



COLLEGE OF
OPTOMETRISTS
OF ONTARIO

INSPIRING PUBLIC CONFIDENCE IN THE PROFESSION OF OPTOMETRY

ANNUAL REPORT 2024

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Who We Are

Since 1919, Optometry has been a regulated profession in Ontario. The College of Optometrists of Ontario is the regulatory body responsible for registering (licensing) and governing optometrists in the province. The College's authority and limitations of its powers can be found in the [Regulated Health Professions Act](#) and the [Optometry Act](#).

We ensure optometrists are competent and qualified registrants who adhere to best practices and prioritize patient safety. We do this by setting entry-to-practice standards, maintaining a Quality Assurance Program, setting standards for practising optometry, and receiving and investigating complaints from patients across Ontario. The College prioritizes right-touch regulation, which uses the minimum regulatory force necessary to achieve a maximum positive outcome for the interest of the public.

Mission: To regulate Ontario's doctors of optometry in the public interest.

Vision: To ensure that the public understands, trusts, and has confidence in optometrists

Values:

- | | |
|--------------------|--|
| 1) Approachability | 5) Collaboration |
| 2) Integrity | 6) Diversity, Equity,
and Inclusion |
| 3) Transparency | |
| 4) Accountability | |

Letter from the President

In 2024, the College continued to work with the OAO and the University of Waterloo School of Optometry and Vision Science, while engaging with the provincial government, to advance scope modernization. Many optometrists are already trained in these areas, and updating the scope will enhance public access to care. Our discussions with all parties have been constructive, and we are encouraged by the progress to date.

We remain committed to “right-touch regulation,” applying the minimum necessary force to achieve the greatest public benefit. This ensures concerns are addressed seriously, fairly, and always with the public interest at the forefront. We also prioritize open communication and transparency, providing members with the information and resources they need to meet their obligations with confidence.

The College continues to adapt to advances in clinical care and technology so our standards reflect current best practices and emerging evidence. Financial stewardship remains strong: despite inflation, College fees have not increased in over a decade thanks to careful management and an innovative team.

We value our collaborative relationships with professional associations, educators, and government, working together to advance patient care and public trust. We also acknowledge the role Ontario’s optometrists play in delivering safe, effective, and ethical care.

Finally, I thank our Council, committees, and staff for their dedication and expertise. In the year ahead, we will strengthen our regulatory framework and modernize resources. We will also engage closely with the public and other stakeholders to ensure optometry in Ontario is prepared to meet evolving needs, while maintaining the trust and confidence that is the foundation of our mandate.

Sincerely,

Dr. Mark Eltis, OD, FAAO, Dipl. ABO
President



Letter from the Registrar

2024 was another successful and exciting year for the College of Optometrists of Ontario. Through the dedication of staff and Council, we continue to pave the way for organizational excellence and exemplify leadership in the field of health regulation. I am proud that our mission, vision, and values are infused into all the work we do, and the decisions we make. This year, we continue to implement priorities from our Strategic Plan and collaborate with stakeholders across the province.

We continued the work we started with the Ontario Association of Optometrists and the University of Waterloo to further our applications to have the scope of practice for Optometrists reviewed by the Ministry of Health, and we prepared our submissions for the Ministry of Health. We expect to have good news regarding scope of practice expansion in 2025.

This year, the College completed and adopted DEI support materials from the Health Profession Regulators of Ontario which allowed us to achieve the one of the “partially met” responses in the College Performance Measurement Framework regarding the Equity Impact Statement. The staff working group on this portfolio did a remarkable job in creating DEI considerations and spaces throughout the organization, which only enhances our capacity to act in the public interest for each and every Ontarian.

Another exciting project that was undertaken this past year was the research and drafting of our first professional advisory to the membership, containing advice dealing with social media and electronic communications. The professional advisory talks about the risks of social media as a contemporary platform to exchange thoughts, ideas and images, as well as some self-reflective opportunities that can help mitigate any risk that an optometrist might have in their current understanding of appropriate social media and electronic communication. The professional advisory was published in December 2024.

The College’s work on updating the Optometric Practice Reference began in 2024, which will help improve the accessibility of the document for both the public and optometrists across the province. We expect the final iteration of the modernized OPR to be ready for consultation in early 2025.



As we head into 2025, our College continues to use right-touch regulation practices to inspire public confidence in the profession of optometry. I remain confident that our College’s ability to use right-touch regulation maintains our place as a leader in health regulation. It continues to be an honour and privilege to regulate optometrists in the public interest, and I look forward to sharing the positive impact the College has in 2025.

Sincerely,

Joe Jamieson, M.Ed., OCT
Registrar & Chief Executive Officer

Strategic Priorities



Broaden Stakeholder Engagement

- Nurtured public trust and confidence through direct engagement in focus groups with optometrists and members of the public, with ethics approval from the University of Waterloo.
- College delivered a presentation to third-year students at the School of Optometry and Vision Science, University of Waterloo, to increase professional awareness, knowledge of jurisprudence, enhance relationship with the School, and heighten awareness of the privilege of professionalism.
- Leveraged technology to promote operational excellence:
 - o Certificate of Authorization renewals automated with online fee payment capacity
 - o Jurisprudence examination enhanced to provide save features and regular reports generated on candidate performance in different areas

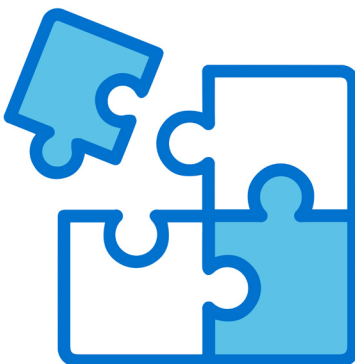


Develop and Carry Out A Research Agenda

Research Steering Group established to oversee research activities and developed a grant program.

Through the College Research Grant Program, three regulatory research projects were funded:

- 1) A project exploring the complexities of being a professional in the context of social media, the internet, and widespread digital culture
 - 2) A project exploring new and emerging model of peer-based quality assurance
 - 3) A project exploring models of optometric telehealth
- One internal research project has been published in *BMC Health Service Research*, exploring the landscape of health profession regulation in Ontario.



Ensure the Public's Access to Care

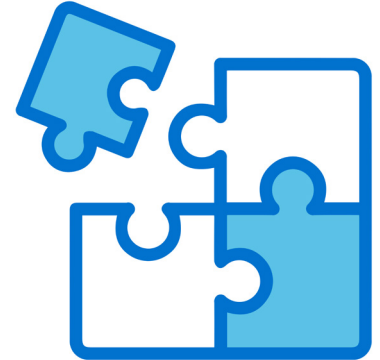
Working in collaboration with the College of Opticians of Ontario, completed a focus group series pertaining to Indigenous access to care.

Strategic Priorities (cont.)

Enhance Diversity, Equity, and Inclusion (DEI)

In 2024, the following activities were completed to enhance DEI:

- The College participated in a facilitated engagement session with Indigenous peoples (a collaboration with the College of Opticians of Ontario which began in 2023 and concluded in 2024).
- DEI educational sessions and presentations were delivered to Council, specifically at the Council orientation in February 2024 and the Council meeting in September 2024
- A plain language expert reviewed the [About](#) and [Public](#) sections of the College website from a plain language lens and suggested edits. The College website was updated with these plain language revisions.
- A [funding mechanisms webpage](#) was created, which is accessible under the Public tab of the College website.
- Brochures about the complaints process were reviewed and updated to align with plain language principles.
- Developed and distributed a two-question survey to registrants regarding DEI issues that are important to them. This was shared via the InFocus Newsletter in early 2024.
- The 2024 annual renewal contained an optional survey regarding Indigenous identification that will help the College gain an understanding of the number of Indigenous optometrists currently practising in Ontario. The College asked this self-identification question to its registrants in support of the Truth and Reconciliation Commission's Calls to Action 18 to 24, which includes a call to increase "the number of Aboriginal professionals working in the health-care field" and ensure "the retention of Aboriginal health-care providers in Aboriginal communities."
- College website accessibility improved with ongoing accessibility audits.
- Health Profession Regulators of Ontario (HPRO) Equity Impact Assessment conducted.



Constructively Implement Governance Reform

- Being an active and pro-active participant in shaping regulatory reform through College participation and representation on Ministry of Health and Health Professions Regulators of Ontario (HPRO) board, workgroups, advisory teams.
- The Governance-HR Committee is the lead committee for the implementation of legislated reforms and is briefed regularly on reform topics and policies, bylaws, etc., which are designed with modernization in mind.



Council and Committees



Missing: Ms. Lisa Holland, Dr. Patrick Quaid, Mr. Andre Tilban-Rios, Ms. Suzanne Allen, Mr. Narendra Shah, and Dr. Richard Kniaziew.

Dr. Mark Eltis (President)
Dr. Camy Grewal (Vice-President)
Mr. Joe Jamieson (Registrar & CEO)
Ms. Hanan Jibry (Deputy Registrar)
Ms. Suzanne Allen
Dr. Lisa Christian
Ms. Esther Jooda
Dr. Richard Kniaziew
Ms. Lisa Holland

Dr. Dino Mastronardi
Dr. Kamy Morcos
Dr. William Ulakovic
Mr. Olutoye Soile
Dr. Abraham Yuen
Mr. Andre Tilban-Rios
Dr. Patrick Quaid
Mr. Howard Kennedy
Mr. Narendra Shah

COMMITTEES

EXECUTIVE COMMITTEE

Dr. Mark Eltis (President)
Dr. Camy Grewal (Vice-President)
Dr. Lisa Christian
Mr. Narendra Shah
Mr. Howard Kennedy

The Executive Committee works with the Registrar to ensure that the College's resources are allocated properly, and that staff and committees are advancing College work and supporting Council priorities.

AUDIT/FINANCE/RISK COMMITTEE

Mr. Narendra Shah, Chair
Ms. Suzanne Allen
Dr. Pooya Hemami
Mr. Andre Tilban-Rios
Dr. Richard Kniaziew
Dr. Patrick Quaid

The Audit/Finance/Risk (AFR) Committee reviews and advises Council on the College's financial affairs, including the investment strategy, auditor review, and financial planning. The Committee also oversees the College's overall risk management framework.

GOVERNANCE/HUMAN RESOURCES (HR) COMMITTEE

Dr. Lisa Christian, Chair
Dr. William Ulakovic
Mr. Olutoye Soile
Dr. Abraham Yuen
Ms. Esther Jooda

The Governance/HR Committee is a standing committee that assists Council in achieving high standards in transparent and ethical self-governance through policy development, recruitment, training, evaluation, and succession planning.

INQUIRIES, COMPLAINTS AND REPORTS

Dr. Dino Mastronardi, Chair	Dr. Angela Kyveris
Dr. Jenna Astorino, Panel Chair	Ms. Suzanne Allen
Dr. Richard Kniaziew	Mr. Olutoye Soile
Mr. Howard Kennedy	Ms. Esther Jooda
Dr. Mike Yang	Dr. Mandip Gil

The Inquiries, Complaints and Reports Committee (ICRC), sits as two independent panels. Each panel investigates, and makes decisions on allegations of professional misconduct, incompetence, or incapacity brought against registrants of the College. These allegations proceed from formal complaints, information brought to the attention of the Registrar, mandatory reports, or referrals from the Quality Assurance Committee.

FITNESS TO PRACTISE

Ms. Lisa Holland, Chair
Dr. Abraham Yuen
Mr. Narendra Shah
Dr. Amarjot Chahal

The Fitness to Practise Committee receives referrals from the Inquiries, Complaints and Reports Committee and conducts a hearing when there is evidence that an optometrist might be incapacitated due to a mental or physical condition.

DISCIPLINE

Dr. William Ulakovic, Chair	Ms. Lisa Holland	Dr. Vivian Habib
Ms. Esther Jooda	Dr. Kamy Morcos	Dr. Abraham Yuen
Mr. Andre Tilban-Rios	Dr. Pooya Hemami	Dr. Natalija Illic
Mr. Olutoye Soile	Dr. Karin Schellenberg	Dr. Manveen Bedi
Mr. Howard Kennedy	Dr. Patrick Quaid	Dr. Balprit Dhillon
Ms. Suzanne Allen	Dr. Lisa Christian	Dr. Jup Grewal
Mr. Narendra Shah	Dr. Camy Grewal	

The Discipline Committee hears allegations of professional misconduct and/or incompetence made against a College registrant. The Committee considers evidence in each case and decides whether to order a range of penalties, including reprimands, suspensions, fines or revocation of an optometrist's Certificate of Registration.

PATIENT RELATIONS

Ms. Esther Jooda, Chair
Mr. Andre Tilban-Rios
Mr. Olutoye Soile
Dr. Kamy Morcos
Dr. Eva Ho
Dr. Ka Chui Cecily Yeung
Dr. Darren Gigliozzi

The Patient Relations Committee oversees programs that promote awareness of, and includes measures to prevent sexual abuse of patients. The Committee also administers a fund for therapy and counselling for patients who have been sexually abused by an optometrist. The Committee reviews issues of an ethical nature that occur in professional practice and develops education and information programs for the public and optometrists.

REGISTRATION

Dr. Abraham Yuen, Chair
Mr. Howard Kennedy
Ms. Suzanne Allen
Dr. Camy Grewal
Dr. Patrick Quaid
Dr. Karin Simon

The Registration Committee is responsible for the College's entry-to-practice process, ensuring that anyone who wishes to practise in Ontario possesses certain skills, knowledge, credentials and is of good character.

QUALITY ASSURANCE

Dr. Kamy Morcos, Chair	Dr. Nadine Furtado
Dr. Nicole Theiss	Dr. Mohammed Moussa
Dr. Jayne Cation	Dr. Sarah MacIver
Dr. Negar Sohbaty	Dr. Vanesh Kathiravelu
Dr. Leah Markin	Dr. Lisa Christian

The Quality Assurance Committee helps optometrists maintain and enhance their knowledge, skill, and judgement to ensure the public continues to access safe, high-quality eye care. Once the Committee is established, it splits into two panels: one panel focuses on practice assessments, while the other focuses on special projects such as the modernization of the Optometric Practice Reference (OPR).

Thank you to all Council and Committee members for your time and contributions to the College in 2024.

College Performance Measurement Framework

The College Performance Measurement Framework (CPMF) is a standardized reporting tool launched by the Ministry of Health in 2020. Through the CPMF, regulatory colleges are required to measure and report on Ministry-specified standards and indicators in a standardized manner. This information is not assessed by the Ministry but rather shared with the public to help strengthen accountability and oversight of Ontario’s health regulators.

Colleges must rate themselves on the benchmarks using a rating system of ‘fully met’, ‘partially met’, or ‘not met’. All improvements and regressions, as well as benchmarks with no changes, are noted in the CPMF and provide the grounds for year-to-year comparisons. Each benchmark also requires an explanation that will help provide context for the rating that was given. These written explanations help colleges identify areas for improvement

and think proactively about how to remedy any benchmarks that were not rated as ‘fully met’.

There were no changes to the 2024 CPMF reporting template during the reporting period from January 1 to December 31, 2024, compared to the 2023 template. The reporting tool continued to highlight seven domain topics. In conjunction with ‘Benchmarked Evidence’ in each of these domains, the Ministry identifies attributes of an excellent regulator, which Colleges should meet or work towards meeting.

On March 17, 2025, the College submitted its 2024 CPMF Report following Council approval on March 7, 2025, and published it on its website.

[Click here](#) to read the College’s 2024 CPMF Report.

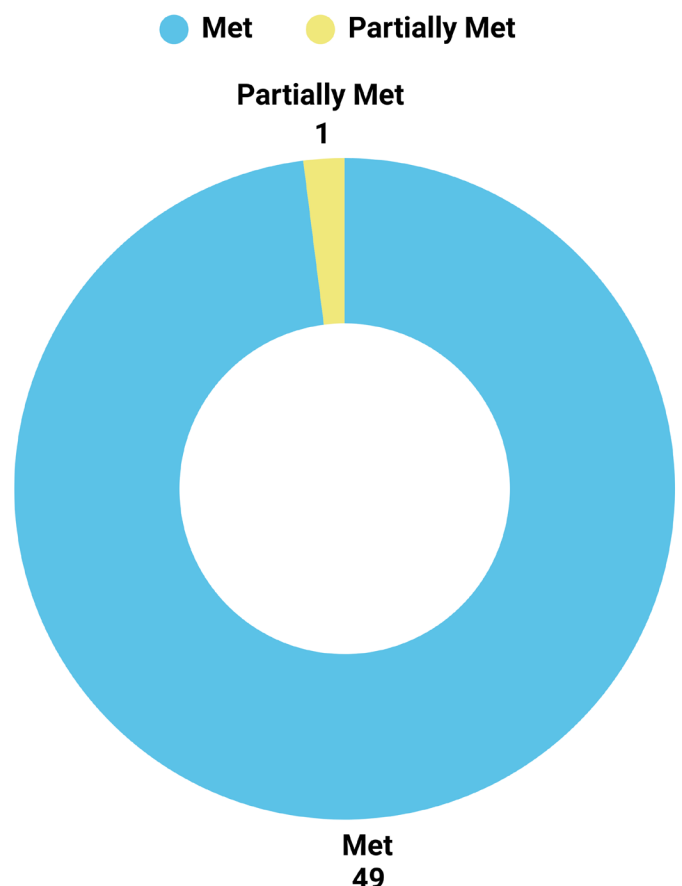
SUMMARY OF RESULTS

The College reported meeting 49 out of 50 benchmarks and partially meeting 1 of the benchmarks. The College of Optometrists takes a conservative approach to the CPMF and only reports a “fully met” benchmark if there is ample evidence it was achieved. Below, you will find information on the benchmark that was rated as partially met, and two benchmarks that were newly reported as “met” in 2024.

The College improved benchmarks 3.3b and 14.3a.

3.3b - The College conducts Equity Impact Assessments to ensure that decisions are fair and that a policy, or program, or process is not discriminatory.

14.3a – Performance results related to a College’s strategic objectives and regulatory outcomes are made public on the College’s website.



SUMMARY OF RESULTS (Cont.)

With the completion and adoption of the Health Profession Regulators of Ontario’s DEI support materials, the College has been able to meet benchmark 3.3b in 2024. The College was able to meet benchmark 14.3a through regular performance tracking of our strategic initiatives. Our Strategic Priorities Tracker is available on our website and continues to be refined and communicated within our annual reports, with its inclusion in this 2024 annual report as well.

The last benchmark which remains partially met is 10.1a.

10.1a – Provide examples of how the College assists registrants in implementing required changes to standards of practice or practice guidelines (beyond communicating the existence of a new standard, FAQs or supporting documents).

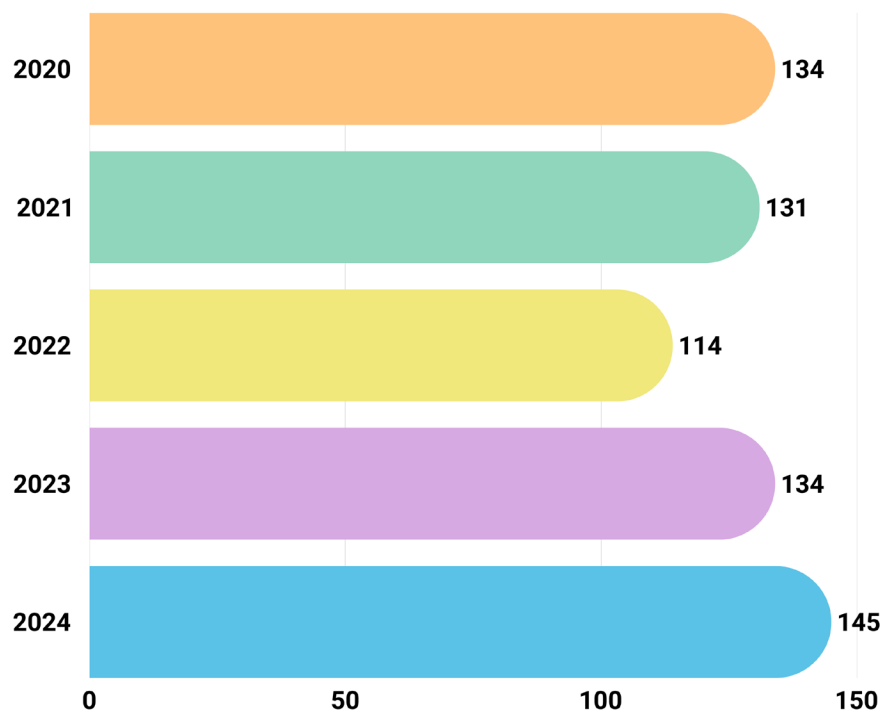
The Quality Assurance Committee began its work on modernizing the Optometric Practice Reference in 2024, with consultations and feedback periods ending in early 2025. The finalized version of the modernized OPR is expected to be completed in 2025.

The College continues to manage the “At-A-Glance” section on the Practice Standards webpage to assist registrants in identifying most recent and relevant changes. Registrants are encouraged to contact our practice advisors if they have any questions regarding changes to the practice standards.

Registration

Registration is the first point of contact for candidates applying to become certified optometrists. Through the administration of the Jurisprudence exams, and entry-to-practice exam assessments, the Registration committee ensures optometrists entering the profession are competent, qualified, and confident.

Number of New Registrants in Last 5 Years



In 2024, the College welcomed 145 new registrants in total, which is the highest number of new registrants in the last 5 years.

LIFETIME MEMBERSHIP

The College offers lifetime membership for registrants who have held a general or academic certificate of registration for at least 25 years and who satisfy the criteria in Part 19 of the College By-laws. A Life Member can be any individual member who has retired from practising and meets the aforementioned criteria. While there is no fee associated with the status, Life Members continue to receive e-newsletters and information from the College. We are happy to share that 12 registrants became Life Members in 2024.

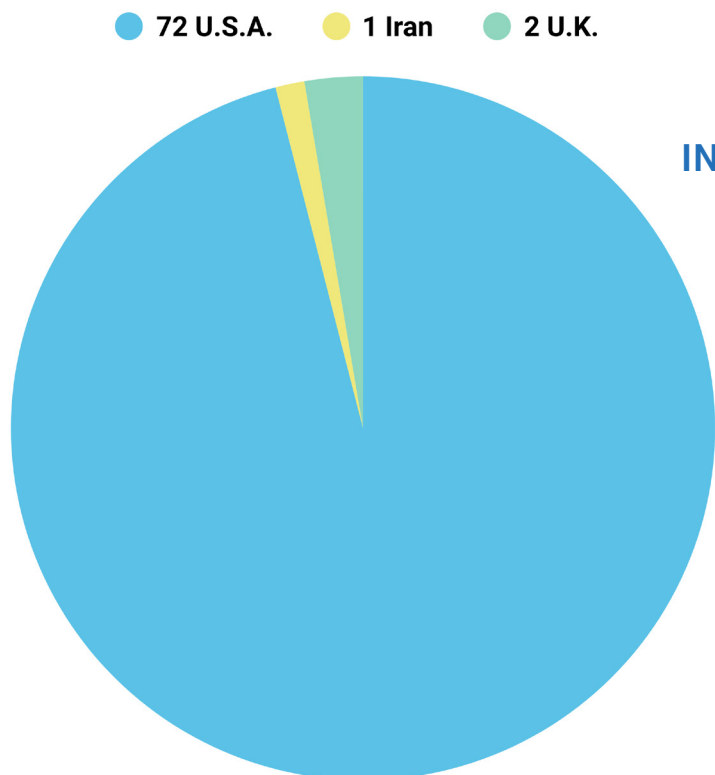
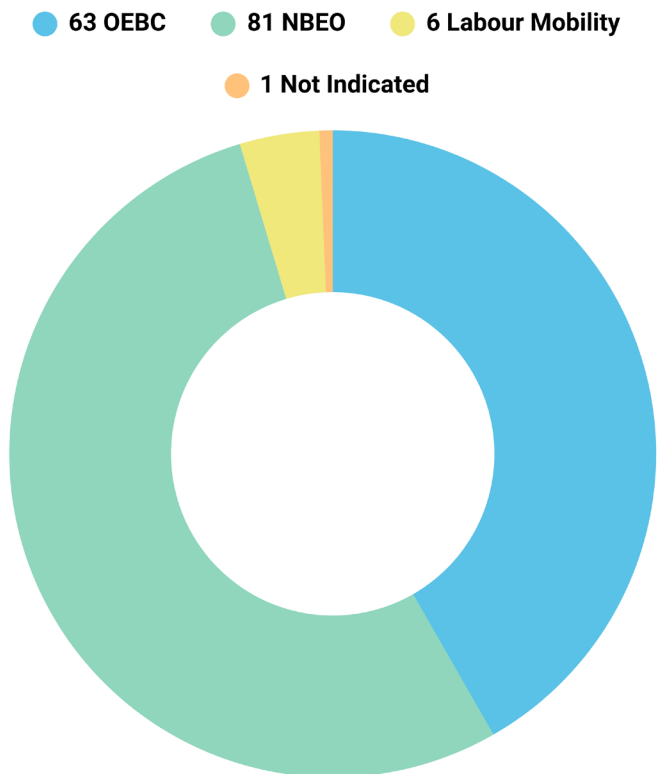
ONLINE APPLICATIONS

Two years after launching our online application portal, the College continues to see improvements in the number of renewals and applications completed online. The resulting expedited renewal processes, and reduced costs and resources continue to benefit the College, applicants, and registrants.

ENTRY-TO-PRACTICE EXAMINATIONS

Along with the Jurisprudence examination, applicants must complete an entry-to-practice examination to become registered with the College as optometrists. The College approved two examinations to serve the purpose of an entry-to-practice exam in 2024: the Optometry Examining Board of Canada (OEBC) exam, and the National Board of Examiners in Optometry exam (NBEO).

With a total of 151 applicants in 2024, 63 indicated they attempted the OEBC exam, 81 indicated they attempted the NBEO exam, and six attempted both. The College ensures the entry-to-practice exams adhere to standards through observation and oversight.



INTERNATIONALLY EDUCATED CANDIDATES

A portion of our applicants are internationally educated, and it is the role of the College to provide them with a pathway to registration with the College. International candidates are welcome to challenge the Internationally Graduated Optometrist Evaluating Examination (IGOEE) as a path to pre-registering with the College. The College welcomed 75 internationally trained applicants in 2024, with 72 originating from the United States of America, 1 from Iran, and 2 from the United Kingdom.

Quality Assurance

The Quality Assurance (QA) program supports the College in evaluating the competence of registrants and promoting continuous learning throughout their careers as optometrists.

The QA program includes the following components:

- A mandatory Continuing Education component and subsequent audit process.
- Peer-conducted Practice Assessments to appraise the practice of registrants.
- A Practice Evaluation component to evaluate registrants' clinical ability.
- A Remediation component to assist registrants in correcting deficiencies in their practice or clinical ability.

PRACTICE ASSESSMENTS

Practice assessments are a fundamental way used by the College to evaluate registrants to help identify any areas for improvement.

Registrants are required to submit 10 clinical records from first-time patients who received a complete oculo-visual examination. A QA assessor reviews these records and submits a summary to the QA committee, which determines any necessary next steps. All QA assessors are optometrists who receive regular training to ensure consistency across assessments.

In 2024, a total of 153 random practice assessments were completed, including 59 carried over from previous years:

- 47 registrants discharged from the QA process
- 12 registrants referred for remediation

The remaining 94 assessments were conducted under the new Chart Review Protocol (CRP), as part of the College's pilot testing. Of these:

- 62 registrants were discharged, and
- 32 registrants progressed to the Chart-Stimulated Recall Protocol (CSRP), with outcomes pending in 2025.

75 registrants were discharged from the process (standards met)

34 registrants were discharged with feedback from the QA Panel

12 registrants were referred for remediation

32 registrants progressed to the CSRP pilot test



MOST COMMON REMINDERS SENT TO REGISTRANTS THROUGH PRACTICE ASSESSMENTS

Reminder	#
Recordkeeping	15
Health history (ocular and systemic) and relevant family ocular health history	8
BV assessment and therapy	8
Accommodative function when clinically indicated and in school-aged children	6
Anterior and posterior segment examinations	4
Patient Counselling	4
Dilation required for all diabetic patients	2
Details of the prescription, including the drug prescribed, dosage, and route of administration	2
Further investigation/testing for glaucoma suspect	1
Monocular BCVA at distance recorded	1
Pupillary reflexes	1

* These results are based on the assessment of first-time patient records, **not** returning patients.

UPDATE ON QA PRACTICE ASSESSMENT REDEVELOPMENT PROJECT

In 2024, the QA Committee made significant progress in redesigning and testing updated tools and protocols for practice assessments.

The new assessment will have two components:

- 1) Chart Review Protocol (CRP) – A screening tool to identify potential areas of deficiency.
- 2) Chart-Stimulated Recall Protocol (CSRP) – A tailored, interview-based assessment focused on those identified areas.

Key milestones in 2024

- Completion of CRP pre-testing
- A CRP Assessor training session in Spring
- Launch of a larger scale pilot

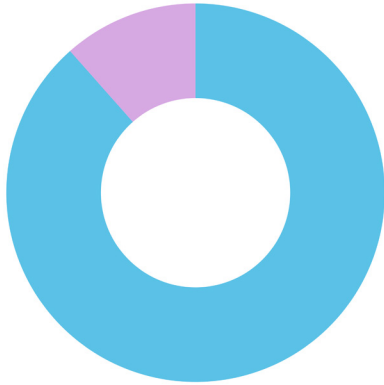
The CRP pre-test inter-rater reliability analysis, completed in January, showed strong agreement among assessors (91.6%). Feedback from assessors and registrants yielded average ratings of 4.4/5 and 4.0/5, respectively.

Phase 1 (CRP) of the pilot has concluded, and Phase 2 (CSRP) is scheduled to begin in early 2025.

CONTINUING EDUCATION

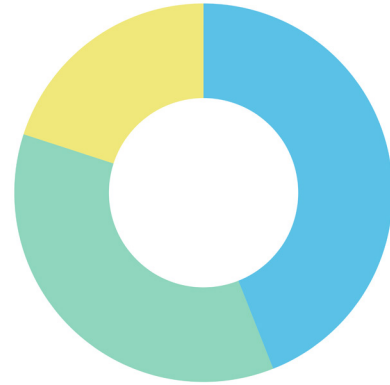
2024 marked the beginning of a new Continuing Education cycle for registrants at the College. The current Continuing Education (CE) cycle runs from January 1, 2024, through December 31, 2026.

AVERAGE NUMBER OF CE HOURS COMPLETED IN 2024



23 COPE
3 Other Learning Opportunities

CONTINUING EDUCATION COURSE FORMATS IN 2024

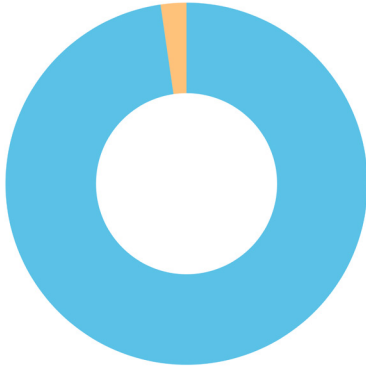


44% Synchronous Virtual
20% Asynchronous
36% Synchronous In-Person

MOST POPULAR CE COURSE TOPICS IN 2024

Course Topic	%
Treatment/Management Ocular Disease	29
Glaucoma	13
General Optometry	12
Pharmacology	8
Neuro-Optometry	7
Practice Management	6
Systemic/Ocular Disease	5
Peri-operative Management of Ophthalmic Surgery	5
Functional Vision/Pediatrics	4
Contact Lenses	3
Surgery Procedures (Optometric)	2
Laser Procedures	1
Ethics/Jurisprudence	1
Public Health	1

2021-2023 CE AUDIT RESULTS



97.7% Met Requirements

2.3% Did Not Meet Requirements

LAUNCH OF THE NEW SELF-ASSESSMENT TOOL

As mandated by Section 80.1 of the *Regulated Health Professions Act, 1991*, the QA program must include self, peer, and practice assessments. A new self-assessment tool was introduced in early 2024. Based on real-life eyecare scenarios and key practice risks, this tool helps optometrists in the following ways:

- Identify areas for improvements
- Set structured learning goals
- Select meaningful CE activities
- Reflect on the impact of learning on their clinical practice

This tool promotes self-directed learning and supports registrants in providing high-quality, patient-centred care. The self-assessment tool must be completed once during each three-year CE cycle, with the current deadline set for December 31, 2026.

OPR MODERNIZATION PROJECT

The Optometric Practice Reference (OPR) articulates the current regulatory and professional standards of practice for optometry in Ontario and provides voluntary guidelines for practitioners wishing to go beyond basic requirements.

In 2024, the QA Committee began working on the OPR Modernization Project. The updated OPR will:

- Reflect evolving public needs, health care delivery models, and societal values
- Align with current optometry practice and technological advancements
- Comply with legislative requirements
- Be informed by evidence and risk analysis
- Use clear, concise, and consistent language for both professionals and the public
- Address existing content gaps
- Improve accessibility for all users

The updated OPR is expected to be finalized in early 2025, at which point the QA Committee will seek Council approval to move to public consultation.

Receiving and Investigating Complaints

The role of the College is to regulate the profession of optometry in the public interest. The Investigations Department regulates the profession by receiving and investigating concerns raised about an optometrist's conduct, competence, or capacity. The Inquiries, Complaints and Reports Committee (ICRC) oversees investigations arising from complaints and reports filed with the College.

COMPLAINTS PROCESS

INQUIRY MADE



Sometimes we are able to answer their questions and it goes no further



The College gets a call or email from the public with a question or concern about care



Sometimes the issue is resolved through the Early Resolution/ Informal Resolution process if it is about a very low risk concern



COMPLAINT FILED



ALTERNATIVE DISPUTE RESOLUTION



In some cases, Alternative Dispute Resolution can help resolve the issue and the case is closed



Some move forward and file an official complaint



INVESTIGATION



For cases that move forward, information is gathered from the optometrist, the patient and other sources

PANEL REVIEW



A panel of optometrists and members of the public review the case and issues a decision



COMPLAINTS PROCESS (Cont.)

When the College receives a formal complaint or report, we investigate the allegations.

A panel of optometrists and members of the public who comprise the ICRC, reviews the cases and issues decisions with the help of a Risk Assessment Framework to guide its decision-making. The decision can include issuing Advice and Recommendation; requiring the optometrist to take part in educational and remedial activities to improve their practice; referring the optometrist to the Discipline Committee for a public hearing; or taking no further action.

HOW INVESTIGATIONS PROCEEDED IN 2024

49 Cases Filed
(44 complaints, 5 Registrar's Investigations Initiated)

2 complaints were resolved through Alternative Dispute Resolution (this includes a case filed in the previous year)

6 cases were withdrawn (this includes cases filed in previous years)

47 Cases Reviewed by ICRC in 2024 (includes cases filed in previous years)

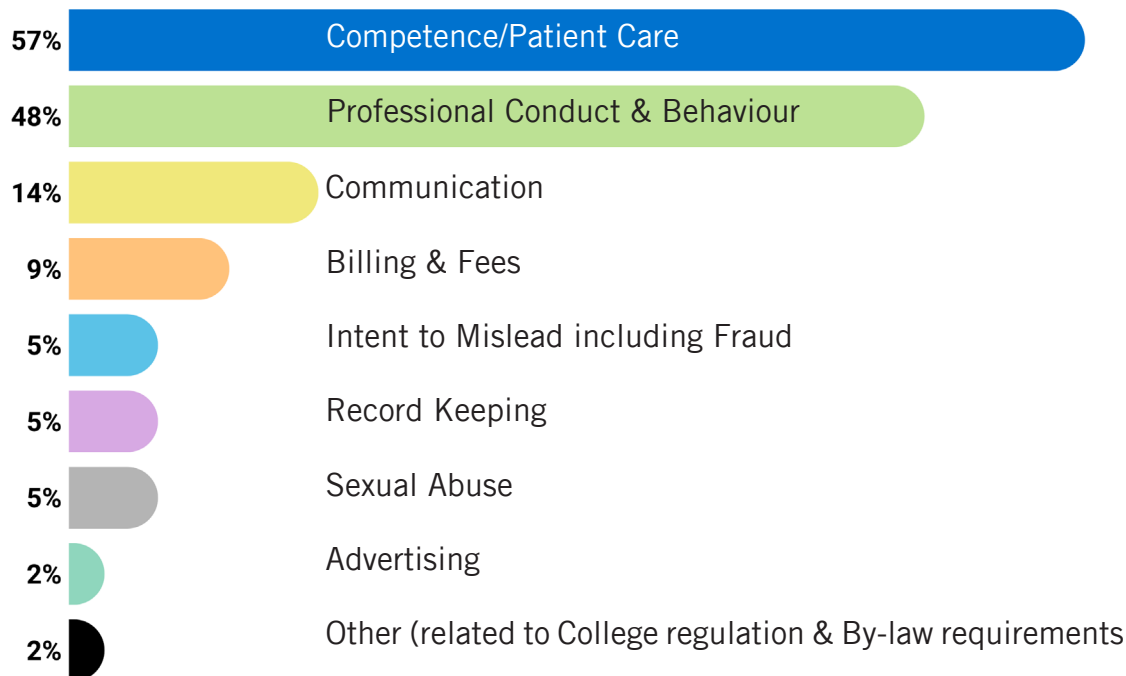
57 Decisions Issued:

- No further action: 41
- Advice/Recommendation: 3
- Remedial Agreement: 5
- Frivolous and Vexatious: 0
- Acknowledgement and Undertaking: 4
- Referral to the Discipline Committee: 3
- Specified Continuing Education and Remedial Program (SCERP): 1*
- Oral Caution: 1*

* In one decision, both SCERP and Oral Caution were issued.

Remaining cases not year reviewed were carried over to 2025.

TYPES OF COMPLAINTS IN 2024



*A complaint can raise concerns that fall under multiple categories; therefore, the total percentage above does not equal to 100%.

Most of the complaints received in 2024 fell into two categories: competence/patient care, and professional conduct & behaviour. Competence and patient care include allegations of inadequate care, incorrect prescription, failure to refer to a specialist, failure to diagnose, or an incorrect diagnosis, and allegations of improper treatment. Professional conduct & behaviour include allegations of unprofessionalism and unethical conduct, failure to maintain the standards of practice of the profession, practising the profession while in a conflict of interest, and breach of confidentiality.

DISCIPLINE

In 2024, the Discipline Committee held one discipline hearing regarding allegations of professional misconduct. Read the full decision on our website: [Dr. Yunfan Zhang](#).

The Discipline Committee received three referrals from the Inquiries, Complaints, and Reports Committee (ICRC) in 2024. Information about upcoming hearings can be found on the College website [here](#).

Finances

The College Council approved the audited financial statements for the fiscal year ending December 31, 2024 at the June 13, 2025 Council Meeting. Please refer to the full audited financial statements on the [College website](#).