# #6

**COMPLETE**

| | |
|---|---|
| **Collector:** | Web Link 1 (Web Link) |
| **Started:** | Monday, July 24, 2023 12:38:41 PM |
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## Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Optometrists of Ontario
Name of the regulated profession: Optometry
Contact Name: Joseph Jamieson
Contact Email: JJamieson@collegeoptom.on.ca
Contact Phone Number: (416) 479-9295

## Q2

Section 1 - During the reporting period (January 1st–December 31st, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below.Registration requirements either through regulation, by-law or policy.

**No,**

Description of change/improvement that would impact fair registration outcomes:

The Registration Regulation: O. Reg. 837/93: under the Optometry Act, 1991, as amended, sets out the requirements for the issuance of a Certificate of Registration.

**Q3**

Assessment of qualifications

**Yes,**

Description of change/improvement that would impact fair registration outcomes:

We limited the number of candidates to 30 for each of the six online Jurisprudence exam administrations to ensure that adequate support can be provided to candidates if they experience technical issues during the exam. The College continued to administer an online Jurisprudence seminar and to implement a remotely proctored Jurisprudence exam which generated candidate scores immediately subject to a proctoring report. This provided greater flexibility for candidates to challenge the exam remotely over a period of few days. In the comfort of their homes, candidates for registration had the flexibility to challenge the 2.5-hour exam at any time during a three-day 24/7 time. Candidates were able to challenge the exam without having to travel, saving time and travel costs. They were notified about their exam scores more quickly electronically, instead of mailed letters. The College incurred initial development costs for developing the online Jurisprudence seminar in addition to ongoing online exam and remote proctoring hosting costs. However, there were cost savings in that the College did not incur facility rental or in-person proctoring costs and neither candidates nor staff incurred travel costs.

**Q4**

Timelines for registration, decisions and/or responses

**No,**

Description of change/improvement that would impact fair registration outcomes:

No changes this year. The College continued to provide electronic candidate notifications. Applications for registration are open for a maximum of two years from the date they are received by the College. Most applicants can complete the application process and become registered with the College in less than one year. The two-year timeline is provided only to give applicants adequate time to complete the registration requirements, not to allow successful applicants to delay the date they register. The College continued to provide candidates with formal signed email notifications on College letterhead in lieu of mailed letters to expedite candidate notifications. The College continued to extend the length of time for an application to remain open to accommodate delays experienced by applicants as a result of COVID-19 or personal circumstances.

**Q5**

Registration and assessment fees

**No,**

Description of change/improvement that would impact fair registration outcomes:
No changes this year. The College continued to waive late fees of $105.00 plus HST for receiving late annual renewal fees from new registrants. The College continued to waive the $184.00 plus HST fee for Jurisprudence exam re-attempts.

**Q6**

Resources for applicants

**Yes,**

Description of change/improvement that would impact fair registration outcomes:
Registration staff provided a complimentary virtual annual information session on June 15, 2022, to applicants.

**Q7**

Changes to internal review or appeal process

**No,**

Description of change/improvement that would impact fair registration outcomes:
No changes this year.

**Q8**

Access by applicants to their records

**No,**

Description of change/improvement that would impact fair registration outcomes:
No changes this year. Effective Date: July 17, 2014, applicants for pre-registration and registration are entitled to access documents provided to the College as part of their application process.

**Q9**

Mutual recognition agreements

**No,**

Description of change/improvement that would impact fair registration outcomes:
No changes this year.

**Q10**

Training and resources for staff regarding registration

**No,**

Description of change/improvement that would impact fair registration outcomes:
No changes this year.

**Q11**

Relationship with third party service provider(s)

**No,**

Description of change/improvement that would impact fair registration outcomes:

No changes this year.

**Q12**

Accreditation of educational programs

**No,**

Description of Change/Improvement that would impact Fair Registration Outcomes:
No changes this year.

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**Q13**

Technological or digital improvements

**Yes,**

Description of Change/Improvement that would impact Fair Registration Outcomes:
In September 2022, the College launched the online application portal for applicants applying for the General Certificate of Registration.

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**Q14**

Anti-racism and inclusion-based policies and practices

**Yes,**

Description of Change/Improvement that would impact Fair Registration Outcomes:
The College established a Diversity, Equity, and Inclusion (DEI) Working Group which is composed of staff from across departments. The DEI Working Group meets monthly. It has created a DEI plan that established key objectives and identified activities under each objective.

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**Q15**

Organizational structure

**No,**

Description of Change/Improvement that would impact Fair Registration Outcomes:
No changes this year.

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**Q16**

Contingency or continuity of operations plans

**No,**

Description of Change/Improvement that would impact Fair Registration Outcomes:
No changes this year.

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**Q17**

Documentation requirements for registration

**No,**

Description of Change/Improvement that would impact Fair Registration Outcomes:
No changes this year. College staff continued to accept applications for registration electronically from candidates and followed-up with candidates to validate submitted documents. College staff accommodated international candidates who experienced difficulties obtaining documentation as a result of COVID-19, with alternative options.

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## Q18

English / French language proficiency testing

**No,**

Description of Change/Improvement that would impact Fair Registration Outcomes:
No changes this year. College staff arranged for the translation of the application information package into French. College staff contracted with a third-party service provider, C Group, to revamp the College website and translate some segments into French.

## Q19

Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

| | |
|---|---|
| 1 | **Launching the online application portal for the General Certificate of Registration.** |
| 2 | **Providing an online virtual registration information session to candidates.** |
| 3 | **Provision of uninterrupted and timely services for all registration-related processes.** |

## Q20

Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

| | |
|---|---|
| 1 | **COVID-19 - The College frequently examined the environment during the pandemic to assess its impact on the ability of the College to meet the needs of applicants.** |
| 2 | **Travel disruption for applicants during COVID-19 - The College providing a virtual registration information session to help meet the needs of Canadian and internationally trained applicants.** |
| 3 | **COVID-19 - The College registered applicants and mailed their registration certificates after staff were able to return to the office following lockdowns.** |

## Q21

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below  CER: work experience or experiential training obtained in Canada.

**No,**
Other (please specify):
N/A

**Q22**

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. Languages  Indicate the languages in which you make available application materials and information about the application process.

**English ,**

**French**

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**Q23**

Membership Data Demographics Data  As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

| | |
|---|---|
| Total Male | **1131** |
| Total Female | **1673** |
| Total Non-binary | **0** |
| Gender not provided | **0** |
| Overall Total | **2804** |

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**Q24**

In relation to your members: Do you collect race-based data?

**No**

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**Q25**

Do you collect other identity-based or demographics data?

**No**

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**Q26**

Do you plan to collect race-based data in the future?

**Yes,**
If yes, please indicate the type::
Under discussion

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**Q27**

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

| | |
|---|---|
| Full/Independent Practice | **2804** |
| Overall Total | **2804** |

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**Q28**

Jurisdiction where members were initially trainedAs of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

| | |
|---|---|
| Ontario | **1606** |
| Other Canadian Provinces and Territories | **67** |
| USA | **815** |
| Other Countries | **316** |
| Multiple and/or Unspecified Jurisdiction | **0** |
| Total | **2804** |

### Q29

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

| | |
|---|---|
| 1 | **USA - 815** |
| 2 | **GBR - 137** |
| 3 | **IRN - 30** |
| 4 | **IND - 29** |
| 5 | **EGY - 25** |
| 6 | **CHN - 20** |
| 7 | **NGA - 12** |
| 8 | **COL - 9** |
| 9 | **VEN - 7** |
| 10 | **AUS - 7** |
| 11 | **PHL - 6** |
| 12 | **PAK - 4** |

### Q30

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

| | |
|---|---|
| Total Male | **35** |
| Total Female | **104** |
| Total Non-binary | **0** |
| Gender not provided | **0** |
| Overall Total | **139** |

### Q31

In relation to the applications, you received:Do you collect race-based data?

**No**

### Q32

Do you collect other identity-based or demographics data?

**Yes,**

If yes, please indicate the type:          :
Under discussion

### Q33

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022:

12

## Q34

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.

| | |
|---|---|
| Number of Applicants | **121** |
| Number of Applicants Licensed/Certified | **77** |
| Average Time to Process Application in Weeks from First Point of Applicant Contact | **25** |
| Average Time to Process Application in Weeks from Receipt of all Required Documents | **1** |

## Q35

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

| | |
|---|---|
| Number of applicants | **1** |
| Number of applicants fully licensed/certified | **1** |
| Average Time to Process Application in Weeks from First Point of Applicant Contact | **22** |
| Average Time to Process Application in Weeks from Receipt of all Required Documents | **1** |

## Q36

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

| | |
|---|---|
| Number of applicants | **13** |
| Number of applicants fully licensed/certified | **9** |
| Average Time to Process Application in Weeks from First Point of Applicant Contact | **26** |
| Average Time to Process Application in Weeks from Receipt of all Required Documents | **1** |

## Q37

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

| | |
|---|---|
| Number of applicants | **4** |
| Number of applicants fully licensed/certified | **1** |
| Average Time to Process Application in Weeks from First Point of Applicant Contact | **14** |
| Average Time to Process Application in Weeks from Receipt of all Required Documents | **2** |

## Q38

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

| | |
|---|---|
| Number of applicants | **0** |
| Number of applicants fully licensed/certified | **0** |
| Average Time to Process Application in Weeks from First Point of Applicant Contact | **0** |
| Average Time to Process Application in Weeks from Receipt of all Required Documents | **0** |

## Q39

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

| | |
|---|---|
| Number of applicants | **70** |
| Number of applicants fully licensed/certified | **50** |
| Average Time to Process Application in Weeks from First Point of Applicant Contact | **28** |
| Average Time to Process Application in Weeks from Receipt of all Required Documents | **1** |

## Q40

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 for each of the categories as applicable.

| | |
|---|---|
| Number of applicants | **0** |
| Number of applicants fully licensed/certified | **0** |
| Average Time to Process Application in Weeks from First Point of Applicant Contact | **0** |
| Average Time to Process Application in Weeks from Receipt of all Required Documents | **0** |

## Q41

Please provide any additional comments you may have for questions 33-41.

There was a total of 139 new applications between January 1 and December 31, 2022. Applications for registration are valid for a maximum of two years (24 months) from the date the application is received by the College. The two-year application period automatically ends when you have successfully completed the requirements for registration. The two-year timeline is provided only to give applicants adequate time to complete the registration requirements, not to allow successful applicants to delay the date they register.

## Q42

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

| 1 | **USA – 56** |
|---|---|
| 2 | **GBR – 4** |
| 3 | **NZ - 1** |

## Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

114

## Q44

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

| | |
|---|---|
| 0 – less than 3 months | **6** |
| 3 months – less than 6 months | **44** |
| 6 months – less than 12 months | **48** |
| 12 months – less than 18 months | **8** |
| 18 months – less than 24 months | **3** |
| 24 months and greater | **5** |

## Q45

Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

61

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## Q46

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

| | |
|---|---|
| 0 – less than 3 months | **28** |
| 3 months – less than 6 months | **11** |
| 6 months – less than 12 months | **10** |
| 12 months – less than 18 months | **7** |
| 18 months – less than 24 months | **4** |
| 24 months and greater | **1** |
| TOTAL | **61** |

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## Q47

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2022).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

| | |
|---|---|
| Ontario | **0** |
| Other Canadian Provinces and Territories | **0** |
| Certificate to Certificate (Labour Mobility) | **0** |
| USA | **0** |
| Other International | **0** |
| Multiple and/or Unspecified Jurisdictions | **0** |
| TOTAL | **0** |

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## Q48

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

| | |
|---|---|
| Ontario | **0** |
| Other Canadian Provinces and Territories | **0** |
| Certificate to Certificate (Labour Mobility) | **0** |
| USA | **0** |
| Other International | **0** |
| Multiple and/or Unspecified Jurisdictions | **0** |
| TOTAL | **0** |

**Q49**

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

| | |
|---|---|
| Ontario | 0 |
| Other Canadian Provinces and Territories | 0 |
| Certificate to Certificate (Labour Mobility) | 0 |
| USA | 0 |
| Other International | 0 |
| Multiple and/or Unspecified Jurisdictions | 0 |
| TOTAL | 0 |

**Q50**

Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

| | |
|---|---|
| Ontario | 0 |
| Other Canadian Provinces | 1 |
| USA | 1 |
| OtherCountries | 2 |
| Multiple and/or Unspecified Countries | 0 |
| TOTAL | 4 |

**Q51**

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

| | |
|---|---|
| Ontario | 0 |
| Other Canadian Provinces | 0 |
| USA | 0 |
| OtherCountries | 0 |
| Multiple and/or Unspecified Countries | 0 |
| TOTAL | 0 |

**Q52**

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

| | |
|---|---|
| Ontario | 0 |
| Other Canadian Provinces | 0 |
| USA | 0 |
| OtherCountries | 0 |
| Multiple and/or Unspecified Countries | 0 |
| TOTAL | 0 |

## Q53

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

| | |
|---|---|
| Ontario | **0** |
| Other Canadian Provinces | **0** |
| USA | **0** |
| OtherCountries | **0** |
| Multiple and/or Unspecified Countries | **0** |
| TOTAL | **0** |

## Q54

List the top three reason for appeals (by percentage) of a registration decision

| | |
|---|---|
| 1 | **N/A** |

## Q55

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

| | |
|---|---|
| 1 | **Applicant did not complete registration requirements** |
| 2 | **Application expired and applicant did not request for a time extension** |
| 3 | **Applicant withdrew their application** |
| 4 | **Applicant did not pass their entry-to-practice exam** |
| 5 | **Applicant waiting to challenge their entry-to-practice exam** |

## Q56

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

| | |
|---|---|
| 1 | **Applicant did not complete registration requirements** |
| 2 | **Application expired and applicant did not request for a time extension** |
| 3 | **Applicant withdrew their application** |
| 4 | **Applicant did not pass their entry-to-practice exam** |
| 5 | **Applicant waiting to challenge their entry-to-practice exam** |

**Q57**

Please provide any additional comments you may have:

The following classes of certificates of registration are prescribed:

1. General certificate of registration.

2. Academic certificate of registration.  O. Reg. 837/93, s. 1.

3. Emergency Class of Registration (pending)
On April 14, 2022, the Ontario Government passed the Pandemic and Emergency Preparedness Act, 2022. This Bill requires regulatory health colleges to put in place an Emergency Class of Registration, which will help the province respond to future emergency healthcare circumstances.

The College of Optometrists of Ontario's Council met on the evening of March 2, 2023, and approved the circulation of the Emergency Class of Registration. The proposed Emergency Class amendments were submitted to the Ministry of Health on May 1, 2023.