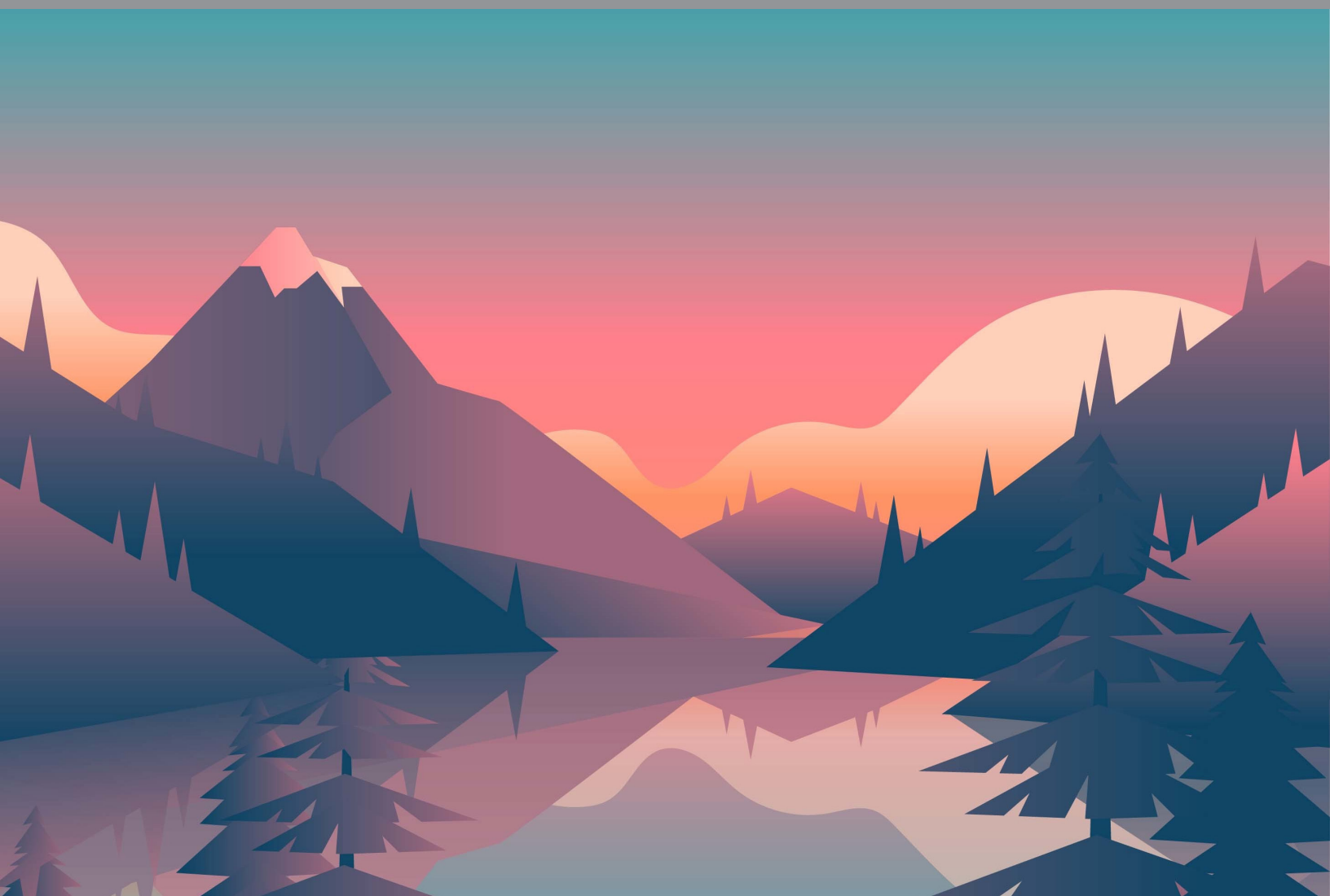


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# COBC ANNUAL REPORT

# 20 21





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COLLEGE *of* OPTICIANS  
OF BRITISH COLUMBIA  
a B.C. Health Regulator

## WHO WE ARE

2020 / 2021

### ABOUT THE COBC

The College of Opticians of British Columbia (COBC) is the regulatory body established to govern the practice of opticianry in the province of British Columbia. COBC's core function is to protect the public by ensuring that opticians are registered and qualified to practice, and that they are consistently providing safe and ethical care to their patients. COBC also sets and enforces standards of practice and addresses complaints about opticians not following the standards and regulations.

### ABOUT THIS REPORT

The 2020/2021 Annual Report covers highlights of the COBC's initiatives for the fiscal year of April 1, 2020 to March 31, 2021. This report contains the accomplishments of the COBC Board and its statutory committees. In addition, key initiatives of the COBC are included. These accomplishments are the product of collaborative work among Board members, committee members, staff and volunteers who dedicated their time and expertise to fulfill the mandate of the COBC to protect the public.

### TERRITORIAL ACKNOWLEDGEMENT

COBC operates on the traditional, ancestral, and unceded territory of the Coast Salish peoples – Skwxwú7mesh (Squamish), Stó:lō and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) and xʷməθkʷəy̓əm (Musqueam) Nations.





We recognize that reconciliation, decolonization, and anti-racism are ongoing processes. We are committed to providing an inclusive and welcoming environment that is free from prejudice and discrimination for the public, registrants, volunteers, staff, and other stakeholders.

# WHAT WE DO

2020 / 2021

## OUR MANDATE

Our mandate is to protect the public. We:

-  Promote trust in opticianry as a regulated health profession.
-  Establish, monitor, and enforce professional standards and ethics.
-  Ensure professional rigour among opticians through continuing competency programs.
-  Manage, investigate, and resolve complaints to improve quality of care and ensure public safety.

## OUR VISION

Safe, quality, accessible vision care for all.

## OUR MISSION

Serving the public through excellence in the regulation of opticians as health care professionals.

## OUR VALUES

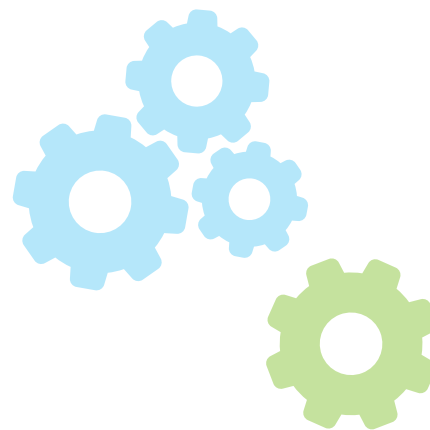
Integrity  
Accountability  
Ethics & Fairness  
Collaboration  
Transparency  
Innovation

## OUR STRATEGIC GOALS

- 1 COLLABORATION**  
Engage in constructive collaboration to meet the vision care needs of the public.
- 2 CULTURAL SAFETY**  
Model cultural safety and patient-centred care.
- 3 REGISTRANT ENGAGEMENT**  
Foster reciprocal engagement with registrants to strengthen professionalism and quality of care.
- 4 OPERATIONAL EFFICIENCY**  
Develop and refine streamlined, consistent, and automated processes and systems.
- 5 PUBLIC ACCOUNTABILITY**  
Increase public trust and recognition of the regulated profession.

# GOVERNANCE & BOARD MEMBERS

2020 / 2021



## BOARD MEMBERS 2020/2021



Peter Luongo, Chair  
(Public Appointee)



Kim McEachern, Vice-Chair  
(Registrant)



Martin Semaniuk  
(Registrant)



Barbara Larkin  
(Public Appointee)



Raheem Savja  
(Registrant)



Piotr Majkowski  
(Public Appointee)



Erik Bucaneg  
(Registrant)



Sue Randhawa  
(Registrant)



Karl Chua  
(Registrant)

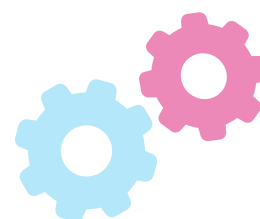
## GOVERNANCE

As the regulator of a self-regulating profession, the COBC is governed by a Board of Directors composed of elected and appointed members. Of the nine Board members, six are elected from the profession and three are public members appointed by government. Each Board member typically 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 COBC through policy and strategic guidance, while the administration is responsible for operations.

Board members also serve on statutory committees of the COBC: Inquiry, Registration, Quality Assurance, Discipline, and Patient Relations. In addition, they actively participate in guiding the work of any ad hoc committees of the COBC. This past year, a Governance Working Group was created as well.

The primary duty of the COBC Board is ensuring that the vision needs of the public of this province are met by B.C. opticians safely and ethically. 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 COBC based on current and emerging vision care needs of the public.

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.



## MESSAGE FROM THE BOARD CHAIR

2020 / 2021

On behalf of the Staff and the Board of the College of Opticians of B.C. we are pleased to present our 2020/21 Annual Report. This document will highlight the progress made in ensuring excellence in opticianry services in B.C. during this past fiscal year.

In March 2020 public health restrictions were imposed and we entered the first phase of a pandemic which necessitated changes to our work environments and our ability to meet and socialize. COBC adapted and continued to do its important regulatory work. Staff worked from home and on-line meetings became the norm for our Registrar, staff, and Board, as well as for maintaining regular contact with other regulators and the national alliance.

Shortly after the COVID-19 restrictions were imposed the annual registration period closed. Amid uncertainty we were heartened to see that the vast majority of our registrants remained

*Amid uncertainty we were heartened to see that the vast majority of our registrants remained registered.*

registered, though we did see an increase in those registered as non-practicing. Registrants quickly adapted by implementing safety plans and their resilience was apparent as they continued to offer opticianry service to the public.

Staff also adapted and worked to ensure that COBC functions continued despite the imposed restrictions. Committees continued to meet virtually on a regular basis and joint ventures continued with other B.C. Health Regulators to maintain consistent lines of communication with the public and government.

COBC also made changes to both the Prior Learning Assessment & Recognition (PLAR) process for internationally educated optical professionals, and graduates of an unaccredited Canadian program and the NACOR licensing examination to ensure seamless access for candidates throughout the pandemic. Remote administration of PLAR, which was implemented in response to pandemic restrictions, will continue to be offered going forward. Additionally, a grant project that will include the assessment of competencies required for certification in automated refraction, as well as the streamlining of PLAR across all competency domains for future candidates, was recently completed.

A significant accomplishment of this past year has been the continued commitment made to completing the Continuing Competency Program. The shift to this competency-based program has allowed greater flexibility for registrants as they set their learning goals. We are able to report that as of January 2020 all registrants are working within the new program.

Beyond the regular work of COBC, you will recall that in the summer of 2020, the MLA Steering Committee on [Health Regulation Modernization](#) released its final recommendations to update and modernize the regulation of health professionals in B.C. COBC has been an active participant throughout the process of review, providing feedback, and continuing to work with the other health regulators to provide input regarding this process. COBC looks forward to working with our fellow regulators and the provincial government in the coming year to build an effective regulatory framework that serves the people of British Columbia.

The other significant focus of this past year came from the findings in a report prepared by Dr. Mary Ellen Turpel-Lafond, which exposed the prevalence of Indigenous-specific racism. Dr. Turpel-Lafond's recommendations were a clear call to action for everyone who works in the healthcare system. The COBC Board has made specific commitments

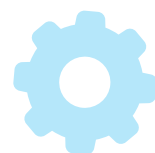
*The COBC Board has made specific commitments to increase our awareness of cultural safety and humility and during our recent Strategic Planning session resolved to include it as a core pillar of our plan.*

to increase our awareness of cultural safety and humility and during our recent Strategic Planning session resolved to include it as a core pillar of our plan. We stand with the Coast Salish peoples- Skwxwú7mesh (Squamish), Stó:lō and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) and xʷməθkʷəy̓əm (Musqueam) Nations - and all Indigenous people in B.C. as they continue to face the trauma caused by the residential school system, and the inequity within the healthcare system.

Despite the challenges that we have all faced through 2020/2021 there seems to be a sense of cautious optimism for what lies ahead. While recognizing that we are embarking on a 'new normal' it is hoped that we will be able to return to some of our regular practices and habits. The past year has shown us that we can be resilient, we can adapt, and we can overcome adversity. I am confident that these attributes will continue to serve us well as we move forward into brighter days!

Sincerely,

  
Peter Luongo  
Board Chair  
College of Opticians of B.C.



# HIGHLIGHTS FROM THE REGISTRAR

2020 / 2021

Over the course of 2020/2021, the College of Opticians of B.C. worked hard to ensure our mandate of public safety in a new and uncertain time.

Like most everyone, the COVID-19 pandemic has created some challenges for COBC staff, but we continue to adapt and move forward with momentum. Some of our highlights and

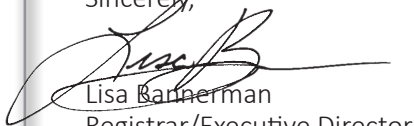
*We appreciate the Licensed Opticians who have further prioritized patient safety during this time.*

accomplishments are noted here, and many are a result of the positive collaboration we continue to maintain with other B.C. health regulators, our provincial counterparts across Canada, and our registrants, among others.

We recognize the impact this pandemic has had on health professionals across B.C., and appreciate the Licensed Opticians who have further prioritized patient safety during this time.

As always, we wish to thank everyone who contributed to our success this past year, and who continue to support our work in the public interest.

Sincerely,

  
Lisa Bannerman  
Registrar/Executive Director  
College of Opticians of B.C.

## HIGHLIGHTS

### NEW STRATEGIC PLAN

We have created a new Strategic Plan, to be finalized end of 2021, which will provide focus and direction for the next 3 years.

### IMPROVED PRIOR LEARNING ASSESSMENT & RECOGNITION (PLAR) PROCESS

We completed a grant project to develop a new PLAR process for automated refracting. Additional changes to PLAR were also completed, making the process more efficient and accessible.

### UPDATED STANDARDS OF PRACTICE

We are developing new Standards of Practice, currently being drafted for consultation and feedback from registrants.

### COMMITMENT TO INDIGENOUS CULTURAL SAFETY & HUMILITY

We have mandated Indigenous-specific cultural safety training for all Board and staff, and continue to collaborate with other regulators on ways to bring more awareness to this issue within the profession.

### NEW JURISPRUDENCE MODULE

We are finalizing new jurisprudence tools to help support registrants who provide automated refractions in understanding the limits and conditions set out in the regulations.

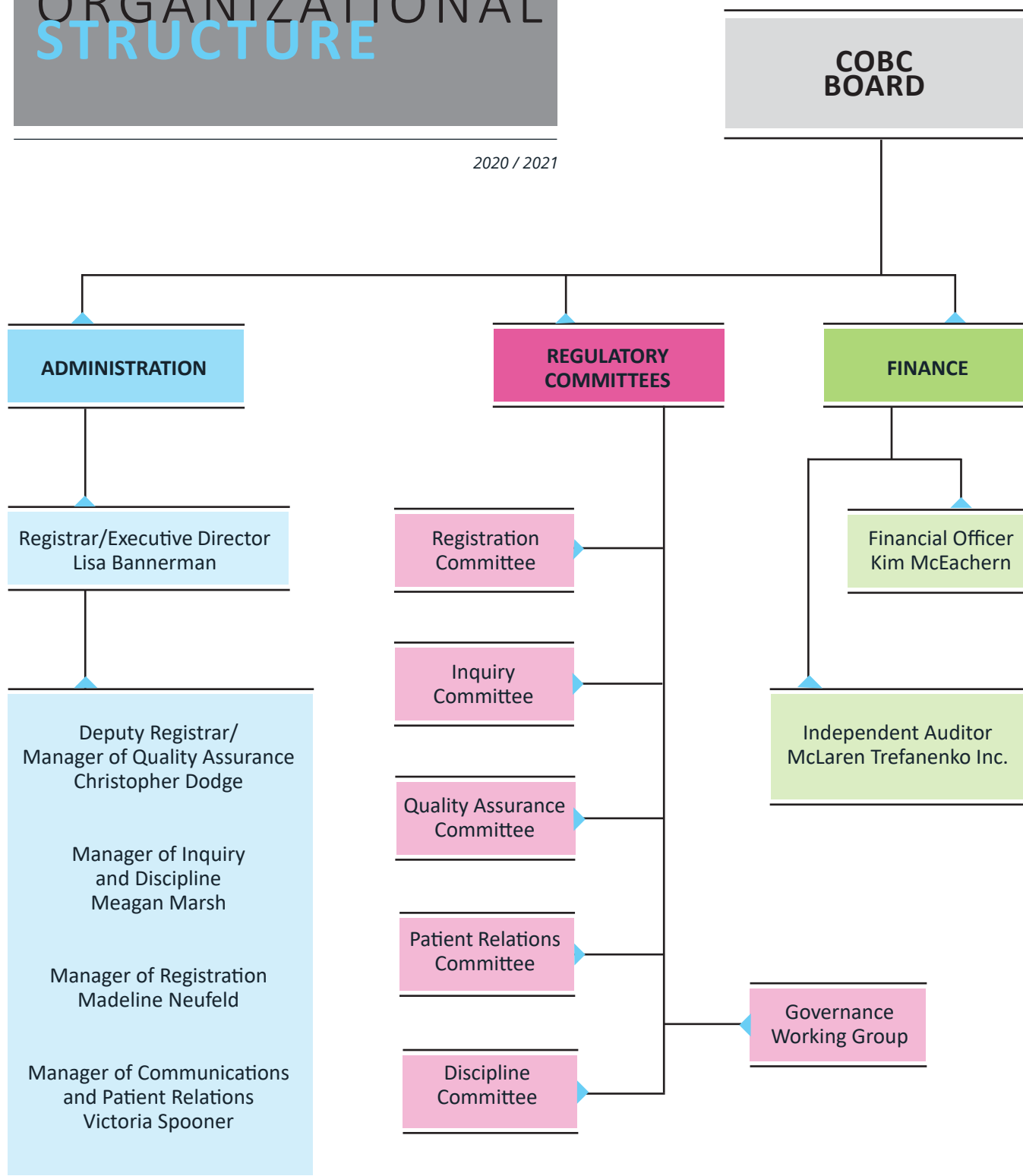
### REVIEW OF COMPLAINTS PROCESS

We have collaborated with other health regulators in a joint project to review the complaints process. Feedback will be used to make process improvements.



# ORGANIZATIONAL STRUCTURE

2020 / 2021



# REGISTRATION COMMITTEE REPORT

2020 / 2021

The Registration Committee is committed to serving the public through upholding registration standards that support quality care, competence, and professionalism. All opticians must meet the same entry-to-practice standards to be licensed in British Columbia, regardless of their background. The committee sets policy to ensure each applicant is qualified to practice opticianry in the province according to provincially and nationally recognized standards. Based on this policy, the committee assesses applications for registration, reinstatement, and changes of status.

Opticians and contact lens fitters from other Canadian jurisdictions may also apply to be registered in British Columbia. The Mutual Recognition Agreement allows labour mobility for licensed and practicing registrants in participating Canadian provinces so that they can be accepted in British Columbia without additional examination or training, and vice versa.

***6 registrants joined the COBC after moving to B.C. from another province***

6

The committee reviews applications for registration from graduates of accredited institutions and nonaccredited education sources. Applicants who have not graduated from an accredited institution must complete the Prior Learning Assessment and Recognition process (PLAR). The PLAR process allows the committee to assess whether the applicant's knowledge and skills satisfy the entry-to-practice competency standards outlined in the [National Competencies for Canadian Opticians](#), which all opticians are required to meet.

10

***COBC welcomed 10 new registrants that completed the full Prior Learning Assessment and Recognition process***

***COBC welcomed a total of 33 registrants back to the profession through our reinstatement process***

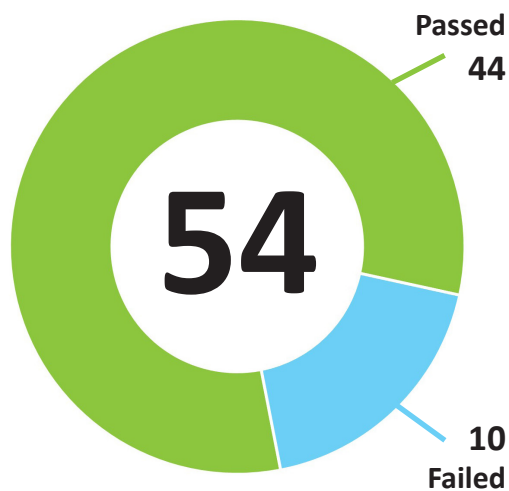
33

## EXAMINATIONS

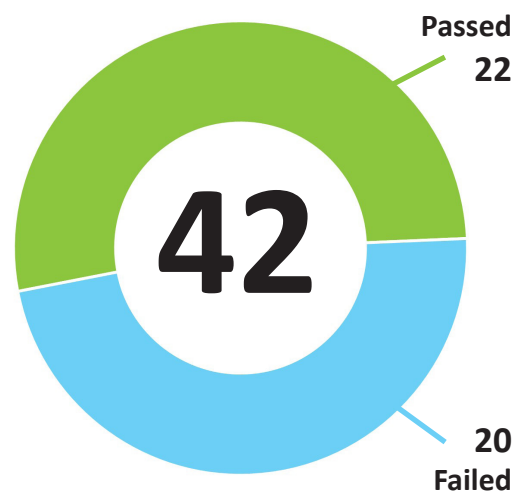
The National Alliance of Canadian Optician Regulators (NACOR) examinations are used as the national qualifying examination for nine provincial optician regulatory bodies in Canada. By using the NACOR examinations as the entry-to-practice assessment, the regulators are creating a shared standard across most Canadian jurisdictions. Candidates are then able to complete the NACOR examinations in any province where it is administered and be considered for registration in participating provinces, increasing labour mobility and accessibility for the entry-to-practice examinations.

COBC provides administrative support for the NACOR examinations conducted in British Columbia two to three times a year. A NACOR examination moderator ensures that exam procedures are applied consistently at each exam sitting and the COBC again contracted Debra Szteina to act as the Chief Examiner and coordinate a team of experienced examiners. Examination candidates were able to complete a set of examinations in October 2020 and January 2021.






### EYEGASSES EXAM 2020/2021



### CONTACT LENS EXAM 2020/2021



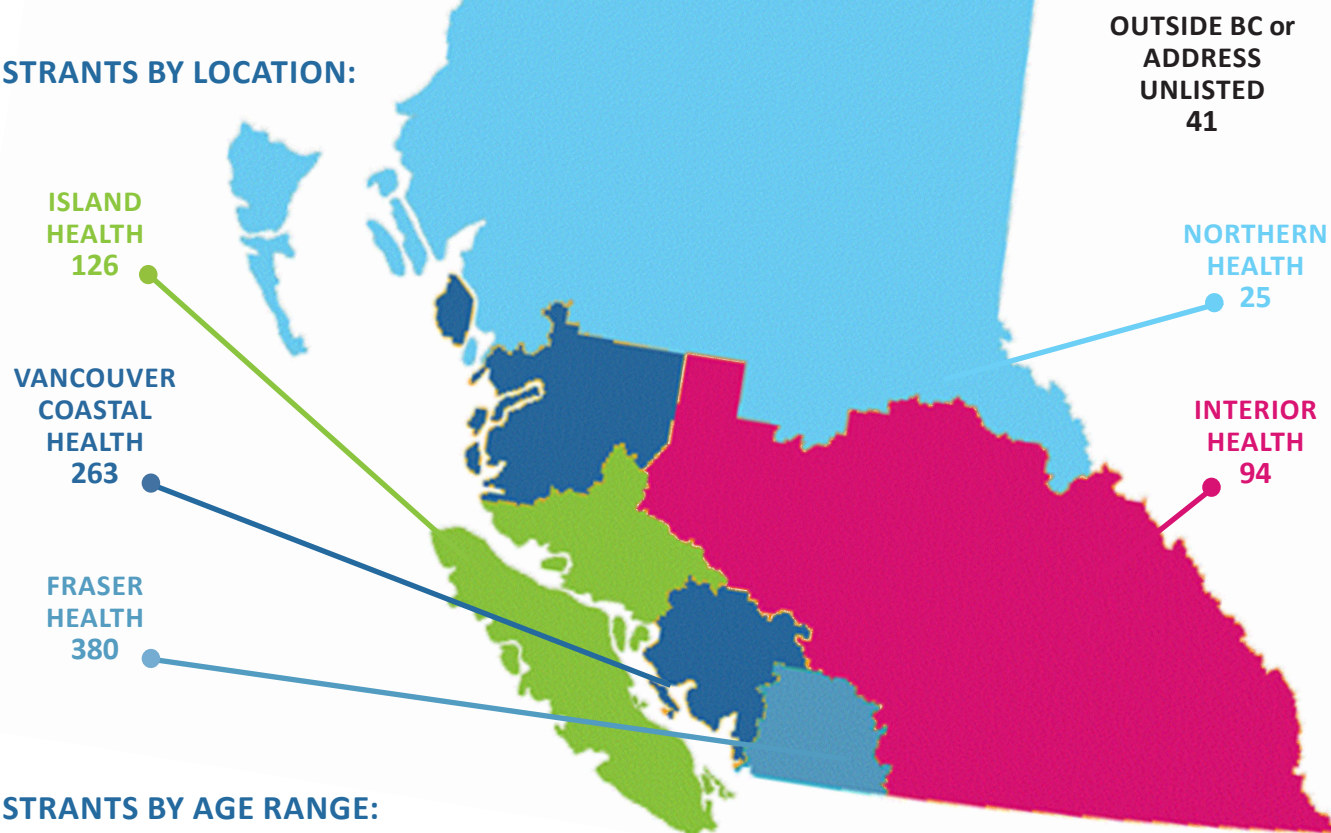
### REGISTRATION COMMITTEE 2021

-  Raheem Savja, Chair (Registrant)
-  Peter Luongo (Public Appointee)
-  Heather Odermatt (Registrant)
-  Stephanie Weir (Registrant)
-  Karl Chua (Registrant)

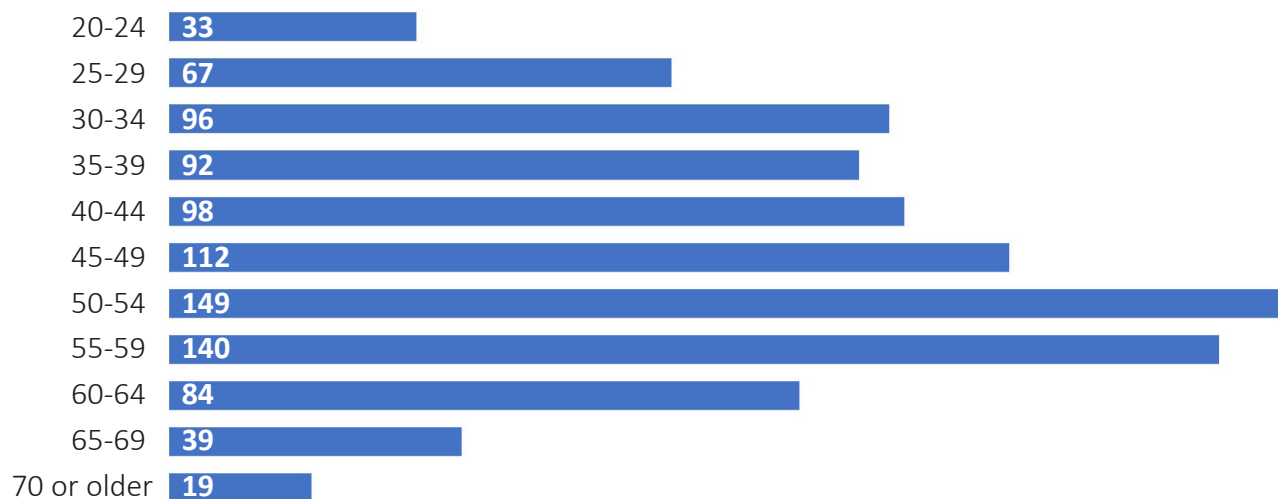
## OUR REGISTRANTS

Primary employment by health region and age of COBC registrants as of March 31, 2021.

### REGISTRANTS BY LOCATION:



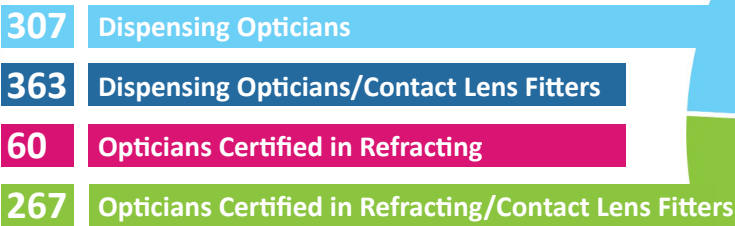
### REGISTRANTS BY AGE RANGE:



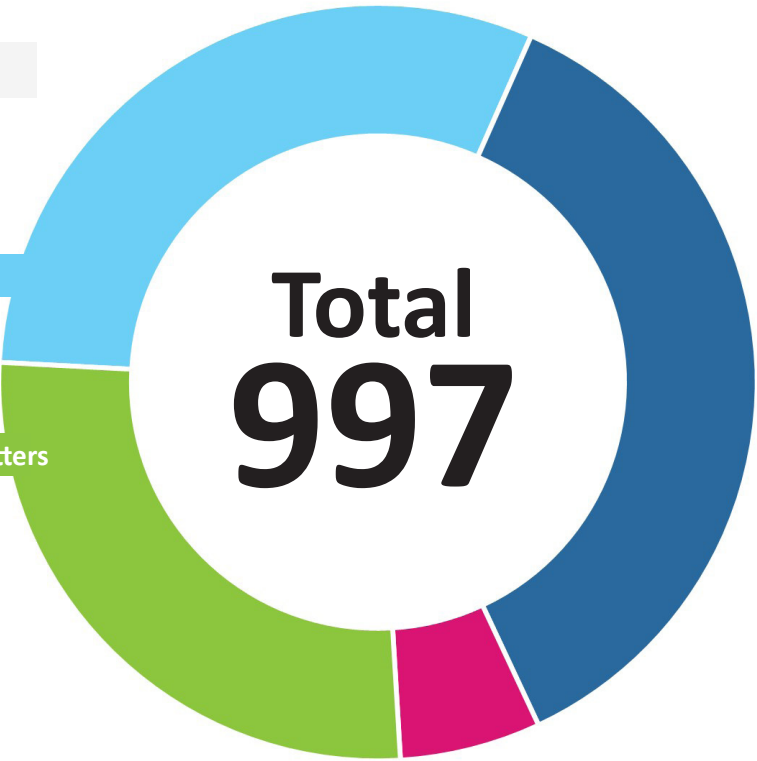
REGISTRATION STATISTICS

TOTAL NUMBER OF REGISTRANTS:

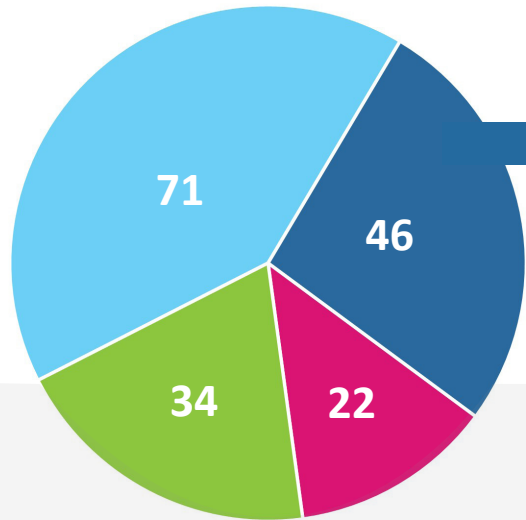
As of May 3, 2021, subsequent to the full renewal and suspensions periods.

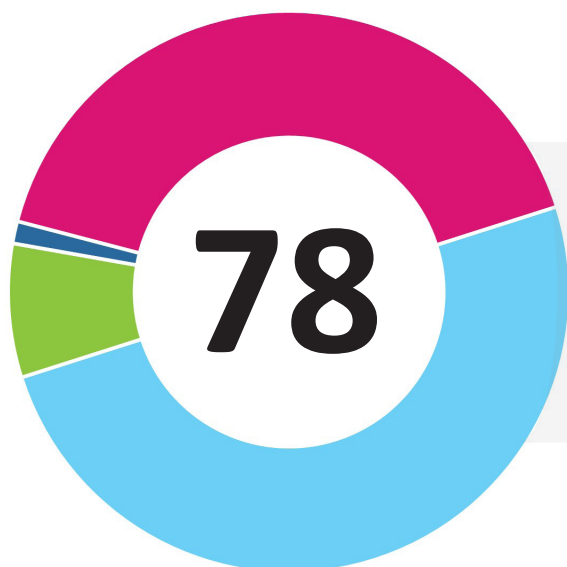


Of the total, 78 registrants are registered as Non-Practicing



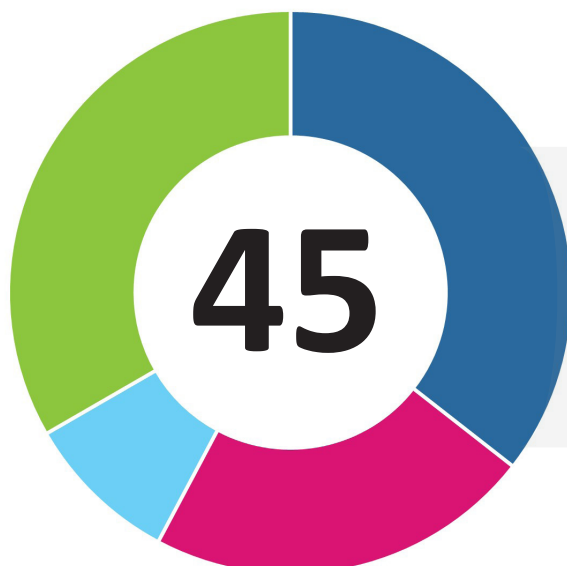
TOTAL NUMBER OF STATUS CHANGES:





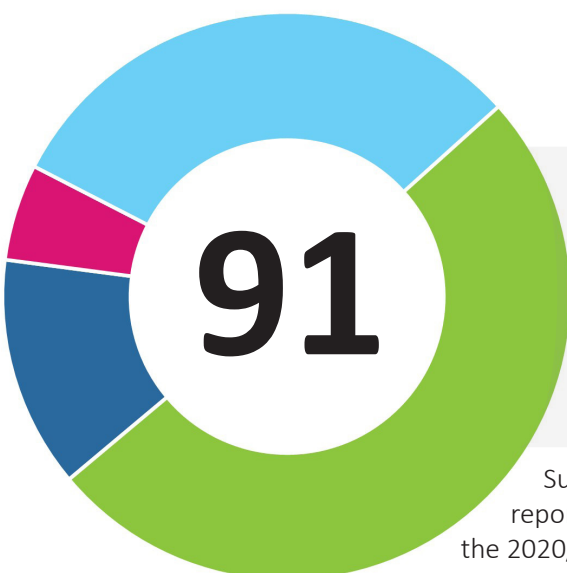
#### REGISTRATION APPLICATIONS:

- 39 First time Applicants
- 6 Labour Mobility Applicants
- 32 Reinstatement Applicants- Suspended less than 3 years
- 1 Reinstatement Applicants- Suspended more than 3 years



#### NEW REGISTRANTS:

- 16 Dispensing Opticians
- 10 Dispensing Opticians/Contact Lens Fitters
- 4 Opticians Certified in Refracting
- 15 Opticians Certified in Refracting/Contact Lens Fitters



#### SUSPENSIONS:

- 46 Non-Renewal
- 5 Left the Province
- 12 Retired
- 28 Failed to Meet Continuing Education Requirements

Suspensions occur after March 31, annually. The suspension statistics reported reflect those who did not renew their licences to practice during the 2020/2021 renewal period between February 17, 2021 and May 3, 2021. Suspensions are issued beginning May, annually.

# QUALITY ASSURANCE COMMITTEE REPORT

2020 / 2021

The Quality Assurance Committee develops and evaluates the quality assurance program for the COBC. The committee also develops and recommends policies and programs to the Board to maintain the safe and competent practice of registrants.

## CONTINUING COMPETENCY PROGRAM (CCP)

The quality assurance program for the COBC, the CCP, was officially launched in 2018. Completion of the program is mandatory, and with each registrant given a 3-year cycle in which to complete the program, the end of 2020 marked the deadline for the first cohort of registrants to submit their work.

The CCP is competency-based, as it utilizes an assessment method, learning goals, and reflection to ensure that registrants are maintaining competency throughout their careers. The CCP is self-managed online, and consists of the following parts:

- 1 COMPETENCY ASSESSMENT
- 2 LEARNING GOALS & PLAN
- 3 LEARNING ACTIVITIES
- 4 LEARNING REFLECTION

From the initial assessment, the CCP directs registrants to focus on competency areas where they may need professional development, and highlights competency areas they excel in. With registrants being provided the data they'll need to focus and plan their professional progress accordingly, the public can be assured that their opticians are staying competent throughout their career. Additionally, the framework for this program aligns with the National Competencies for Canadian Opticians, further ensuring that opticians are maintaining the specific skills and knowledge required to provide safe, effective, and ethical service to patients.



The committee continued to develop, finalize, and oversee the following components of the program:



## PROGRAM INFORMATION SESSIONS & MATERIALS

In 2020, COBC continued to hold workshops to further inform registrants of the new CCP, including how to navigate and complete the online program, and further explain the new requirements. In-person sessions were held in Vancouver in February and March 2020, with subsequent sessions held in May, June, and July. These later sessions were conducted online due to pandemic restrictions put in place; approximately 60 registrants participated in these interactive workshops.

These information sessions complemented the program materials that were previously created and distributed to registrants, which included instruction manuals and frequently asked questions to assist them in understanding their requirements. In late 2020, a walkthrough video was recorded and added to the available materials, for registrants to watch and learn from at any time. The video shows users how to login, and how to navigate the online program from start to finish.



## PROGRAM AUDIT

In 2021, a percentage of registrant programs were selected for an audit, as the first cohort had now completed their first CCP cycle. The COBC conducted this review to determine that requirements were being met, and that the program was being used appropriately and as intended.



## PROGRAM POLICY

The committee further developed and finalized the remaining components of the official Continuing Competency Program policy.

The policy for the new CCP covers the requirements for each section of the program and helps outline the processes for staff and the committee when reviewing for completion. It also identifies the subsequent, possible outcomes that would stem from a review or program audit.

The committee recommended their final version of the policy to the COBC Board in January 2021, where it was approved for use.

## QUALITY ASSURANCE COMMITTEE 2021



Marty Semaniuk, Chair  
(Registrant)



Piotr Majkowski  
(Public Appointee)



Janine Santiago  
(Registrant)



Avin Kishore  
(Registrant)



Clara Tam  
(Registrant)



# INQUIRY COMMITTEE REPORT

2020 / 2021

The Inquiry Committee reviews complaints against registrants of COBC, which includes dispensing opticians, contact lens fitters, and opticians and/or contact lens fitters who are certified to conduct independent automated refracting. The priority of any complaint resolution is to mitigate risk to the public. 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 clients. For example, COBC ensures that any gap in a registrant's understanding of the standard of practice is addressed through continuing competency training and that progress is monitored.

Complaints received by COBC are investigated in a consistent, thorough, and timely manner. Upon receipt of a written complaint, COBC staff will contact the complainant to discuss the complaints process. The complaint is sent to the registrant to provide them with an opportunity to respond. The 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 resolve of a complaint in several ways, including the following:

- Taking no further action (if the complaint is found to be trivial, frivolous, or submitted in bad faith);
- Issuing a reprimand or remedial action by consent;
- Taking an action, it considers appropriate within the committee's jurisdiction or;
- Referring the file to the Discipline Committee

## INQUIRY COMMITTEE 2021

- ⚙️ Rafia Tariq, Chair  
(Registrant)
- ⚙️ Piotr Majkowski  
(Public Appointee)
- ⚙️ Kim McEachern  
(Registrant)
- ⚙️ Sharon Lee  
(Registrant)
- ⚙️ Polly Lee  
(Registrant)

## PUBLIC ADVISORS

Peter Luongo  
Jim Cessford

## COMPLAINT STATISTICS

For fiscal year 2020/2021, the committee held 10 meetings and disposed of 6 complaints. There was one committee decision appealed to the Health Professions Review Board.



<u>TYPES OF ALLEGATIONS</u>	<u>2020/2021</u>	<u>2019/2020</u>
Unauthorized Practice	0	0
Breach of Professional Conduct	0	0
Breach of Standards of Practice and Opticians Regulations	6	7
Breach of the Health Professions Act	0	0
*Breach of Professional Ethics and/or Business Practice	1	5
False and Misleading Advertising	0	0
Instances of Right to Title rectified by the COBC	0	2

*\*Complaints may have multiple allegations*

<u>TYPES OF RESOLUTION</u>	<u>2020/2021</u>	<u>2019/2020</u>
*Signed Undertaking	1	1
*Letter to Remind Registrant of the Standards of Practice	2	3
Mediated Result	0	0
Eyewear Remade	0	0
Registrant-Initiated Resolution	0	0
Education Consultation with the Registrar	0	2
Dismissed after Inquiry Committee Investigation	2	4
Dismissed due to Frivolous Nature/Complaint did not contain Allegations subject to Investigation	0	1
Complaint Withdrawn	0	2
Consent Order after a Citation was Issued	2	0

*\*Multiple resolutions for the same complaint*

# PATIENT RELATIONS COMMITTEE REPORT

2020 / 2021

The Patient Relations Committee works to improve interactions between registrants and health care consumers. COBC serves the public interest through this committee by providing additional resources to registrants, including tools, guidelines, and support on vital topics, such as professional boundaries, effective communication and cultural sensitivity.

To meet the goal of improving the relationship between opticians and their patients, the committee identified the tools that registrants need to support their practice. The committee has focused on creating a Professional Boundaries Booklet to be used as a guide for opticians in their professional practice. They have also identified the need for increasing communications around sharing learning resources for Indigenous Cultural Safety and Humility (ICSH), and anti-racism. These tools may also include information directly intended for patients as well. The committee is composed of public members and practicing registrants to ensure that both perspectives are represented.

## PROFESSIONAL BOUNDARIES BOOKLET

To deliver the content of the Professional Boundaries Booklet to registrants, the committee is working with staff to develop learning materials such as information booklets, instructional videos and podcasts.

The focus is to continue developing the Professional Boundaries Booklet into an online and printable version that will include guidelines around cultural differences, the use of social media, and treating family members. These resources will aid opticians, enhance their interactions with patients, and help them develop healthy professional boundaries with their patients.

In addition to the booklet, resources have been created on the COBC website for opticians to access regarding ICSH and anti-racism. These resources have been shared in the COBC newsletter, reaching over 1000 stakeholders on a regular basis. COBC has also created a survey for all new registrants and renewing opticians to collect information about the level of knowledge of ICSH in their registrant base.

As the 2020/2021 year finished, the Professional Boundaries Booklet was being developed into an online

and printable format with a graphic designer. The resources for ICSH and anti-racism were continuing to be developed in collaboration with other healthcare regulatory colleges in the province.

Throughout the next fiscal year, these tools will be rolled out and work will begin on the next year's materials. The committee remains committed to developing a patient relations program that will improve patient eye care experiences and be a supportive resource for registrants.

### PATIENT RELATIONS COMMITTEE 2021



Barbara Larkin, Chair  
(Public Appointee)



Erik Bucaneg  
(Registrant)



David McGowan  
(Registrant)






Sue Randhawa  
(Registrant)



Gissou Bozkaya  
(Registrant)

# FINANCIAL REPORT

2020 / 2021

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## INDEPENDENT AUDITOR'S REPORT

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To the Members of College of Opticians of British Columbia

### *Opinion*

We have audited the financial statements of College of Opticians of British Columbia (the College), which comprise the statement of financial position as at March 31, 2021, and the statements of operations and changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the College as at March 31, 2021, and the results of its operations and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO).

### *Basis for Opinion*

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the College in accordance with ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### *Other Information*

Management is responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### *Responsibilities of Management and Those Charged with Governance for the Financial Statements*

Management is responsible for the preparation and fair presentation of the financial statements in accordance with ASNPO, 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.

In preparing the financial statements, management is responsible for assessing the College's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the College or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the College's financial reporting process.

(continues)

*Auditor's Responsibilities for the Audit of the Financial Statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 College's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the College's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the College to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

*McLaren Treloar Inc.*

New Westminster, BC  
July 22, 2021


CHARTERED PROFESSIONAL ACCOUNTANTS

**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA**  
**Statement of Financial Position**  
**March 31, 2021**

	2021	2020
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash and cash equivalents	\$ 569,744	\$ 473,913
Accounts receivable	8,500	4,892
Prepaid expenses	2,117	6,629
	<b>580,361</b>	485,434
<b>CAPITAL ASSETS (Note 3)</b>	<b>1,961</b>	2,196
<b>INVESTMENTS (Note 4)</b>	<b>410,903</b>	474,221
	<b>\$ 993,225</b>	\$ 961,851
<b>LIABILITIES AND MEMBERS' EQUITY</b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities (Note 5)	\$ 60,568	\$ 37,527
Deferred registration fees	595,520	498,300
Deferred contributions (Note 6)	-	105,955
	<b>656,088</b>	641,782
<b>NET ASSETS</b>		
Invested in capital assets	1,961	2,196
Unrestricted	335,176	317,873
	<b>337,137</b>	320,069
	<b>\$ 993,225</b>	\$ 961,851
<b>COMMITMENTS (Note 7)</b>		

**APPROVED ON BEHALF OF THE BOARD**

  
 Director

  
 Director

**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA**  
**Statement of Operations and Changes in Net Assets**  
**Year Ended March 31, 2021**

	2021	2020
<b>REVENUES</b>		
Registration fees	\$ 603,410	\$ 575,792
BC Ministry of Jobs, Trade and Technology (Note 6)	156,005	2,045
Examination fees	35,350	41,650
Administrative and other fees	34,580	41,898
Interest income	7,085	9,528
	<b>836,430</b>	<b>670,913</b>
<b>EXPENSES</b>		
Accounting and audit	13,504	11,894
Amortization	1,815	2,545
Bank and credit card charges	20,522	20,452
Board and committee meetings	2,594	11,172
Contractors (Note 6)	169,443	9,806
Dues, licenses, and insurance	21,235	20,112
Examinations	38,602	27,535
Legal fees	53,411	84,326
Office supplies and services	44,710	32,945
Per diems (Note 6)	52,085	17,350
Postage	163	862
Printing	40	124
Professional development - Directors	2,361	2,200
Professional development - Staff	8,309	7,870
Public awareness and promotion	5,528	1,000
Rental (Note 7)	63,359	52,845
Salaries and wages	335,980	288,286
Travel	2,014	29,310
	<b>835,675</b>	<b>620,634</b>
<b>INCOME FROM OPERATIONS</b>	<b>755</b>	<b>50,279</b>
<b>OTHER INCOME</b>		
Emergency Business Account Loan forgiven (Note 9)	10,000	-
Temporary Wage Subsidy (Note 9)	6,875	-
Loss on disposal of capital assets	(561)	-
	<b>16,314</b>	<b>-</b>
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<b>17,069</b>	<b>50,279</b>
<b>NET ASSETS - BEGINNING OF YEAR</b>	<b>320,068</b>	<b>269,789</b>
<b>NET ASSETS - END OF YEAR</b>	<b>\$ 337,137</b>	<b>\$ 320,068</b>

The accompanying notes are an integral part of these financial statements



**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA**  
**Statement of Cash Flows**  
**Year Ended March 31, 2021**

	2021	2020
<b>OPERATING ACTIVITIES</b>		
Excess of revenues over expenses	\$ 17,069	\$ 50,279
Items not affecting cash:		
Amortization of capital assets	1,815	2,545
Loss on disposal of capital assets	561	-
Grant revenue recognized for expenses incurred (Note 6)	(156,005)	(2,045)
	(136,560)	50,779
Changes in non-cash working capital:		
Accounts receivable	(3,608)	678
Accounts for accrued interest	2,442	(2,231)
Accounts payable and accrued liabilities	23,040	(14,847)
Deferred registration fees	97,220	6,742
Prepaid expenses	4,512	(3,030)
	123,606	(12,688)
Cash flow from (used by) operating activities	(12,954)	38,091
<b>FINANCING ACTIVITY</b>		
Proceeds from BC Ministry of Jobs, Trade and Technology grant (Note 6)	50,050	108,000
<b>INVESTING ACTIVITIES</b>		
Proceeds from investments	842,215	690,907
Purchase of investments	(781,339)	(846,422)
Purchase of capital assets	(2,141)	(755)
Cash flow from (used by) investing activities	58,735	(156,270)
<b>INCREASE (DECREASE) IN CASH FLOW</b>	<b>95,831</b>	<b>(10,179)</b>
Cash - beginning of year	473,913	484,092
<b>CASH - END OF YEAR</b>	<b>\$ 569,744</b>	<b>\$ 473,913</b>
<b>CASH CONSISTS OF:</b>		
Cash and cash equivalents	\$ 569,744	\$ 473,913

The accompanying notes are an integral part of these financial statements

# COLLEGE OF OPTICIANS OF BRITISH COLUMBIA

## Notes to Financial Statements

Year Ended March 31, 2021

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### 1. GENERAL

The College of Opticians of British Columbia (the "College") was established under the Health Professions Act of B.C. in December 1994. 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

#### Basis of presentation

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO).

#### Revenue recognition

College of Opticians of British Columbia follows the deferral method of accounting for contributions.

Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured. Endowment contributions are recognized as direct increases in net assets.

Revenue from registration fees, administration fees and all other fees are recognized as revenue over the period of licensure, accreditation, or service provided when collection is reasonably assured. Revenue from examination fees is recognized when the examinations are provided and collection is reasonably assured. Investment income is recorded as revenue when the investment income is earned and reasonable assurance exists regarding measurement and collectability. Amounts received or receivable that relate to the period following the College's year-end are recorded as deferred revenue.

#### Financial instruments

The College initially measures its financial assets and liabilities at fair value, except for certain non-arm's length transactions. The College subsequently measures all its financial assets and liabilities at amortized cost. Financial assets measured at amortized cost include cash and cash equivalents, accounts receivable, and guaranteed investment certificate. Financial liabilities measured at amortized cost include accounts payable and accrued liabilities.

Financial assets measured at cost are tested for impairment when there are indicators of impairment. The amount of the write-down is recognized in the statement of operations. The previously recognized impairment loss may be reversed to the extent of the improvement, directly or by adjusting the allowance account, provided it is no greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously. The amount of the reversal is recognized in the statement of operations.

The College recognizes its transaction costs in the statement of operations in the period incurred. However, financial instruments that will not be subsequently measured at fair value are adjusted by the transaction costs that are directly attributable to their origination, issuance or assumption.

*(continues)*

**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA**  
**Notes to Financial Statements**  
**Year Ended March 31, 2021**

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2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (*continued*)

Cash and cash equivalents

Cash includes cash and cash equivalents. Cash equivalents are guaranteed investment certificates and are valued at cost plus accrued interest. The carrying amounts approximate fair value because they have maturities at the date of purchase of less than ninety days.

Capital assets

Capital assets are stated at cost or deemed cost less accumulated amortization and are amortized over their estimated useful lives on a straight-line basis at the following rates and methods:

Computer equipment	36 months from the month of purchase
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The College regularly reviews its capital assets to eliminate obsolete items. Government grants are treated as a reduction of capital assets cost.

Capital assets acquired during the year but not placed into use are not amortized until they are placed into use.

Contributed services

The operations of the organization depend on both the contribution of time by volunteers and donated materials from various sources. The fair value of donated materials and services cannot be reasonably determined and are therefore not reflected in these financial statements.

Use of Estimate

The preparation of financial statements in conformance with ASNPO requires management to make estimates and assumptions that affect the reported amounts of assets, liabilities and disclosures of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the periods. Actual results could differ from these estimates. Significant estimates include accounts receivable, useful lives of capital assets, accrued interest and accrued liabilities. These estimates are reviewed periodically, and as adjustments become necessary, they are reported in the statement of operations in the period which they become known.

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.

3. CAPITAL ASSETS

	Cost	Accumulated amortization	2021 Net book value	2020 Net book value
Computer equipment	\$ 8,655	\$ 6,694	\$ 1,961	\$ 2,196

**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA**  
**Notes to Financial Statements**  
**Year Ended March 31, 2021**

**4. INVESTMENTS**

	<b>2021</b>	2020
Guaranteed Investment Certificates	\$ 406,339	\$ 467,215
Accrued interest	4,564	7,006
	<b>\$ 410,903</b>	<b>\$ 474,221</b>

**5. ACCOUNTS PAYABLE AND ACCRUED LIABILITIES**

	<b>2021</b>	2020
Accounts payable and accrued liabilities	\$ 55,338	\$ 29,098
Vacation accrual	5,230	8,429
	<b>\$ 60,568</b>	<b>\$ 37,527</b>

**6. BC MINISTRY OF JOBS, TRADE AND TECHNOLOGY**

The BC Ministry of Jobs, Trade and Technology provided a grant for developing multiple tools to improve labour mobility. This grant project commenced in September 2019 to improve the existing Prior Learning Assessment and Recognition (PLAR) process for refracting opticians. Grant contributions were deferred and recognized into revenue when related expenses were incurred.

	Opening Balance	Contributions	Recognized as Revenue	Ending Balance
PLAR Improvement Project	\$ 105,955	\$ 50,050	\$ (156,005)	\$ -

Grant project expenses are included in "Contractors" expense for contracted services and "Per diems" expense for services provided by item writers and reviewers on a per diem basis. The project was completed by March 31, 2021, resulting in a significant increase in the Contractors and Per diems expenses from the prior year.

"Contractors" expense also includes ongoing service for the member database, regulatory reform costs, and amounts paid to consultants besides grant project expenses

**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA**  
**Notes to Financial Statements**  
**Year Ended March 31, 2021**

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**7. COMMITMENTS**

Office Lease

The College has an agreement to co-locate with the British Columbia College of Nurses and Midwives (BCCNM) at its lease premise, allowing them to share perspectives, networks and resources. The College is committed to an initial term of three years ending September 3, 2021. Renewal discussions for the next term are in progress.

Minimum net rent payments required are as follows:

Total minimum rent payments	\$ <u>9,664</u>
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In addition to the minimum net rent, the College is required to pay a portion of operating costs, design costs and common services. These costs will vary year-to-year.

BCCNM provided a monthly rent credit which ended during the March 31, 2020 yearend.

Information Technology Services

The College has a comprehensive IT service agreement with BCCNM effective May 1, 2019 through to September 3, 2021, with an option to renew annually. Pursuant to the terms of the agreement, estimated annual fees are \$3,100 per user. Fee increases will not exceed 15% per year. The renewal discussion is in progress.

Roots & Rivers

The College has entered into an agreement for Roots & Rivers to develop a strategic plan for the next 3 years including proposed changes to BC health regulations that may have a significant impact on the organization. The agreement is effective February 24, 2021 to December 31, 2021. The total estimated fees in 2022 will be \$7,875.

Pivotal Research

The College has entered into agreements for Pivotal Research to assist with evaluating the College's complaint process and updating the College's standards of practice and code of ethics. The first agreement is effective July 9, 2020 to April 2021 and the second agreement is effective April 22, 2021 to June 2021. The total estimated fees in 2022 will be \$17,144.

7Mesh Consulting

The College has entered into an agreement for 7Mesh Consulting to develop and implement a Registrar performance assessment. The agreement is effective May 6, 2021. The maximum fees in 2022 will be \$8,337.

**8. CREDIT FACILITY**

The College has a credit facility with CIBC consisting of an approved operating line that can be drawn upon to a maximum of \$35,000, which bears interest at prime plus 4%, and a Corporate credit card with a limit of \$25,000. As at March 31, 2021, there was no amount outstanding on the operating line of credit.

## COLLEGE OF OPTICIANS OF BRITISH COLUMBIA

### Notes to Financial Statements

Year Ended March 31, 2021

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#### 9. IMPACT OF COVID-19

In March 2020, the World Health Organization declared a global pandemic due to the novel coronavirus (COVID-19). The situation is constantly evolving, and the measures put in place have had multiple impacts on local, provincial, national, and global economies.

The COVID-19 pandemic continued to impact the College's operations during the year.

Although more registrants have since returned to practicing status, non-practicing license renewals were higher than normal this year. Registration fee revenue increased primarily due to annual increases in registrant fees to offset inflation and increased costs. Revenues from administrative and other fees were impacted due to relief provided by the College to its registrants. Examination fees were impacted by the rescheduling of the June National Optical Science Examination to October 2020, and there was an overall 15% decrease in the number of candidates writing the examinations from the prior year. Interest rates on GIC investments have fallen since the beginning of the pandemic, resulting in lower income from the College's investments.

The College received government subsidies in the form of the Canada Emergency Business Account (CEBA) loan and Temporary Wage Subsidy (TWS).

- The College received a CEBA loan of \$40,000 in May 2020. The loan was repaid in March 2021, resulting in loan forgiveness of 25% (\$10,000).
- The TWS was received for March to June 2020 and totalled \$6,875.

Both of these amounts have been credited to income and disclosed separately on the Statement of Operations and Changes in Net Assets.

The College's staff has worked remotely as of March 17, 2020. Additional costs were incurred for staff working from home, however, these were offset by decreases in other costs such as travel and in-person meeting expenses.

#### 10. REGULATORY REFORM

The BC Ministry of Health is moving ahead with a major reform of the system for regulating health professionals. The plan involves merging several regulatory Colleges, reducing their number from 19 to six. The College is excited about the changes ahead and is working closely with other healthcare regulatory colleges in BC and the Ministry of Health to implement the reform recommendations efficiently and effectively. There are currently no changes to the College's operations, and there are presently no details for the timeline or the process. Management cannot quantify or estimate the overall financial effect at this time.

## COLLEGE OF OPTICIANS OF BRITISH COLUMBIA

### Notes to Financial Statements

Year Ended March 31, 2021

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#### 11. FINANCIAL INSTRUMENTS

The College is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the College's risk exposure and concentration as of March 31, 2021.

##### ***(a) Credit risk***

Credit risk arises from the potential that a counterparty will fail to perform its obligations. The College is exposed to credit risk on its cash, cash equivalents, accounts receivable, and investments in guaranteed investment certificates. The College does not have significant accounts receivable exposure to any individual organization and cash, cash equivalents, and investments are held with reputable Canadian financial institutions. Although the COVID-19 crisis has impacted the College's members, there is no significant increase in risk exposure from the prior year.

##### ***(b) Interest rate risk***

Interest rate risk is the risk that the value of a financial instrument might be adversely affected by a change in the interest rates. The College is exposed to interest rate risk on its investment in guaranteed investment certificates. The College does not use derivative instruments to reduce its exposure to fluctuations in market interest rates. Although interest rates have decreased due to economic conditions arising from COVID-19, the College is not subject to significant variations in interest rates as it invests for terms of at least one year.

Unless otherwise noted, it is management's opinion that the College is not exposed to significant other price risks arising from these financial instruments.

**College of Opticians of British Columbia**  
**900 - 200 Granville St**  
**Vancouver, BC V6C 1S4**  
**[www.cobc.ca](http://www.cobc.ca)**

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