of care and subject to the complaints process of the College. The public’s safety will be compromised if non-registrants who illegally use these titles are not pursued. The Board approved dedicating resources to legally go after non-registrants who do not voluntarily comply with the College’s request to cease using these titles. Year-round, we have conducted unannounced inspections of dispensaries and reviewed business websites. Follow-up inspections and monitoring of websites were also conducted.

The College embarked on putting the fundamentals in place – a blueprint for strategic direction for the next five years and hiring a registrar the Board is confident will deliver on the new strategic plan. The College also continued initiatives that would have the greatest impact to protect the public – ensuring the titles “optician” and “contact lens fitter” are not used by non-registrants and stopping unauthorized practice.

Thank you,

A handwritten signature in blue ink, appearing to read 'Raheem Savja', with a stylized flourish at the end.

Raheem Savja  
Chair, Board of Directors

## Message from the Registrar

### *Changing the Paradigm of Vision Care*



*In order to protect the public and bring value to society, modern regulation requires regulators and those they regulate to strive to not just meet, but exceed the needs of people. For the College, this means supporting opticians to exceed the vision needs of their patients.*

The College's new vision is to be "leaders of accessible, quality, and safe vision care for all." So what does that mean as a regulator? Self-regulating in the 21st century is a fascinating conundrum. The College has a mandate to protect the public and to improve society. At the same time, the world is changing rapidly with the rise of science, technology and new knowledge. The world is changing so rapidly that regulators have never had a more important responsibility to be proactive, to be leaders, and to be innovative to maintain the value of regulation.

In order to protect the public and bring value to society, modern regulation requires regulators and those they regulate to strive to not just meet, but exceed the needs of people. For the College, this means supporting opticians to exceed the vision needs of their patients. Perhaps the next question to ask is how does the College plan to achieve this? The College believes it is tasked with not only collaborating with other regulators to change the paradigm of regulation, but also to ensure the regulation of opticians guides the vision care industry ahead of the times and goes beyond patient expectations for quality of care.

To change the paradigm, the College must first look at the entry point to become an optician through redefining the requirements for training and education. This involves utilizing web-based systems and technology to educate the students of tomorrow and to give them the tools to solve problems while still applying a standard of care. Competencies like technology could become a priority. Second, licensure and discipline are becoming more complicated. Answers are no longer black and white, so rules and disciplinary methods may not work in every situation. In addition being part of a regulated profession is not a right but a privilege. The College needs to take into account public opinion and real time access to data to apply regulation as needed. Third, the regulatory scope of practice should be pushed for expansion and overlapping scope of practice should be clarified by legislation. Lastly, when British Columbians become licensed as an optician, a health care professional, they not only get a seal of approval from the College that they are trained and competent but even more importantly, that they are also ethical, accountable and follow a high standard of care.

Looking into the future, this requires real time performance data including open-sourced consumer feedback. For example, social media can be used by patients to provide immediate feedback to opticians about the quality of care received.

To change the paradigm of regulation and to help define the vision care industry of tomorrow, the College will be working strategically on six core strategies. It is evident the world of regulation is not confined to our jurisdiction of British Columbia. In fact, the far-reaching effects of regulation need to be consciously considered across Canada, across North America

and around the world. The following core strategies will frame the College's actions for the next three years:

1. Registration strategy
2. Standards of practice strategy
3. Practice strategy
4. Public knowledge of vision care strategy
5. Stakeholder relations strategy
6. Operations management strategy

In the world of professional regulation, it is no small task to govern registrants to help people see better. However, helping people see better is the connection - the bond - that holds all opticians, regulators, associations, educational institutions, government and other key stakeholders together. I have no doubt that through integration, accountability, and innovation, we will be able to continue to provide British Columbians a high quality of care and become healthier overall. As the new Registrar of the College, I am honoured to work with the College Board, staff and volunteers to achieve the organization's vision. To become Canada's "leaders of accessible, quality, and safe vision care for all" will prove to be an exciting time to work in vision care and regulation.

Sincerely,



Connie Chong  
Registrar

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## Governance

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The College of Opticians of British Columbia is the regulatory body established to govern the practice of opticianry in British Columbia under the *Health Professions Act*. The College 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 College 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 using 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 B.C. 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.



## **Strategic Plan – Core Strategies 2013/2017**

**2012/2013**

**Board of Directors**

*As of end of fiscal year*

*March 31, 2013*

**Raheem Savja, Chair**

**District 1 - Lower  
Mainland**

**Lutz Sprecher, Vice  
Chair**

**District 5 – Contact  
Lens Fitter  
Representative  
(Vice Chair until  
December 31, 2012)**

**Gary Corner, Vice  
Chair**

**District 3 – Okanagan  
& the Kootenays  
(Vice Chair starting  
January 1, 2013)**

**Aly Jamal**

**District 1 - Lower  
Mainland**

**David McGowan**

**District 5 – Contact  
Lens Fitter  
Representative**

**Megan Wingham**

**District 4 - Cariboo**

**Ronald Yardley**

**District 2 - Vancouver  
Island**

**Lesley Wood**

**Bernbaum**

**Government  
Appointee**

**Dalminder Virk**

**Government  
Appointee**

### **Strategy # 1: Registration Strategy**

Regulating Licensed Opticians in British Columbia.

### **Strategy # 2: Standards of Practice Strategy**

Upholding and promoting the standards to maintain professional integrity within the field of opticianry.

### **Strategy # 3: Practice Strategy**

Identifying competencies that meet current and future patient needs.

### **Strategy # 4: Public Knowledge of Vision Care Strategy**

Licensed Opticians will educate the B.C. public on the value of vision care.

### **Strategy # 5: Stakeholder Relations Strategy**

Developing relationships with organizations and individuals that can help the College to achieve its vision and mission.

### **Strategy # 6: Operations Management Strategy**

Policies and procedures for efficient and effective office operations

## At a Glance – Highlight of Activities

### One Hundred Percent Online Registration Renewal

The College transitioned to 100% online renewal – an easy, efficient, and secure way of renewing registration. After the registration renewal period is over, opticians can still update their profile online year-round. Those who have been suspended can also apply for reinstatement online. To support the transition, College staff held webinars, uploaded a how-to-video, and provided assistance over the phone to registrants.

### Opticians Forum

The Opticians Forum (Forum) was established to gather first-hand information about public safety issues facing opticians through an interactive dialogue with them. The first topic discussed was the aging demographic – both of the public and opticians. This public safety issue requires the College to develop long-term strategies to deal with a shortage of opticians and to continue ensuring that opticians meet the registration requirements and the standards of care for an aging client base. Results from the Forum will be uploaded in the College's website.

Forum events were held in Victoria, New Westminster, Prince George, and Kelowna. Participants provided crucial feedback. A report is being prepared and will be available on the College's website.

### Right-to-Title Inspections

The College continues its inspection of dispensaries to prevent non-registrants from using reserved titles such as: "optician", "contact lens fitter", "refracting optician" and similar titles that resemble the reserved titles. Throughout 2012, the College conducted 79 unannounced dispensary inspections in British Columbia. Of the 14 individuals found non-compliant, the College informed them that it is prepared to pursue legal action if they did not voluntarily comply. All, but one, have complied and the College is looking into its legal options to proceed. As part of its initiative, the College continued to annually conduct a review of dispensary websites. Title protection remains a high priority for the College and we are planning to increase and expand unannounced dispensary inspections in the years to come.

### Licensed Opticians – Public Awareness Campaign

The 2012 national professional identity awareness campaign "Love Your Eyes" is supported by the Opticians Council of Canada (OCC) partners. The goal is educate the public about the role and value of a Licensed Optician.

The Love Your Eyes campaign has exceeded project goals with the following results:

- 7600+ contest entries
- 43,000+ page views
- 600% increase in daily visits



- 2400+ care packages
- 900+ Facebook reach increase
- 600+ social media mentions
- Over 10,000 directly educated on vision care

### **Community Outreach – Vision Screening Events**

Vision screening is an important tool to identify people that need to be under the care of an eye care professional. B.C. opticians represent a task force that is in a front-line position to provide free vision screening as part of a community outreach program.

In partnership with the Opticians Association of Canada – B.C. Chapter, the College has vision screened hundreds of people. Stories upon stories revealed that a good number of British Columbians do not regularly visit eye care professionals unless a serious problem has developed.

- Over 7 events across B.C.
- Over 50 volunteers (opticians and staff)
- Hundreds of people screened and informed about vision care

### **Advanced Practice Credentials - Vision Screening Opticians**

The College has recognized over 25 vision screeners who are listed in the College's online registry as having this credential. An optician can be recognized as a Vision Screening Optician by completing community outreach, course material, practicum, and exam.

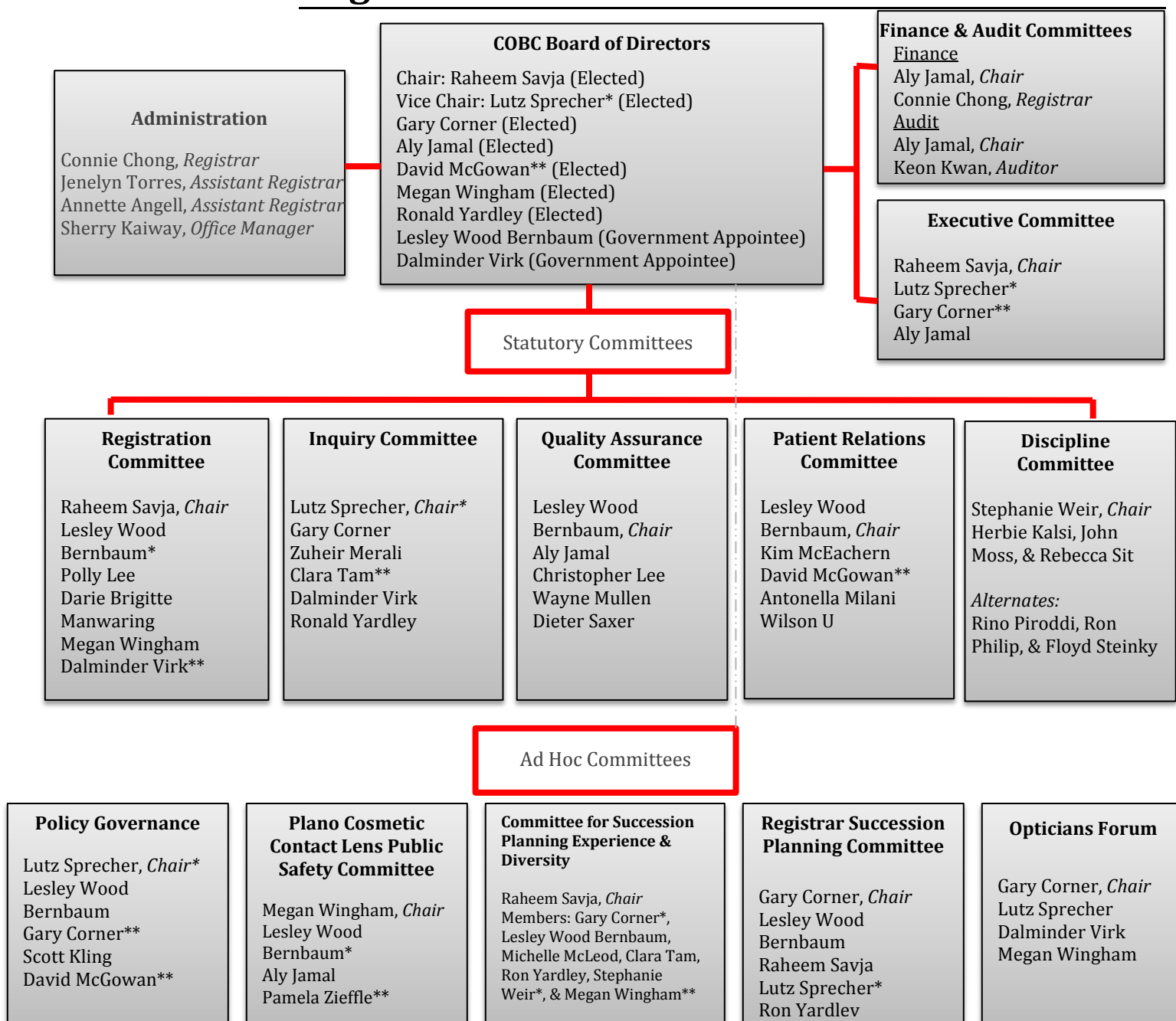
### **Certification of Automated Refracting Opticians**

The College continues to promote the automated refracting certification. The College's message is two-pronged: encourage opticians to utilize their full scope of practice and provide health care consumers with additional choice for assessing their visual acuity using an automated refraction system. Registrants who wish to become certified as automated refracting opticians have to apply with the College. Aside from their automated refracting education, a jurisprudence test is also required. Registrants can now take the jurisprudence seminar online. The test is designed to assess the registrant's understanding of the responsibilities and duties of an automated refracting optician as set out in the *Opticians Regulation*. If necessary, the College will follow up with one-on-one reviews of jurisprudence. Further, accredited institutions are incorporating the automated refracting curriculum into their opticianry programs making it easier for opticians to have access to the education and training necessary to become certified.

### **Monthly Newsletters**

Published regularly once a month, the College's newsletters become an avenue to address issues pertaining to public safety issues and responsibilities of a registrant to the public. For example, questions relating to increased scope of practice, changes in legislation, discussions of scenarios relating to release of patient's health record, and opportunities for community outreach events have all been featured in our newsletters.

## Organizational Structure



\* Served as a Board or Committee member until December 31, 2012

\*\* Served as a Board or Committee member starting January 1, 2013

## Registration Committee Report

### 2012/2013 Registration Committee Members

*As of end of fiscal  
year March 31,  
2013*

**Raheem Savja,  
Chair**

**Lesley Wood  
Bernbaum\***

**Polly Lee**

**Darie Brigitte  
Manwaring**

**Dalminder  
Virk\*\***

**Megan Wingham**

*\*Served as committee  
member until  
December 31, 2012.*

*\*\* Served as committee  
member starting  
January 1, 2013.*

The Registration Committee (Committee) assesses an applicant's qualifications to practice opticianry in the province to ensure the public that all opticians in B.C. have met the entry to practice standards. The Committee reviews applications for registration, reinstatement of suspended registration, change of status applications from non-practicing to practicing and vice versa.

The Committee reviews applications for registration from graduates of accredited institutions and non-accredited institutions. Graduates of non-accredited institutions go through a Prior Learning Assessment and Recognition process (PLAR). The PLAR process allows the Committee to assess internationally-trained applicants or graduates of non-accredited programs whether the applicant's knowledge, skills and abilities are substantially equivalent to the standards of academic or technical achievement of those who graduated from accredited institutions.

There are also applicants currently licensed in other jurisdictions who applied to register in B.C. The *Mutual Recognition Agreement*, signed by B.C. and other provinces, allows labour mobility for licensed and practicing opticians in any other Canadian province to be accepted in B.C. without additional examination or training and vice versa. For FY 2012/2013, more than 20 registrants took advantage of labour mobility and practised in other jurisdictions, with Alberta as the top destination province.

The Committee also reviews policies and procedures that facilitate the fair, consistent, and efficient assessment of applications for registration. For FY 2012/2013, the Committee reviewed registration policies to address any possible gaps and to update policies so they are aligned, if possible, with other provinces.

- Updated the reinstatement assessment process to include a more thorough assessment of theoretical and practical knowledge.
- Changed the timeline to register with the College. Registrants must now register within a year of successfully challenging the national examinations for eyeglasses and/or contact lenses. The timeline ensures applicants' currency of knowledge at the time of registration.

This policy aligns with registration policies in other provinces and is consistent with the Registration Committee's goal of registering registrants who meet the entry-to-practice competencies.

- Reviewed the number of attempts in sitting the national examinations. Applicants have a maximum of four attempts to challenge the national exams and must submit an upgrading proposal to the Committee for approval after the third failed attempt.

The Registration Committee continued to improve the PLAR process in 2012/2013. Applicants may seek review of the Registration Committee's decision by application to the Health Professions Review Board (HPRB), an administrative tribunal created under the *Health Professions Act*. For 2012/2013, three decisions of the Registration Committee were appealed to the HPRB. For further information, please visit [www.hprb.gov.B.C..ca](http://www.hprb.gov.B.C..ca)

## Registration and Examination Statistics

### Registration Renewals

REGISTRATION RENEWALS	2012-2013	2011-2012	2010-2011
Automated Refracting Opticians	80*	74	317****
Contact Lens Fitters/Automated Refracting Opticians	225	211	637
Dispensing Opticians	341**	339	454
Contact Lens Fitters	415	397	683
Non-practicing Opticians	59***	76	86
<b>TOTAL</b>	<b>1061</b>	<b>1097</b>	<b>1137</b>

#### Notes:

\* Two are also registered as student contact lens fitters

\*\*Twenty six are simultaneously registered as student contact lens fitters

\*\*\* Three are honorary members. This number should not be included in the total. They have already been counted in their respective registration categories, e.g. Dispensing optician.

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

*The number of automated refracting opticians and/or contact lens fitters has increased by 7% from last year. More and more opticians are embracing their increased scope of practice.*

### New Registrations

NEW REGISTRANTS	2012-2013	2011-2012	2010-2011
Automated Refracting Opticians	2	0	0
Dispensing Opticians	15	35	39
New Contact Lens Fitters	6	14	26
New Student Contact Lens Fitters	26	12	17
Non-practicing registrants	2*	2	0
<b>TOTAL</b>	<b>51**</b>	<b>63</b>	<b>82</b>

Notes: \* One dispensing optician and the other is a contact lens fitter.

\*\* Completed registration applications only. As of this writing, more than 10 were outstanding.

### Suspensions

NEW REGISTRANTS	2012-2013	2011-2012	2010-2011
Automated Refracting Opticians	5	8	0**
Contact Lens Fitters/Automated Refracting Opticians	17	8	0
Dispensing Opticians	31	73	71
Contact Lens Fitters	36	75	85
<b>TOTAL</b>	<b>89*</b>	<b>164</b>	<b>156</b>

**Notes:** \*Twenty are non-practicing

\*\* Certification of automated refracting opticians started in 2010; any suspension would have been reflected in the 2011-2012 statistics.

### Examinations

EXAM CANDIDATES	Eyeglasses Exam	Contact Lens Exam
Passed	42	19
Failed	3	6
<b>TOTAL</b>	<b>45</b>	<b>25</b>

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. The College is a member of NACOR and has contributed in identifying entry-to-practice competencies as well as the resulting exam questions.

Passing the national optical sciences examinations is required for registration with the College as a dispensing optician and/or contact lens fitter. The applicants' entry-to-practice competencies are examined through the Optical Sciences 1 - Eyeglass examination and/or Optical Science 2 – Advanced Practice Contact Lens examinations.

The national examination is held in the province twice a year, once in the summer and the other in the fall. Applicants can also write the national optical sciences examinations in any other province where NACOR administers the examination. A NACOR examination moderator attends examination in every province so that exam procedures are applied consistently.

The College coordinates logistics planning with NACOR. This year, the College was supported by **Debra Szteina**, a veteran Chief Examiner, and a team of experienced examiners who run the examinations seamlessly.



## Inquiry Committee Report

**2012/2013  
Inquiry Committee  
Members**  
*As of end of fiscal year  
March 31, 2013*

**Ronald Yardley,**  
*Chair*

**Lutz Sprecher\***

**Gary Corner**

**Zuheir Merali**

**Clara Tam\*\***

**Dalminder Virk**

*\*Lutz Sprecher was chair  
of the Inquiry Committee  
until the expiry of his  
term of office on  
December 31, 2012.*

*\*\*Served as committee  
member starting  
January 1, 2013.*

The Inquiry Committee of the College (Committee) reviews complaints against registrants of the College, which includes dispensing opticians, contact lens fitters, certified automated refracting opticians, and student contact lens fitters. The priority of any complaint resolution is public protection. All complaints are reviewed by the Committee to determine how best to protect the public and assist the registrant in providing a better standard of care for future patients.

Complaints received by the College are investigated in a consistent, thorough, and timely manner. Upon receipt of a complaint, College staff will contact the complainant to discuss desired outcomes and their expectations of the complaints process. All complaints must be received in writing prior to investigation. The written complaint is sent to the registrant to provide them with an opportunity to respond to the allegations. The Inquiry Committee considers all available information including the original complaint, the registrant's response and any other relevant information such as health records, eyeglasses evaluation, inspection reports, undercover investigations, and/or statements from witnesses. The Committee can dispose of a complaint in several ways, including the following:

- Taking no further action;
- Issuing a reprimand or remedial action by consent;
- Taking any action it considers appropriate, or;
- Referring the file to the Discipline Committee.

For fiscal year 2012/2013, the Committee held 5 meetings and disposed of 15 complaints. There were no files elevated to the Discipline Committee. There was no Committee decision appealed to the Health Professions Review Board.

## Complaints Statistics

### Resolution

TYPES OF RESOLUTION	2012-2013*	2011-2012**
Resolved by signed undertaking	1	0
Resolved by letter to remind registrant of the Standards of Practice	4	5
Resolved by mediated result	0	1
Resolved by remaking eyewear	0	0
Resolved by registrant-initiated resolution	1	2
Dismissed after inquiry committee investigation	7	6
Dismissed due to frivolous nature or complaint does not contain allegations that are subject to investigation	1	1
Complaint withdrawn	2	0
<b>Total</b>	<b>16</b>	<b>15</b>

#### Notes:

\*As of March 31, 2013, 3 files remain open

\*\*As of March 31, 2012, 4 files remain open

*All complaints are reviewed by the Committee to determine how best to protect the public and assist the registrant in providing a better standard of care for future patients.*

### Types of Complaints

TYPES OF COMPLAINTS	2012-2013	2011-2012
Allegations of Unauthorized Practice	3	2
Allegations of breach of professional conduct	0	5
Allegations of breach of Standards of Practice	8	1
Allegations of breach of the Health Professions Act	0	1
Allegations of breach of professional ethics and/or business practice	2	5
Allegations of false and misleading advertising	6	5
<b>Total</b>	<b>19</b>	<b>19</b>

## Patient Relations Committee Report

In 2012/2013, the Patient Relations Committee continued developing a comprehensive patient relations program. The scope of the patient relations program goes beyond preventing sexual harassment and is focused on improving relations between registrants and health care consumers.

The program aims to meet the following four program goals:

- (a) To help opticians regulated by the College enhance relations with their patients and, by extension, the public.
- (b) To increase public understanding of the range and quality of the professional services offered by members of the College.
- (c) 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.
- (d) To increase public awareness of the role of the regulatory College and how to participate in College processes and programs.

The framework developed by the Committee also strives to contain these common elements:

- (a) Governance: In serving the public interest, colleges have a responsibility to establish policies, plans and initiatives for their patient relations programs, and to ensure that a culture of awareness and respect for the professional-patient relationship permeates the organization.
- (b) Information for the public: The College should strategically identify and utilize the best tactics to provide the public with relevant information that will assist patients, clients and their families to understand the profession and the role of the College. Information programs should be aimed at educating the public and providing the tools so the public can be better informed.
- (c) Information for members: The College should have in place policies that identify and utilize the best tactics to provide members of the profession with relevant information that will assist them to be aware of and respect the rights of patients and clients, and to know their obligations as a professional. Information programs should be aimed at educating members and supplying the tools to do so.

**2012/2013  
Patient Relations  
Committee  
Members**

*As of end of fiscal year  
March 31, 2013*

**Lesley Wood  
Bernbaum, Chair**

**Kim McEachern**

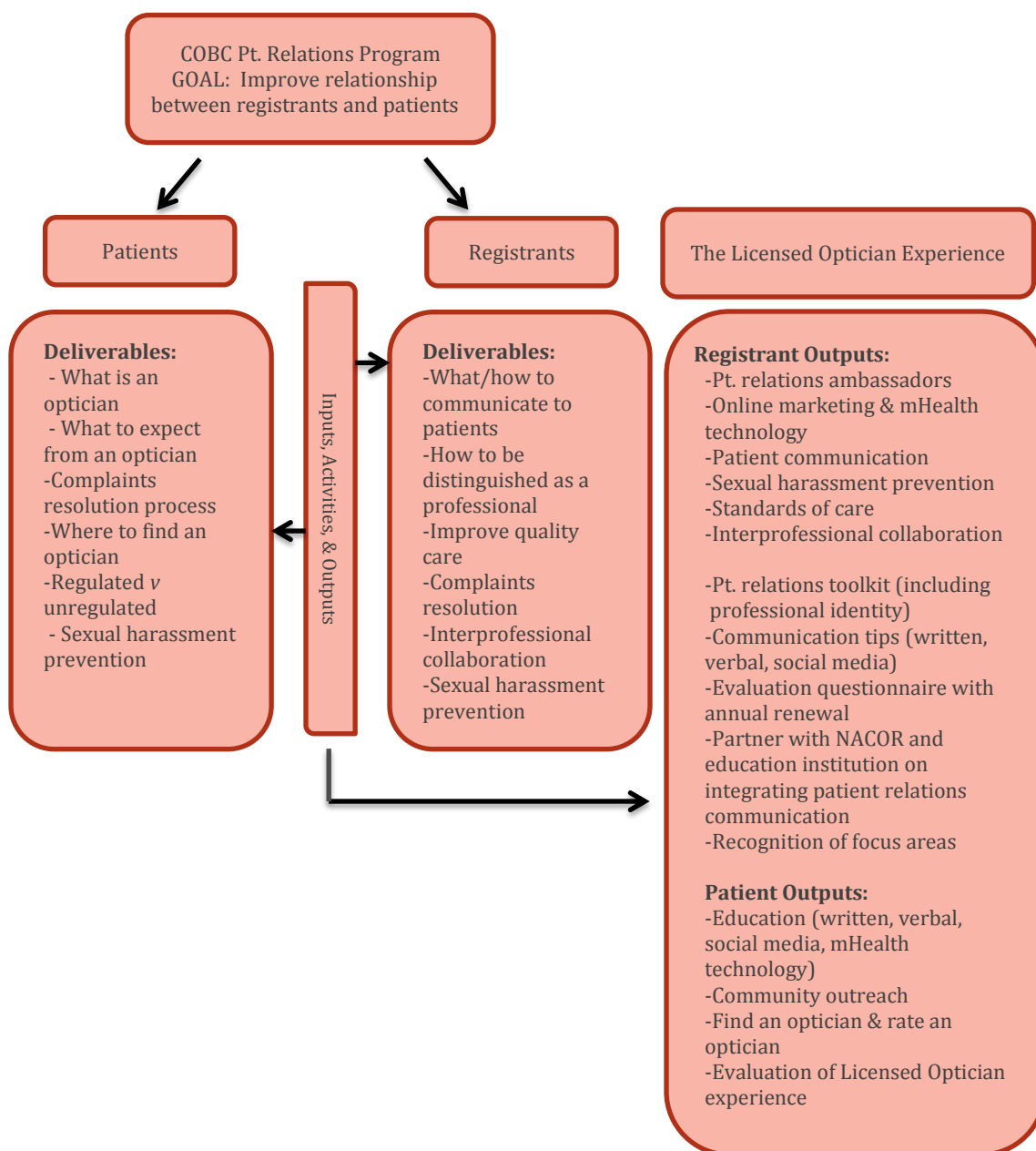
**David McGowan\***

**Antonella Milani**

**Wilson U**

*\* Served as committee  
member starting  
January 1, 2013.*

The following diagram illustrates the patient relations program framework and the deliverables:



## Quality Assurance Committee Report

### 2012/2013 Quality Assurance Committee Members

*As of end of fiscal  
year March 31,  
2013*

**Lesley Wood  
Bernbaum, Chair**

**Aly Jamal**

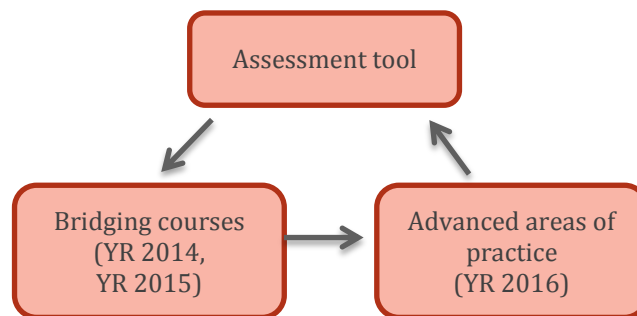
**Christopher Lee**

**Wayne Mullen**

**Dieter Saxer**

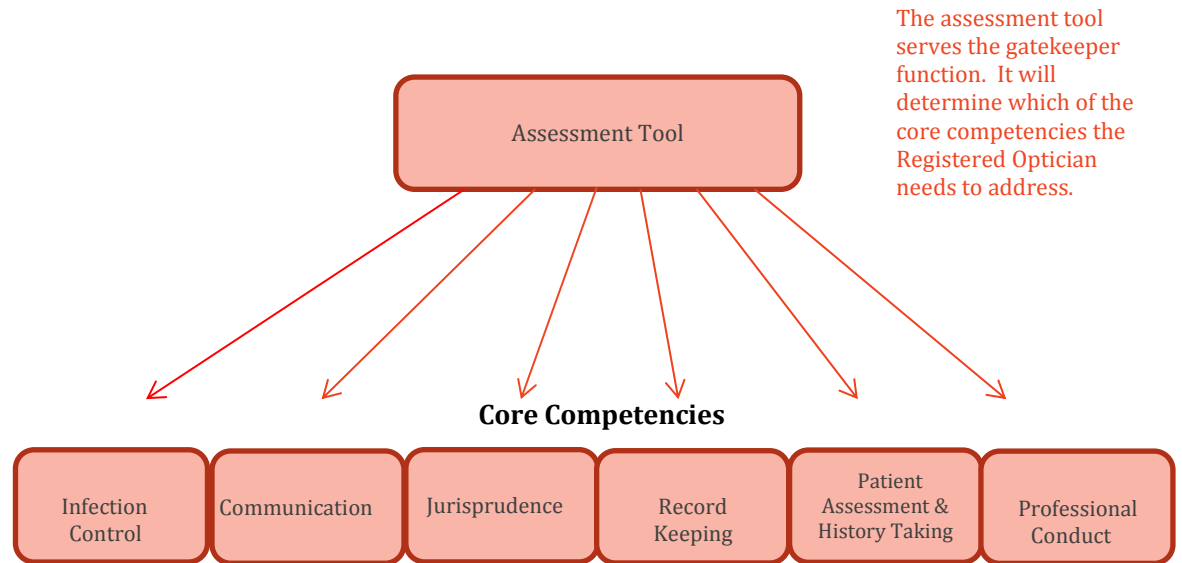
In 2012/2013 the Quality Assurance Committee (Committee) continued working on developing the new continuing competency (CC) model in collaboration with the National Association of Canadian Optician Regulators (NACOR) and other provincial optician regulators. The goal is to work towards standardization of professional development for opticians across Canada and to focus on directed learning. The new CC framework will help opticians ensure that they are able to provide the best standard of care for B.C. healthcare consumers by providing a roadmap for professional development and by providing the opportunity to become recognized in advanced areas of practice. The framework includes the following steps:

- (1) Continuing competency and advanced areas of practice assessment tools;
- (2) Bridging courses;
- (3) Practicum; and
- (4) Final assessment of competency.



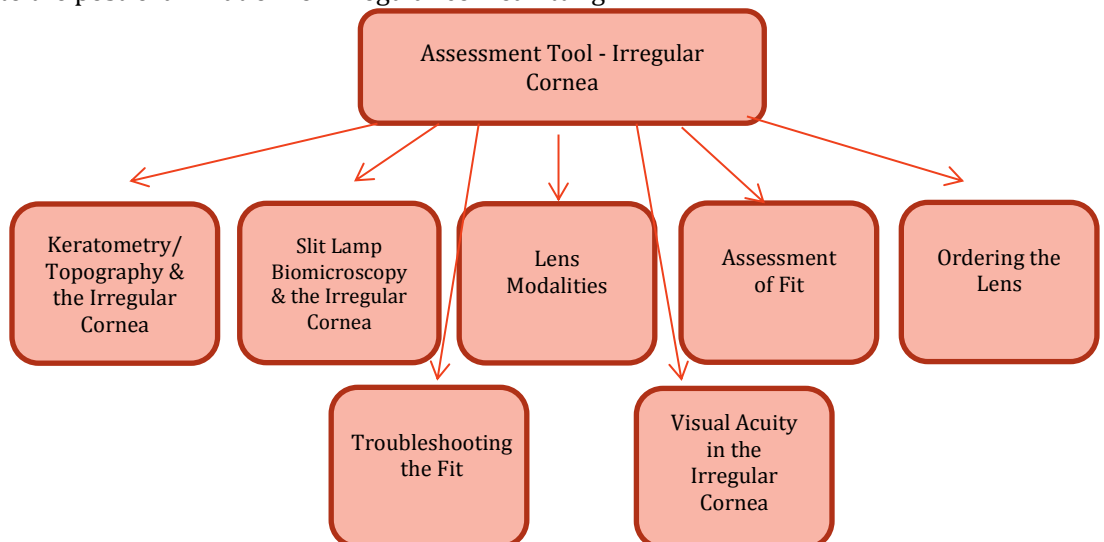
The CC assessment tool will be based from the new national competencies for Canadian opticians (third edition). The new national competencies provide a structured guide enabling the identification, evaluation, and development of the behaviors of opticians in Canada. Competencies provide guidance and direction to the professional and practice setting. Competencies also establish the essential competencies and minimum expectations for regulation. The national competencies will provide the overarching foundation for Standards of Practice and the CC assessment tool to help ensure competent opticians are able to provide a high standard of care to the patients of today and tomorrow.

The CC assessment provides the roadmap for professional development and serves as a gatekeeper to direct opticians to basic core competencies for professional development. The CC assessment tool will assess core competency areas that opticians need to address gaps in through professional development. The CC assessment will direct opticians to bridging modules for completion before moving forward with achieving advanced areas of practice.



*The national competencies will provide the overarching foundation for Standards of Practice and the CC assessment tool to help ensure competent opticians are able to provide a high standard of care to the patients of today and tomorrow.*

Once an optician has no further gaps in his/her core competencies, he/she will be able to move onto advanced areas of practice for professional development. Each advanced area of practice will give opticians the option to complete an assessment before embarking on completing the program requirements. The advanced program's assessment will help opticians determine if they should complete the course module and possible practicum or skip to the post-examination. For example, if an optician who had some experience in irregular cornea fitting was interested in becoming recognized for his advanced competency in this area, he would complete the irregular cornea assessment first to help determine if he needed to complete any of the advanced modules or head straight to the post-examination. The assessment tool may provide results that demonstrate the optician has proficient knowledge in all the advanced modules except for "visual acuity in the irregular cornea." The optician would have to complete the "visual acuity in the irregular cornea" before proceeding to the post-examination for irregular cornea fitting.



The College executed the first round of announcements through newsletters, updated webpage, and in-person announcements around the province about the new CC framework. Registrants have been receptive to using the CC assessment tool to direct and provide a customized pathway for professional development. The Committee is truly excited to be creating tools for registrants to support not only lifelong learning, but also to support an improved quality of care by being able to help opticians target competencies for development.

## Finance Committee Report

The College is committed to financial viability and has established practices to achieve this. The Finance Committee Chair reports the financial situation of the College at the Board's quarterly meetings. The Finance Committee Chair, who is also the Audit Committee Chair, periodically meets with the College's external auditor to review the College's finances. It has been the College's practice for the auditor and the Finance and Audit Chair to meet independent of the Administration to review the unaudited financial statements before they are submitted for the Board's review and approval. This encourages transparency and an unbiased review of the College's finances.

*The College is committed to financial viability and will continue prudent spending while finding creative ways to collaborate with other stakeholders to achieve a common goal.*

The College aims to build its financial reserves. For FY 2012/2013 the College was able to increase its net assets by decreasing expenses and increasing revenues. In developing the budget for FY 2012/2013, the College's Board and Administration looked at various ways of cutting back on expenses. For example, Committee meetings are now conducted via video or teleconferences. There is a change in how members meet but this did not compromise the output from these meetings. The College's transitioning to 100 percent online registration renewal has decreased printing costs and postage during renewal periods. These are some examples of expenses that were decreased for FY 2012/2013.

- Board and Committee meetings – *decreased by 8%*
- Legal – *decreased by 18%*
- Office Rent – *decreased by 10%*
- Office Supplies and Services – *decreased by 22%*
- Postage – *decreased by 61%*
- Printing – *decreased by 17%*
- Salaries and benefits – *decreased by 28%*

In terms of increasing the amount of revenue in 2012/13, registration fees collected increased as more registrants renew by the deadline allowing for early and accurate posting of revenues. Again, this is one of the positive impacts of transitioning to online registration renewal.

Financial viability is one of the College's success measures. In order to achieve this, the College will continue to be prudent in its spending and find ways of collaborating with other stakeholders to achieve a common goal of promoting public safety while pooling resources.

The outlook of the financial situation is positive, as expenses decrease, and registration renewals are increasing. The College's goal is to accumulate net income for the next five years to build up its contingency fund.



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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, 2013, and the statement of operations and 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 accounting standards for not-for-profit organizations, 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, 2013, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Burnaby, BC  
July 28, 2013

*Keon Kwan & Company*  
Certified General Accountant

## Statement of Financial Position

**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT MARCH 31, 2013**

	<b>March 31, 2013</b>	<b>March 31, 2012</b>	<b>April 1, 2011</b>
<b>ASSETS</b>			
<b>CURRENT</b>			
Cash	\$ 336,006	\$ 244,427	\$ 216,206
Accounts receivable	-	11,188	196
Prepaid expenses	1,886	4,454	11,950
	337,892	260,069	228,352
<b>INVESTMENTS (Note 4)</b>	252,438	218,401	402,086
<b>TANGIBLE CAPITAL ASSETS (Note 5)</b>	5,229	12,833	10,184
<b>SECURITY DEPOSIT</b>	4,129	4,129	3,310
<b>DATABASE (Note 6)</b>	-	19,534	45,580
	<b>\$ 599,688</b>	<b>\$ 514,966</b>	<b>\$ 689,512</b>
<b>LIABILITIES</b>			
<b>CURRENT</b>			
Accounts payable and accrued liabilities (Note 7)	\$ 69,988	\$ 54,486	\$ 60,089
Deferred registration fees	331,150	249,566	264,800
	401,138	304,052	324,889
<b>DEFERRED CONTRIBUTION (Note 8)</b>	-	25,938	60,521
	401,138	329,990	385,410
<b>NET ASSETS</b>	<b>\$ 198,550</b>	<b>\$ 184,976</b>	<b>\$ 304,102</b>
	<b>\$ 599,688</b>	<b>\$ 514,966</b>	<b>\$ 689,512</b>

**Commitments (Note 9)**

The accompanying notes are an integral part of these financial statements  
 APPROVED ON BEHALF OF THE BOARD



Raheem Savja, Chair, Board of Directors

## Statement of Operations and Changes in Net Assets

### COLLEGE OF OPTICIANS OF BRITISH COLUMBIA STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS FOR THE YEAR ENDED MARCH 31, 2013

	2013	2012
<b>REVENUES</b>		
Registration fees	\$ 489,071	\$ 433,231
Examination fees	29,750	36,400
Amortization of deferred contribution (Note 8)	25,938	34,583
Administrative fees and other income	12,425	16,126
Interest income	4,504	7,450
Proceeds from sale of furniture	-	1,500
	<b>561,688</b>	<b>529,290</b>
<b>EXPENSES</b>		
Accounting and audit	6,500	6,500
Amortization of capital assets	7,604	7,439
Amortization of database	19,534	26,046
Bad debt (expense recoveries)	8,400	(19,086)
Bank and credit card charges	13,822	11,100
Board and committee meetings	34,684	37,738
Database maintenance	10,125	11,688
Dues, licenses and insurance	16,832	13,366
Examinations	17,841	23,041
Legal	57,037	69,986
Office supplies and services	26,683	34,307
Postage	3,020	7,787
Printing	11,423	13,712
Professional development - Staff	9,387	6,951
Public awareness and promotion	23,365	22,674
Rent	42,314	47,258
Salaries and benefits	212,741	297,484
Travel	26,802	30,425
	<b>548,114</b>	<b>648,416</b>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	13,574	(119,126)
NET ASSETS, beginning of year	184,976	304,102
<b>NET ASSETS, end of year</b>	<b>\$ 198,550</b>	<b>\$ 184,976</b>

The accompanying notes are an integral part of these financial statements

## Statement of Cash Flows

**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED MARCH 31, 2013**

	<b>2013</b>	<b>2012</b>
<b>OPERATING ACTIVITIES</b>		
Excess (deficiency of revenues over expenses)	\$ 13,574	\$ (119,126)
Adjust for non-cash items:		
Amortization of deferred contribution	(25,938)	(34,583)
Amortization of capital assets	7,604	7,439
Amortization of database	19,534	26,046
	<b>14,774</b>	<b>(120,224)</b>
Changes in non-cash working capital items:		
Accounts receivable	11,188	(10,992)
Prepaid expenses	2,568	6,677
Accounts payable and accrued liabilities	15,502	(5,603)
Deferred registration fees	81,584	(15,234)
<b>Cash provided by (used for) operating activities</b>	<b>125,616</b>	<b>(145,376)</b>
<b>Financing Activities</b>		
Cash provided by (used for) financing activities	-	-
<b>Investing Activities</b>		
Proceeds from investments	305,963	383,685
Purchase of investments	(340,000)	(200,000)
Purchase of capital assets	-	(10,088)
<b>Cash provided by (used for) investing activities</b>	<b>(34,037)</b>	<b>173,597</b>
Increase in cash	91,579	28,221
Cash, beginning of the year	244,427	216,206
<b>Cash, end of the year</b>	<b>\$ 336,006</b>	<b>\$ 244,427</b>

The accompanying notes are an integral part of these financial statements

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## Notes to Financial Statements

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### COLLEGE OF OPTICIANS OF BRITISH COLUMBIA NOTES TO FINANCIAL STATEMENTS MARCH 31, 2013

#### 1 GENERAL

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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

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##### Basis of accounting

The College prepares its financial statements in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO).

##### 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.

##### Investments

Investments are initially recorded at fair value at the date of acquisition. Subsequently, investments in debt securities, such as treasury bills and government bonds, are recorded at amortized cost. Investments in publicly traded equity securities are recorded at fair value based on quoted market prices. Unrealized gains or losses are recognized in the statement of operations. Transaction costs, such as commissions, arising from investments in publicly traded equity securities are expensed when incurred.

**2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)**

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**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**

When preparing financial statements according to ASNPO, the College makes estimates and assumptions relating to:

- Reported amounts of revenue and expenses
- Reported amounts of assets and liabilities; and
- Disclosure of contingent assets and liabilities.

Management's assumptions are based on a number of factors, including historical experience, current events and actions that the organization may undertake in the future, and other assumptions that we believe are reasonable under the circumstances. Actual results could differ from those estimates under different conditions and assumptions. Estimates were used when accounting for certain items, such as the useful lives of capital assets and impairment of long-lived assets.

**3 ADOPTION OF ACCOUNTING STANDARDS FOR NOT-FOR-PROFIT ORGANIZATIONS**

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Effective April 1, 2011, the College adopted the Canadian accounting standards for not-for-profit organizations (ASNPO). Previously, the financial statements were presented in accordance with Canadian generally accepted accounting principles (GAAP) as issued in the Handbook — Accounting Part V Pre-changeover standards. On adoption of ASNPO, an organization is permitted to selectively elect certain exemptions and choose accounting policies that may differ from the previously presented financial statement information. This can result in adjustments to the opening net assets at the transition date, which is the first day of the period for which comparative information is presented. Although the College made no changes to the previously presented financial statements, an opening statement of financial position at the date of transition has been presented, as required.

**4 INVESTMENTS**

		<u>2013</u>	<u>2012</u>
Guaranteed Investment Certificate	\$	250,000	\$ 100,000
Accrued interest		2,438	3,365
Canadian Money Market mutual fund		-	115,036
	\$	<b>252,438</b>	<b>\$ 218,401</b>

**5 TANGIBLE CAPITAL ASSETS**

		<u>2013</u>	<u>2012</u>
		Accumulated	
	<u>Cost</u>	<u>Amortization</u>	<u>Net</u>
Computer equipment	\$ 37,424	\$ 36,942	\$ 482
Office furniture and Equipment	58,188	53,441	4,747
	<b>\$ 95,612</b>	<b>\$ 90,383</b>	<b>\$ 5,229</b>
			<b>\$ 12,833</b>

**6 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.

	<u>2013</u>			<u>2012</u>
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net</u>	<u>Net</u>
Database	\$ 78,137	\$ 78,137	\$ -	\$ 19,534



**7 ACCOUNTS PAYABLE AND  
ACCRUED LIABILITIES**

	<u>2013</u>		<u>2012</u>
Accounts payable and accrued liabilities	\$ 20,695	\$	15,647
Sales tax payable	40,963		23,155
Vacation payable	<u>8,330</u>		<u>15,684</u>
	<b>\$ 69,988</b>	<b>\$</b>	<b>54,486</b>

**8 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.

	<u>2013</u>		<u>2012</u>
Deferred contributions, beginning of year	\$ 103,750	\$	103,750
Accumulated amortization- beginning of year	<u>(77,812)</u>		<u>(43,229)</u>
Less: amortization of deferred revenue	25,938		60,521
Contribution for the current year	<u>(25,938)</u>		<u>(34,583)</u>
<b>Net deferred contribution, end of year</b>	<b>\$ -</b>	<b>\$</b>	<b>25,938</b>

**9 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 four years is as follows:

	rent	estimated operating costs	total
2014	26,664	16,362	43,026
2015	27,270	16,362	43,026
2016	27,876	16,362	43,026
2017	<u>13,938</u>	<u>8,181</u>	<u>22,119</u>
	<b>\$ 95,748</b>	<b>\$ 57,267</b>	<b>\$ 153,015</b>

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

2014	\$	1,680
2015		<u>1,260</u>
	\$	<b>2,940</b>

## 10 LINE OF CREDIT

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

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

The operating line of credit carries an interest rate of prime plus 1%. As at March 31, 2013 there was no amount outstanding on the operating line of credit.

## 11 FINANCIAL INSTRUMENTS

The College's financial instruments are cash, 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**

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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.