

COLLEGE OF  
**Optometrists**  
OF ONTARIO

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REGISTRAR'S REPORT – SEP 2019

# Today

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## First 3 months

- Key activities
- Updates

## Next 3 months

- Areas of focus



# Key Activities

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## Outreach

- North Bay
- University of Waterloo
- Ontario Association of Optometrists
- Other Regulators (Midwives, Physios, Pharmacists, Dietitians)

## Key Regulatory Areas

- ICRC
- Registration
- Quality Assurance



# Key Activities

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## Issues

- Regulations: Drugs, Spousal Exemption, QA, Registration
- Essilor/Clearly

## Operations

- People, space, processes

# Updates

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Optometry  
Specialization  
Survey

Nominations

Citizen's Advisory  
Group –  
Advertising Survey

Entry to Practice  
and Registration

Investigations  
Timelines

## School

## Entry to Practice Exam

Canadian Student

ACOE

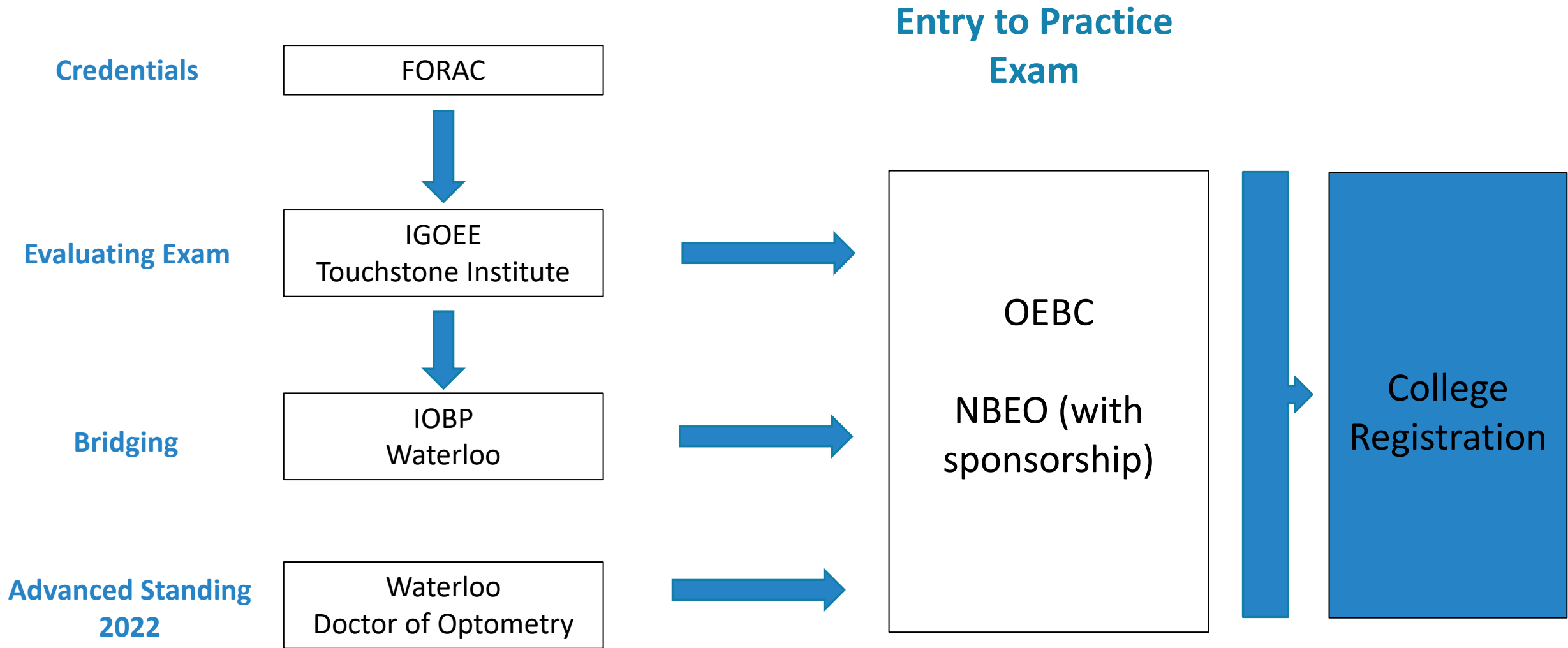
OEBC

US Student

ACOE

NBEO

College  
Registration



# ICRC Timelines

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Council Action  
Item

Complaints  
Process Review  
2018

MOH College  
Performance  
Measurement  
Framework WG

Review of  
efficiency of key  
regulatory  
processes



# What we Know

Complaints have doubled since 2015

Most cases decided within 1 ICRC meeting

Most cases done within 240 days – many sooner\*

More input than output = backlog

Backlog = longer decision release times

# What Next?

Map processes,  
identify  
efficiencies

Add resources  
(staff and ICRC  
meetings)

# Areas of focus

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- Efficiency of our processes and committees: registration, investigations, assessments, corporations
- Communicating more and making the website easier to understand for the public
- Hearing more from the public and the profession

# Next 3 Months

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College Performance Management WG



Strategic Planning



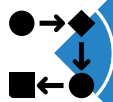
Budget preparation



Outreach



Annual Renewal



Process reviews