

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, December 01, 2022 9:27:52 AM
Last Modified: Thursday, December 01, 2022 10:57:38 AM
Time Spent: 01:29:45
IP Address: 70.26.14.133

Page 1: Fair Registration Practices Report 2021

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, 2021), 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.

Yes,

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

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

Q3

New or consolidated class of certificates or licenses

No,

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

No changes. 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.

Q4

Assessment of qualifications

Yes,

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

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 five-day 24/7 time period which transitioned to a three-day 24/7 time period in 2021. 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 by 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.

Q5

Timelines for registration, decisions and/or responses

Yes,

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

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.

Q6

Registration and assessment fees

Yes,

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

The College waived 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. Due to the rescheduled spring 2021 OEBC OSCE exam, candidates received a time extension to pay their 2021 annual fees until October 1, 2021. Their 2021 annual pro-rated membership fees were paid by the deadline date.

Q7

Resources for applicants

Yes,

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

Registration staff provided a complimentary virtual annual information session on July 21, 2021, to applicants.

Q8

Changes to internal review or appeal process

No,

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

No changes.

Q9

Access by applicants to their records

No,

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

No changes. 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.

Q10

Mutual recognition agreements

No,

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

No changes.

Q11

Training and resources for staff regarding registration

Yes,

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

Staff attended webinars and virtual and in-person discussions at, for example, Ontario Regulators for Access (ORAC) and Canadian Network of Agencies for Regulation (CNAR).

2021 Fair Registration Practices Report

Q12 Relationship with third party service provider(s)	Yes, Description of change/improvement that would impact fair registration outcomes: The College contracted with ILS Canada to develop YouTube videos for applicants.
Q13 Accreditation of educational programs	No
Q14 Technological or digital improvements	Yes, Description of Change/Improvement that would impact Fair Registration Outcomes: College staff continued to work with a third party service provider, Visual Antidote, to develop a seamless online application process.
Q15 Anti-racism and inclusion-based policies and practices	Yes, Description of Change/Improvement that would impact Fair Registration Outcomes: On July 13, 2019, the College was a signatory on the Declaration of Commitment to Cultural Safety and Humility compiled by the Federation of Optometric Regulatory Authorities of Canada (FORAC) in the regulation of optometrists serving First Nations and Indigenous Peoples of Canada. In March 2021, FORAC provided a Roadmap of Action Strategies for improving health outcomes by promoting and enabling the provision of culturally safe optometric care. There were 12 action strategies identified and the College introduced 2 action strategies.
Q16 Organizational structure	No
Q17 Contingency or continuity of operations plans	Yes, Description of Change/Improvement that would impact Fair Registration Outcomes: College staff continued to update its contingency plan for business operations.

Q18

Documentation requirements for registration

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

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.

Q19

English / French language proficiency testing

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

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.

Q20

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

1

Providing an online virtual registration information session to candidates.

2

Continuing to provide an online Jurisprudence seminar and a remotely proctored 2.5 hour Jurisprudence exam 24/7 over 3 days to registration candidates.

3

Obtaining candidates OEBC (entry-to-practice) exam results directly from OEBC.

Q21

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 | Candidates who registered for the delayed OEBC exam were delayed in their registration. College staff mitigated this delay by expediting the process of providing them with their administrative forms for completion and a time extension to pay their membership renewal fees. |
| 2 | The new registrants benefited from a one-time membership fee reduction to reflect challenges faced in 2020 due to COVID-19. |
| 3 | With staff working in a hybrid environment, candidates for registration may feel that they have less opportunity to have all their questions answered. The College is providing candidates for registration with a virtual registration information session to help mitigate the impact of this risk. |

Q22

No

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.

Q23

English ,
French

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.

Q24

Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	1144
Total Female	1612
Overall Total	2756

2021 Fair Registration Practices Report

Q25

No

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

Q26

No

Do you collect other identity-based or demographics data?

Q27

Yes,

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

If yes, please indicate the type:
This is under development.

Q28

Full/Independent Practice	2756
Overall Total	2756

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.

Q29

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	1592
Other Canadian Provinces and Territories	67
USA	784
Other Countries	313
Multiple and/or Unspecified Jurisdiction	0
Total	2756

Q30

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 - 782
2	United Kingdom - 136
3	Iran - 30
4	India - 29
5	Egypt - 25
6	China - 20
7	Nigeria - 11
8	Colombia - 9
9	Venezuela - 7
10	Australia - 7
11	Philippines - 6
12	South Africa - 4

Q31

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	99
Overall Total	134

Q32

No

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

Q33

No

Do you collect other identity-based or demographics data?

Q34

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, 2021:

2

2021 Fair Registration Practices Report

Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of Applicants	113
Number of Applicants Licensed/Certified	90
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 applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following 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

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	7
Number of applicants fully licensed/certified	5
Average Time to Process Application in Weeks from First Point of Applicant Contact	19
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

2021 Fair Registration Practices Report

Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	14
Number of applicants fully licensed/certified	8
Average Time to Process Application in Weeks from First Point of Applicant Contact	32
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 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

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	63
Number of applicants fully licensed/certified	52
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

2021 Fair Registration Practices Report

Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 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

Q42

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

Total of 134 applicants between January 1 and December 31, 2021.

Total of 103 applicants who applied and registered between January 1 and December 31, 2021.

Q43

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 - 46
2	UK - 8
3	AUSTRALIA - 2
4	INDIA - 3
5	IRAN - 1
6	NIGERIA - 1
7	PAKISTAN - 1

Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

131

2021 Fair Registration Practices Report

Q45		
Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.	0 – less than 3 months	12
	3 months – less than 6 months	69
	6 months – less than 12 months	40
	12 months – less than 18 months	6
	18 months – less than 24 months	2
	24 months and greater	2

Q46
Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

53

Q47		
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	5
	3 months – less than 6 months	7
	6 months – less than 12 months	20
	12 months – less than 18 months	8
	18 months – less than 24 months	12
	24 months and greater	1
	TOTAL	53

Q48		
Other Licenses/Certificates of Registration Processed Please 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, 2021). 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

2021 Fair Registration Practices Report

Q49	Ontario	0
Other Licenses/Certificates of Registration Processed Please 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, 2021). 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.	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	Ontario	55
Other Licenses/Certificates of Registration Processed Please 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, 2021). 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.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	8
	USA	58
	Other International	10
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	131

Q51	Ontario	0
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, 2021). 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.	Other Canadian Provinces	1
	USA	2
	Other Countries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	3

Q52	Ontario	0
State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). 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.	Other Canadian Provinces	0
	USA	0
	Other Countries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

2021 Fair Registration Practices Report

Q53

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). 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	2
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	3

Q54

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, 2021). 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

Q55

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

1 **N/A**

Q56

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

1 **Did not complete registration requirements**

2 **Application expired and applicant did not request time extension**

3 **Applicants waiting to challenge their entry-to-practice exam**

Q57

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

1 **Applicants did not complete registration requirements**

2 **Applications expired and applicants did not request a time extension**

3 **Applicants waiting to challenge their entry-to-practice exam**

Q58

Please provide any additional comments you may have:

N/A
