



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

Annual Report



College of Opticians of BC

FY 2014-2015



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About the College

The College of Opticians of British Columbia (College) is the regulatory body established to govern the practice of opticianry in British Columbia (BC). 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 practise 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 Automated Refracting Opticians in BC.
- Enforcing the Health Professions Act, the Opticians Regulation, and the College Bylaws
- Setting a standard of practice and code of ethics for Licensed Opticians in BC.
- Providing a complaints resolution process for healthcare consumers who choose a Licensed Optician registered by the College.
- The quality assurance of Licensed Opticians throughout the span of their professional careers.
- Providing public education on the importance of seeing a regulated professional.

OUR VISION

Leaders of accessible, quality, safe vision care for all.

OUR MISSION

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

We ensure they are highly qualified and competent professionals who practise their code of ethics, their standards and duty of care.

OUR CORE VALUES

- 1. Ethical:** We ensure our registrants live our *Code of Ethics*.
- 2. Innovative:** We are constantly improving opticianry competencies while increasing public awareness of technological advancements and services.
- 3. Safety:** We ensure that our registrants deliver quality safe vision care.
- 4. Trustworthy:** We are honest, credible, and practise integrity.
- 5. Dedicated:** We are passionate and committed to the regulation of vision care.



Governance

As a self-regulating profession, the College 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 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 and strategic guidance, while the administration is responsible for operations.

Board members also serve on statutory committees of the College: Inquiry, Registration, Quality Assurance, Patient Relations, and Discipline. In addition, they actively participate in guiding the work of the *ad hoc* committees of the College. This fiscal year, *ad hoc* committees included: Policy Governance, Registrar Evaluation, and Plano Cosmetic Contact Lens Public Safety.

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; and
- I will ensure that other memberships, directorships, voluntary or paid positions or affiliations remain distinct from work undertaken in the course of performing my duty as a Board member.

The primary duty of the Board of the College is ensuring that the vision needs of the public of British Columbia are met by BC opticians safely and effectively. 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 based on current and emerging vision care needs of the public.

About this Report

The 2014-2015 annual report covers highlights of the College's initiatives for the fiscal year April 1, 2014 to March 31, 2015. This report contains the accomplishments of the College Board and its statutory committees. In addition, key initiatives of the College 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 College to protect the public.



Chair's Message

Focusing on Interprofessional Collaboration

I am pleased to have served on the Board of the College of Opticians of BC for over three years, and for the past fiscal year as chair for the Board. For fiscal year 2014-2015, the Board worked on key areas under the College's Strategic Plan. The Board approved a stakeholders' plan that highlights collaboration as a key component. The Board reviewed literature that discussed frameworks, approaches, and shared competencies to improving collaboration. Board members agreed to prioritize interprofessional collaboration as a focus area. The Board believes that if done right, this will significantly result in better health outcomes for individual patients and improve access and sustainability of the health care system.

Interprofessional collaboration is increasingly considered an integral competency for all health professionals. The national competencies for opticians published by NACOR and approved by the Board in 2013 include teamwork and interprofessional collaboration. Competencies that develop interprofessional collaboration must be taught and reinforced all throughout the optician's professional lifespan: from entry-to-practice to advanced levels. The College's Quality Assurance Committee will ensure that BC opticians continue to develop these competencies through its Continuing Competency Program.

At the individual and organizational levels, there are basic elements that must be present for collaboration to occur: respect, trust, shared decision making and partnerships.

These are the same elements identified in the "National Interprofessional Competency Framework" published by the Canadian Interprofessional Health Collaborative.

I would like to focus on respect and trust. In order to develop respect and trust among eye care professionals, there has to be an understanding of the role of each health care professional within the eye care continuum. Overlapping scopes of practice creates opportunities for collaboration ensuring the required comprehensive eye care is provided to patients. This year, the Board, College Administration, and volunteers have continued public awareness campaigns to inform the public about the services Licensed Opticians offer and the practice and ethical standards that they must observe at all times. We also reached out to various stakeholders within the eye care community to provide more information about the expanded scope of practice of opticians and the rigour that goes with certifying automated refracting opticians. During Board meetings, we have invited stakeholders within the eye care community to identify and discuss issues that transcend each regulatory college's jurisdiction – issues that can be more effectively addressed collaboratively.

Building on this role awareness of what each eye care professional is competent for will facilitate delivery of eye-care services. We have to view eye care services provided to patients as one system, rather than fragmented services. We can start by getting better at sharing information and streamlining the referral networks to access health care services.



Board of Directors
as of March 31, 2015

Elected Members

- Aly Jamal (Vice Chair)
District 1, Lower Mainland
- Polly Lee
District 1, Lower Mainland
- Payam Moshrefzadeh
Appointed Registrant
District 2, Vancouver Island
- Gary Corner (Chair)
District 3, Okanagan & the
Kootenays
- David McGowan
District 5, Contact Lens Fitter

Government Appointees

- Lesley Wood Bernbaum
- Pietro Luongo
- Savik Sidhu

I am encouraged by examples of collaboration within the eye care industry. There are successful collaborative practices offering comprehensive eye care services performed by opticians, optometrists, and/or ophthalmologists within one location. Some opticians have been proactively building and nurturing networks with other eye care professionals. Despite these efforts, challenges still persist, including lack of networking opportunities especially in rural areas. As well, professional competition will always exist, but should be viewed as another reason to innovate and collaborate. At the end of the day, we are all health professionals driven by improving health outcomes of our patients.

The College Board is committed to interprofessional collaboration to align with the Ministry of Health's priority of making the health care system sustainable. Aside from interprofessional collaboration, we also worked on actively collaborating with our registrants. For example, through the Opticians Forum, the Board generated valuable feedback from registrants to develop policies and programs. The Board created the Forum in 2012 and has been a safe brainstorming space for opticians to discuss public safety issues. This year, we featured two topics. First, is "Utilizing Technology within a Standards of Care" that we co-presented with the Opticians Association of Canada in Toronto, and co-facilitated by representatives from other provincial opticianry regulators. The other topic was on professional boundaries, which featured scenarios challenging the professional and personal divide. Registrant input will be used by the College to further develop programs and communication strategies.

All the work accomplished this year is the product of teamwork and dedication of the Administration, my fellow Board members, committee members, and other optician volunteers.

Thank You,

Gary Corner



Registrar's Message

Continuing Competency for Safe and Quality Vision Care

Competency is the ability to meet complex demands by demonstrating the required knowledge, skill, judgement, and attitude to practise safely and ethically in a designated role and setting. Competency is fundamental to being a healthcare professional. Ensuring that opticians are competent is one of the key functions of the College. The goal is to be able to assess the competency of opticians from the time one applies to be an optician to the end of one's professional career. That means planning ahead to prepare opticians to meet changing patient expectations for safe and quality care today and in the future. In 2013, the national competencies for Canadian opticians were updated. For the past year, the College has been collaborating on multiple projects with other optician regulatory bodies across Canada to develop new tools to assess competency or update existing tools to align with the new 2013 national competencies.

The new national competencies expand beyond the focus area of eyeglasses and contact lenses. It now also features core competencies such as communication, professional responsibilities, critical thinking, and ensuring patient safety. In addition, the new national competencies also feature new focus areas of practice such as refraction and low vision. Updating the national competencies will help prepare opticians for current and future patients. For example, low vision will become an important focus area as we expect a higher percentage of seniors within the next decade.

Before an individual can become an optician, competency is taught and assessed. Accredited opticianry programs must teach curriculum that is aligned to the entry-to-practice competencies for Canadian opticians. Students that graduate from accredited opticianry programs are examined on entry-to-practice competencies on the national optical sciences examination. In 2014-2015, the College provided support to opticianry programs to help guide curriculum update to meet the new national competencies. For individuals that did not graduate from an accredited opticianry program, the Prior Learning Assessment and Recognition (PLAR) process assesses for substantial equivalency to competency requirements of applicants. Tremendous work was done by optician regulatory bodies across Canada to update the PLAR competency assessment tools - competency gap analysis and interview - to align with the new national competencies. I want to recognize the numerous people across Canada who helped in updating these tools, including administration and opticians.

Over the course of an optician's career, continuing competency is essential. It is no longer acceptable for professionals to renew their license on an annual basis based on entry-level competencies and research has demonstrated that the length of time a professional has been practicing is not a good indicator of competence.

The College will be supporting opticians through developing a continuing competency program that will allow them to practice safely in an ever changing world by promoting safe, ethical, competent, life-long practice and opportunities to pursue and achieve professional growth throughout their careers. The foundation of the new continuing competency program is a continuing competency assessment (CCA) tool



Ad Hoc Committees

as of March 31, 2015

Policy Governance Committee

- Lesley Wood Bernbaum
- Gary Corner (Chair)
- David McGowan

Registrar Evaluation Committee

- Lesley Wood Bernbaum
- Gary Corner

Plano Cosmetic Contact Lens Public Safety Committee

- Aly Jamal
- Megan Wingham (Chair)
- Pamela Zieffle

to provide opticians the information they need to develop a learning plan based on competencies they need to work on. As with the PLAR tools, the College is currently working on developing the CCA tool with the help of optician regulatory bodies across Canada. The goal is to standardize the new continuing competency program across most jurisdictions in Canada to continue ensuring fewer barriers for labour mobility.

In addition to providing valuable development information for both new applicants and opticians, the College can also use competency data to be more proactive at educating both opticians and the public. Complaints resolution can be quite costly so tracking competencies and analyzing similar complaints can allow the College to determine education or other tools to try to prevent future complaints of the same nature.

In the past year, the College has participated in multiple public awareness projects to educate the public about the importance of seeing a licensed optician and what to expect from a regulated professions. These public awareness projects include Love Your Eyes (national contest celebrating World Sight Day), community vision screening, Halloween media, and the Health Profession Regulators of BC campaign.

The College is excited by the potential of these new competency tools to support the safe professional practice of opticianry and the good quality of care patients will receive. Once again, the continuous innovation in the regulation of opticians would not be possible without the tremendous help from all the College volunteers, stakeholders, and the Administration.

Sincerely,

Connie Chong
Registrar



At a Glance – Highlight of Activities

- ❖ Excellence in the Regulation of Opticianry Awards
- ❖ Opticians Forum
- ❖ Standards of Practice Survey
- ❖ Public Awareness Campaigns

Below are select initiatives of the College that were not covered in the statutory committee reports.

Excellence in the Regulation of Opticianry Awards

These awards were developed to honour current registrants and their significant contribution to the advancement of the regulation of opticianry. Nominations are accepted year-round in the following areas: Community Service, Mentorship, Innovation, Leadership, and Emerging Optician Leadership. In 2014, the College awarded Kim McEachern with the Excellence in the Regulation of Opticianry Award- Community Service Category.

Opticians Forum (Professional Boundaries)

The College co-organized an Opticians Forum with the Opticians Association of Canada – BC Chapter on March 8, 2015 in Surrey, BC. Approximately 200 registrants engaged with the College and discussed scenarios that challenged their professional boundaries; issues that could arise if they pursue a certain course of action; and importance of understanding professional boundaries for safe patient care. Through dialogue with registrants, the College gained a better awareness of registrant's understanding of professional boundaries for future education. Now on its third year, the Forum was created by the College to provide a safe place for opticians to discuss issues that affect public safety. Previous topics discussed included: the aging demographic and technology and standards of care.

Standards of Practice Survey

The College administered the survey from mid-February to end of March 2015. The purpose of the survey was to establish baseline information on registrants' understanding of the Standards of Practice and identify the support that they need to practice according to the standards. We had a total of 100 respondents, which represented about 10% of the total optician population in British Columbia. Opticians identified topics that they need more information on such as, prescriptions and supervision role of opticians. Majority of respondents also preferred participating in annual refresher seminars about the standards. The complete survey results are available from the College's [website](#).



Public Awareness Campaigns

- **Love Your Eyes Campaign**

A successful national online educational campaign was launched educating the public about the importance of always seeing a regulated optician for their vision care needs. Weekly prizes were awarded to randomly drawn participants who correctly answered daily educational multimedia puzzles. Over 192,300 answers were submitted to the contest by Canadians. The campaign was a collaborative project of the Opticians Council of Canada (OCC). The OCC is a multi-sectoral organization composed of provincial opticianry regulators, educators, and the association.

- **Vision Screening**

College staff and volunteers participated in vision screening events all over the province. The College collaborated with the Opticians Association of Canada – BC Chapter (OAC-BC) to bring vision screening to community events in Nanaimo (Silly Boat Regatta) and Kelowna (Block Party). Over 200 people were vision screened and educated about regulated opticians over the summer of 2014.

- **Second Thought Videos**

The College partnered with other opticianry stakeholders to create two short videos, “[Second Thought Jones](#)” and [Second Thought Chirley](#)” for a national public awareness campaign. The videos used humour in reminding the public to seek vision services from opticians who are health professionals trained to supply, prepare, and dispense optical eyewear.

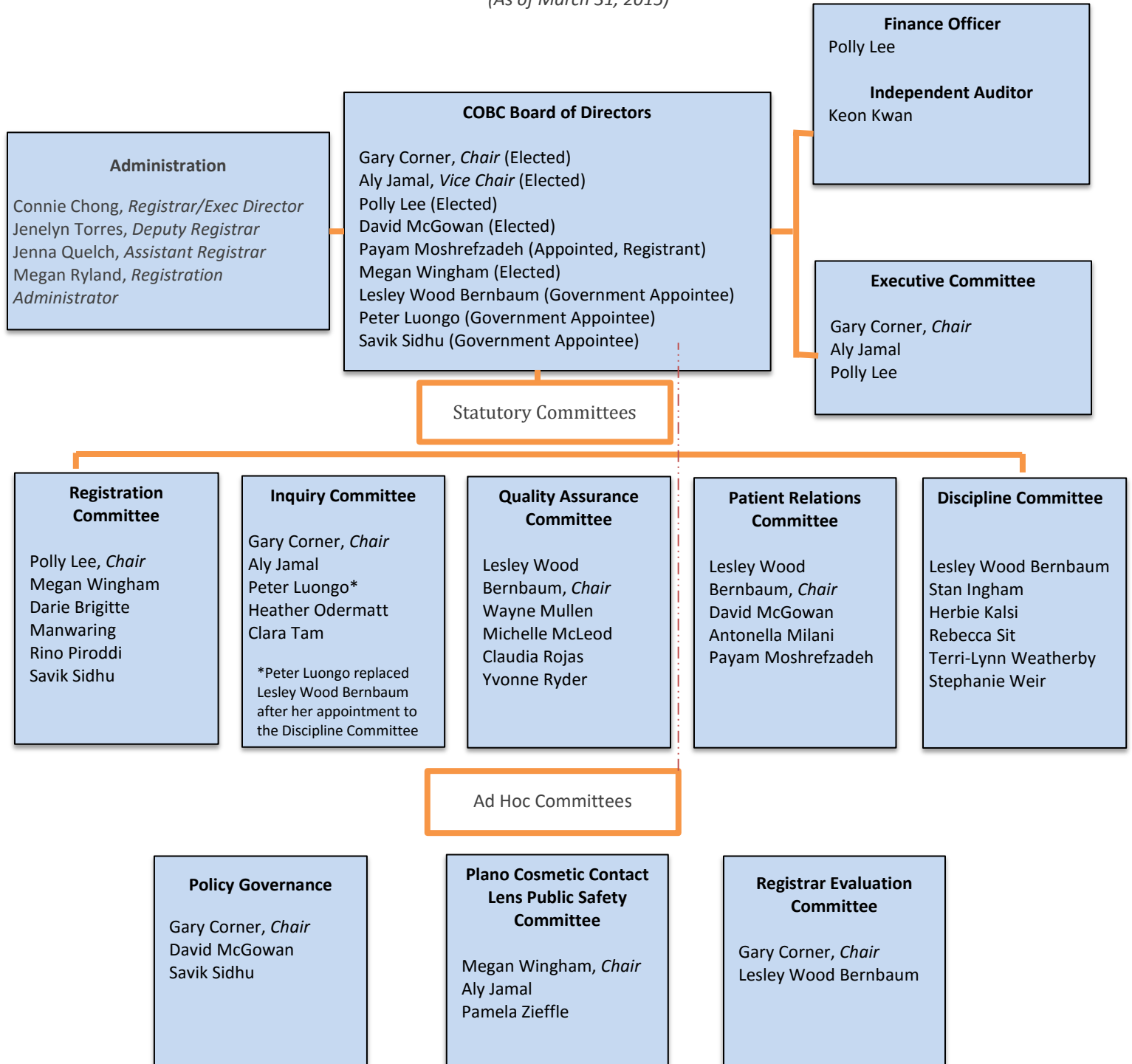
- **Public awareness campaign with other BC health regulators**

The "Our Purpose, Your Safety" campaign educates the public about the importance of seeing that licensed health care professionals. The public service videos and advertisements have appeared on Global TV, the Vancouver Sun, and the National Post and on bus shelters across the province. Information about the videos has been distributed through social media.



Organizational Structure

(As of March 31, 2015)





Registration Committee Report

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. The Committee sets policy to ensure each applicant is qualified to practice opticianry in the province according to provincial 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. For FY 2014-2015, 15 registrants took advantage of labour mobility, with 5 transferring into the province and 10 leaving to practice in other jurisdictions. Alberta was the most common destination for registrants leaving the province, while British Columbia received approximately equal number of applicants from Saskatchewan, Alberta, and Ontario.

The Committee reviews applications for registration from graduates of accredited opticianry programs and non-accredited education sources. Applicants who have not graduated from an accredited program must complete the Prior Learning Assessment and Recognition process (PLAR). The PLAR process allows the Committee to assess whether an applicant's knowledge and skills satisfy the entry-to-practice competencies outlined in the *National Competencies for Canadian Opticians*, which all opticians are required to meet.

The Committee regularly reviews registration policy and procedure to ensure that they serve their intended purpose: to facilitate the fair, consistent, and efficient assessment of applications for registration. For FY 2014-2015, the Committee collaborated with other provincial opticianry regulators to continue harmonizing registration policies where possible to ensure consistency, labour mobility, and fairness.

Routine Registration Time Limits

The Registration Committee clarified the policy regarding registration time limits for those who successfully complete the national examinations and become eligible for registration. The requirement for opticians to register with the College within 30 days of beginning practice using reserved titles or conducting restricted activities remains in place. In addition, people who successfully complete the national examinations must still apply to register in British Columbia within a year, even if they are not practising, to be considered a routine application. After a year, applications for registration will be considered non-routine and would have to be reviewed by the Registration Committee to determine eligibility for registration. Non-routine applicants may be required to complete a competency assessment.

The policy is clarified that timelines for registration will be calculated based on the date of the most recent successful national examination.



Registration Committee Members as of March 31, 2015

- Polly Lee – Chair
Elected
- Megan Wingham – Vice Chair
Elected

Members

- Rino Piroddi
Appointed Registrant
- Darie Brigitte Manwaring
Appointed Registrant
- Savik Sidhu
Government Appointee

Retirement Certificates

Retirement certificates will now be issued for registrants who retire from the profession. This certificate is issued to recognize the years of service rendered as a Licensed Optician. In FY 2014-2015, the return of certificate policy was introduced, requiring all former practising opticians to return certificates of registration. The retirement certificates are intended to replace the certificates of registration which must be returned by retiring, non-practising, or suspended opticians.

PLAR and Labour Mobility

The PLAR policy continues to be reviewed and improved to ensure that the procedure is consistent among provinces in Canada. The Committee recognized that a nationally-aligned labour mobility policy is necessary for opticians who are completing the PLAR process, as applicants may wish to move to another province prior to registration. The Committee put a policy in place that only allows the acceptance or transfer of PLAR applicants after they have been issued a final decision from the original province where they first submitted their registration applications. This means that PLAR applicants must receive a Decision and Reasons document and complete any period of appeal prior to transferring between provinces. This ensures that any potential appeal has been completed prior to bringing the applicant to a new jurisdiction and therefore the final Decision and Reasons document can be provided to the destination province for review and acceptance. The PLAR development process will continue into the next fiscal year as the process is updated to ensure alignment with the latest nationally-recognized competencies.

For a complete list of policies, please see the *Registration Committee Policy Handbook* available at www.cobc.ca or review further national examination policy details at the National Association of Canadian Optician Regulators (NACOR) website, www.nacor.ca.

For FY 2014-2015, the Committee has not received any appeal of its decisions with the Health Professions Review Board (HPRB). The HPRB is an administrative tribunal that provides external oversight for registration decisions issued by the Committee. Further information about the process is available at www.hprb.gov.bc.ca.

Examinations

The National Association of Canadian Optician Regulators (NACOR) examinations are used as the national qualifying examination for nine provincial opticianry regulatory bodies in Canada. By using the NACOR examinations as the entry-to-practice assessment, the Colleges 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. This increases accessibility of the entry-to-practice examinations and facilitates labour mobility.

Examination Statistics

EXAM CANDIDATES	Eyeglasses Exam	Contact Lens Exam
Passed	31	19
Failed	3	12
TOTAL	34	31

Registration Statistics - Renewals

REGISTRATION RENEWALS	2014-2015	2013-2014	2012-2013
Automated Refracting Opticians	87	86	80
Contact Lens Fitters/Automated Refracting Opticians	229	229	225
Dispensing Opticians	336*	330*	341
Contact Lens Fitters	391	392	415
Student Contact Lens Fitters	23**	24**	-
TOTAL	1066	1061	1061
Non-Practicing Registrants	78***	72***	59***

Notes:

* 2 are also registered as student contact lens fitters

** Registered *only* as student contact lens fitters.

*** Non-practicing registrants are counted in their respective license categories.



Suspensions

SUSPENSIONS	2014-2015	2013-2014	2012-2013
Automated Refracting Opticians	1	0	5
Contact Lens Fitters/Automated Refracting Opticians	9	9	17
Dispensing Opticians	33	40	31
Contact Lens Fitters	30	42	36
TOTAL	75	93	89

New Registrations

NEW REGISTRATIONS	2014-2015	2013-2014	2012-2013
Automated Refracting Opticians	20	17	2
Dispensing Optician Opticians	39	23	23
Contact Lens Fitters	21**	15*	6
Student Contact Lens Fitters	33	26	26
TOTAL	113	81	57

Notes:

* 8 are both dispensing opticians/and contact lens fitters

** 12 are both dispensing opticians/and contact lens fitters



Quality Assurance Committee Report

The Quality Assurance Committee develops and evaluates the quality assurance program of the College. The committee reviews and recommends to the Board policy updates to maintain the safe and competent practice of registrants. In 2014/2015 the Committee continued working on developing the new continuing competency program. The Committee also continued its work on updating the standards of practice.

Continuing Competency Program

The shift from a credits-based system to a competency-based program was partly a result of opticians' feedback to focus on quality courses and directed learning. This new Program 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 the opportunity to become recognized in advanced areas of practice.

The Committee worked on major components of the program:

- **Blueprint for the Continuing Competency Assessment Tool**

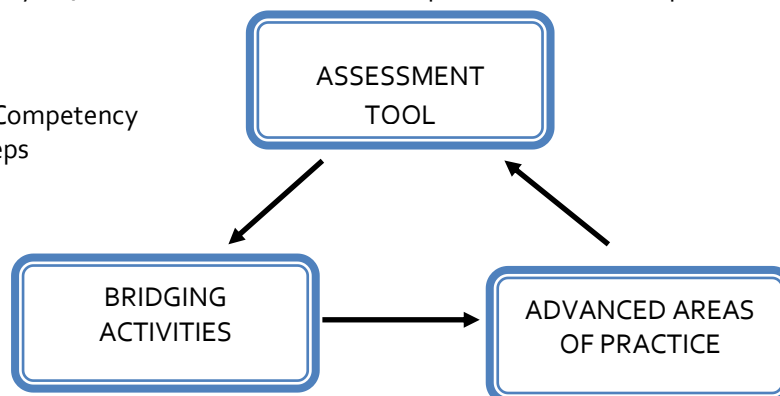
The blueprint was based on the *National Competencies for Canadian Opticians (3rd Edition)*. Only competencies identified on the validation study by opticians, who have more than two years of experience as important to highly important and frequently performed in practice, were considered. A focus group of practising opticians from across Canada ranked the level of importance to only include the prioritized competencies. Finally, the Committee reviewed and approved the importance and weight attributed to each competency based on its importance to public protection.

- **Continuing Competency Assessment Tool**

Once the assessment blueprint was completed, it was used to form the framework for the development of the Continuing Competency Tool. The purpose of the assessment tool is to ensure practising opticians have maintained the required knowledge, skill and judgment to practice competently, safely and ethically, to serve the public interest. The assessment tool will identify areas of strengths, as well as areas that require development to guide opticians' professional growth. It will determine which of the core competencies need to be addressed.

During this fiscal year, the QA Committee received updates on the development of the tool.

Figure 1:
Continuing Competency
Program Steps





Quality Assurance Committee Members as of March 31, 2015

- Lesley Wood Bernbaum –Chair
Government Appointee
- Wayne Mullen– Vice Chair
Appointed Registrant

Members

- Michelle McLeod
Appointed Registrant
- Yvonne Ryder
Appointed Registrant
- Claudia Rojas
Appointed Registrant

• Accreditation Policy

Committee members reviewed continuing competency activities of other health regulatory bodies. Based on their review, they identified attributes that will support achieving the goals of the College's continuing competency program. The Committee summarized these attributes into four core principles, which will be used to evaluate continuing competency activities for accreditation. These principles form the foundation of the draft accreditation policy. The Committee's work in developing the accreditation policy will continue into the next fiscal year.

Standards of Practice

The Committee reviewed the recommendations of the Standards of Practice Working Group. The Group developed standards and/or guidelines relating to supervision of contact lens fitting. The Group suggested various levels of supervision:

- direct
- proximate
- remote

These levels of supervision will be applied based on the risk level of the task and the competency of the supervisee performing the task. The Committee will integrate these recommendations into the standards document.



Inquiry Committee Members as of March 31, 2015

- Gary Corner – Chair (*Elected*)
- Aly Jamal – Vice Chair (*Elected*)

Members

- Pietro Luongo
Government Appointee
- Clara Tam
Appointed Registrant
- Heather Odermatt
Appointed Registrant

Inquiry Committee Report

The Inquiry 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 meeting regulations and the standard of care for future health care consumers. For example, the College ensures that any gap in a registrant's understanding of the standards of practice is addressed through continuing competency training.

All complaints must be received in writing prior to investigation. Complaints are investigated in a consistent, thorough, and timely manner. Upon receipt of a written complaint, College staff will contact the complainant to discuss the process. The written complaint is sent to the registrant to respond to the allegations. The written complaint and the registrant's response are submitted to the Committee for review. Aside from the documents, the Committee considers all available information including 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 an action it considers appropriate within the Committee's jurisdiction; or
- Referring the file to the Discipline Committee

For fiscal year 2014-2015, the Committee held 7 meetings and disposed of 15 complaints. There was no Committee decision appealed with the Health Professions Review Board.



Complaints Statistics

TYPES OF RESOLUTION	2014-2015**	2013-2014*
Resolved by signed undertaking	6	0
Resolved by letter to remind registrant of the Standards of Practice	3	0
Resolved by mediated result	2	2
Resolved by remaking eyewear	2	0
Resolved by registrant-initiated resolution	1	0
Dismissed after inquiry committee investigation	0	0
Dismissed due to frivolous nature or complaint does not contain allegations that are subject to investigation	1	0
Complaint withdrawn	0	1***
Total	15	3

Notes

* As of March 31, 2014, 5 files remained open.

** As of March 31, 2015, 1 file remained open and will continue to be reported in the next fiscal year.

*** Complainant did not pursue the complaint.

Types of Complaints

TYPES OF COMPLAINTS	2014-2015	2013-2014
Allegations of Unauthorized Practice	4	5
Allegations of breach of professional conduct	0	0
Allegations of breach of Standards of Practice and Opticians Regulations	12	3
Allegations of breach of the Health Professions Act	0	0
Allegations of breach of professional ethics and/or business practice	0	0
Allegations of false and misleading advertising	0	0
Total	16	8



Patient Relations Committee Members as of March 31, 2015

- Lesley Wood Bernbaum –Chair
Government Appointee
- David McGowan – Vice Chair
Elected

Members

- Rochelle Mercier
Appointed Registrant
- Antonella Milani
Appointed Registrant
- Payam Moshrefzadeh
Elected

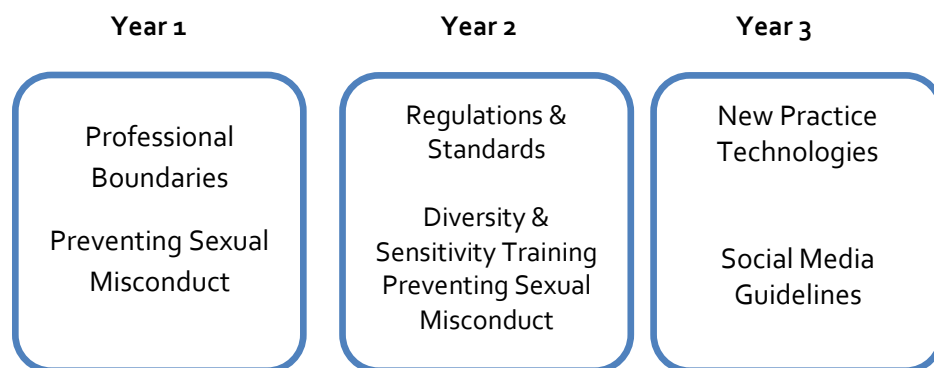
Patient Relations Committee Report

The Patient Relations Committee began implementing the patient relations program to improve interactions between registrants and health care consumers. The College intends to serve the public interest by providing additional resources to registrants, including tools, guidelines and support on vital topics, such as professional boundaries, effective communication and cultural sensitivity

The Committee identified the tools that registrants need to support their practice. These tools will be developed and form a Patient Relations Tool Kit and will be a resource for all opticians. These tools may also include information intended for patients.

Based on the work plan approved during FY 2014-2015, each year will feature a different set of tools, building on the preceding year and the foundational tools already in place: the *Health Professions Act*, Standards of Practice, Communication Tool Kit and the Licensed Optician brand. Below is the breakdown for the annual focus areas for Patient Relations:

Figure 2: Patient Relations Focus Areas by Year



In order to support registrants and promote the use of the Patient Relations Tool Kit, the Committee is developing an Ambassador program based on peer education and advising. Ambassadors will be registrants who have been provided the training necessary to give guidance and support to fellow opticians regarding patient relation issues. This support may be situation-based, or focus on introducing the Tool Kit content to registrants. Peer advising programs have been successfully implemented in other jurisdictions in order to ensure that registrants have the resources necessary to provide quality care. The next step for the Committee is looking for volunteers to participate as Ambassadors and providing thorough training.

As the 2014-2015 year finished, the first set of tools were being completed for review by the Committee, but the focus on professional boundaries had already begun. Throughout the next fiscal year, these tools will be rolled out and work will begin on next year's materials.



Finance Committee Report

On July 20, 2014, the Board approved the creation of the Finance officer position. The Finance Officer is to ensure that Administration implements adequate control structures and procedures to manage its finances to ensure long-term financial sustainability. The Officer reviews and approves expenses for payment, presents quarterly financial statements to the Board, and participates in the budget and audit process.

This role replaces the Finance and Audit Committees, which also had one appointed Board member. Instead of having the Committee structure, the Board decided that it is more appropriate to change it to the Finance Officer role and develop clear terms of reference for the position. The audit function of the College is still carried out by an external auditor.

The Finance Officer and the auditor met independent of the Administration to review the audited financial statements before they were submitted for the Board's review and approval. This practice encourages transparency and an unbiased review of the College's finances.

For fiscal year 2014-2015, the College continued its focus on fiscal sustainability. Expenses on the following items decreased: contractors, national examinations, public awareness and promotion, and salaries and benefits. The College also decreased its spending on public awareness and promotion. Expenses under this category are usually project driven and collaborative in nature. The College works with other stakeholders to maximize the impact of public awareness projects, for example, with other opticianry stakeholders (Love Your Eyes Campaign) and other BC Health Regulators (Our Purpose, Your Safety).

On the other hand, legal expenses went over budget. Legal expenses are variable and driven by legal matters that need to be addressed by the College.

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, 2015, 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, 2015, 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 30, 2015

Keon Kwan & Company

Chartered Professional Accountant



COLLEGE OF OPTICIANS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31, 2015

	2015	2014
ASSETS		
CURRENT		
Cash	\$292,386	\$295,840
Prepaid expenses	620	7,430
	293,006	303,270
INVESTMENTS (Note 3)	269,187	295,904
TANGIBLE CAPITAL ASSETS (Note 4)	-	1,779
SECURITY DEPOSIT	4,129	4,129
	\$566,322	\$605,082
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities (Note 5)	\$55,250	\$41,013
Deferred registration fees	347,843	370,491
Deferred contribution	12,500	-
	\$415,593	\$411,504
NET ASSETS		
Invested in capital assets	-	1,779
Unrestricted	150,729	191,799
	150,729	193,578
	\$566,322	\$605,082

Commitments (Note 6)

APPROVED ON BEHALF OF THE BOARD

Gary Corner, Chair, Board of Directors

The accompanying notes are an integral part of these financial statements



**COLLEGE OF OPTICIANS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS
FOR THE YEAR ENDED MARCH 31, 2015**

	2015	2014
REVENUES		
Registration fees	\$463,926	\$471,767
Examination fees	28,950	23,800
Administrative fees and other income	28,397	26,436
Interest income	3,497	4,141
	\$524,770	\$526,144
EXPENSES		
Accounting and audit	6,500	6,763
Amortization of tangible capital assets	1,779	3,449
Bank and credit card charges	14,878	15,658
Board and committee meetings	34,503	33,878
Contractors	4,457	23,176
Dues, licenses and insurance	17,858	17,536
Examinations	10,424	13,611
Hearings	22,845	-
Legal	78,481	35,432
Office supplies and services	24,485	26,333
Postage	10,767	6,333
Printing	6,512	5,020
Professional development - Directors	540	-
Professional development – Staff	3,503	6,356
Public awareness and promotion	36,107	54,227
Rent	49,110	45,177
Salaries and benefits	219,970	229,668
Travel	34,900	30,489
Expense recoveries – public awareness and promotion	(10,000)	(21,000)
Expense recoveries – rent	-	(990)
	\$567,619	\$531,116
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	(42,849)	(4,972)
NET ASSETS, beginning of year	193,578	198,550
NET ASSETS, end of year	\$150,729	\$193,578

The accompanying notes are an integral part of these financial statements



COLLEGE OF OPTICIANS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED MARCH 31, 2015

	2015	2014
Operating Activities		
Excess (deficiency) of revenues over expenses	\$(42,849)	\$(4,972)
Adjust for non-cash items:		
Amortization of tangible capital assets	1,779	3,449
	\$(41,070)	\$(1,523)
Changes in non-cash working capital items:		
Prepaid expenses	6,810	(5,544)
Accounts payable and accrued liabilities	14,000	(28,974)
Deferred registration fees	(22,648)	39,341
Deferred contribution	12,500	-
Cash provided by (used for) operating activities	\$(30,408)	\$3,300
Financing Activities		
Cash provided by (used for) financing activities	-	-
Investing Activities		
Proceeds from investments	295,606	252,438
Purchase of investments	(268,652)	(295,904)
Cash provided by (used for) investing activities	26,954	(43,466)
Increase (decrease) in cash	(3,454)	(40,166)
Cash, beginning of year	295,840	336,006
Cash, end of year	\$292,386	\$295,840

The accompanying notes are an integral part of these financial statements



COLLEGE OF OPTICIANS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS
MARCH 31, 2015

1 GENERAL

The College of Opticians of British Columbia (the "College") was established under the Health Professions Act of B.C. in December 1994. Operations commenced in April 1995.

The mandate of the College is to serve and protect the public by regulating the practice of opticianry in British Columbia in Accordance with the *Health Professions Act*, *Opticians Regulation* and *Bylaws*.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

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.

Tangible Capital Assets and Amortization

Purchased tangible capital assets 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.



COLLEGE OF OPTICIANS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS
MARCH 31, 2015

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (Continued)

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 INVESTMENTS

	2015	2014
Guaranteed Investment Certificate	\$268,652	\$293,250
Accrued interest	535	2,654
	<u>\$269,187</u>	<u>\$295,904</u>

4 TANGIBLE CAPITAL ASSETS

	2015			2014
	<u>Cost</u>	<u>Accumulated Amortization</u>	<u>Net</u>	<u>Net</u>
Computer equipment	\$37,424	\$37,424	-	\$30
Office furniture and equipment	58,188	58,188	-	1,749
	<u>\$95,612</u>	<u>\$95,612</u>	<u>-</u>	<u>\$1,779</u>

5 ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2015	2014
Accounts payable and accrued liabilities	\$32,339	\$15,830
Sales tax payable	16,718	17,548
Vacation payable	6,193	7,635
	<u>\$55,250</u>	<u>\$41,013</u>



COLLEGE OF OPTICIANS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS
MARCH 31, 2015

6 COMMITMENTS

(a) The College's premises are leased under an arrangement expiring on September 30, 2016. The total rent to that date is \$41,814 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 three fiscal years are as follows:

	rent	estimated operating costs	Total
2016	\$27,876	\$16,917	\$44,793
2017	13,938	8,459	22,397
	<u>\$41,814</u>	<u>\$25,376</u>	<u>\$67,190</u>

(b) The College has a photocopier lease expiring on January 2020. The minimum lease payments due for the next five fiscal years are as follows:

2016	\$1,440
2017	\$1,440
2018	\$1,440
2019	\$1,440
2020	\$1,200
	<u>\$6,960</u>

7 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>
	<u>\$60,000</u>

The operating line of credit carries an interest rate of prime plus 1%. As at March 31, 2015 there was no amount outstanding on the operating line of credit.

8 CONTINGENT LIABILITIES

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

- an interference with business statement of claim from the B.C. College of Optics

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



COLLEGE OF OPTICIANS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS
MARCH 31, 2015

9 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.

10 MANAGEMENT OF CAPITAL

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

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

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