

# The College of Optometrists



Province of British Columbia

*Annual Report 2012*



## *Mandate*

The mandate of the College is derived from section 16 of the Health Professions Act where it states "It is the duty of a college at all times to serve and protect the public, and to exercise its powers and discharge its responsibilities under all enactments in the public interest." The College does not advocate for the profession but works to serve the public.

## *Vision Statement*

College of Optometrists of British Columbia is committed to serving and protecting the public interest by guiding the profession of optometry in British Columbia.

4<sup>th</sup> Annual General Meeting  
Sunday, June 9, 2013

The Metropolitan Hotel Vancouver  
Vancouver, British Columbia



## COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA 2012 ANNUAL REPORT

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## COLLEGE BOARD

### ELECTED MEMBERS:

Dr. Dale Dergousoff  
Dr. Tanya Flood  
Dr. Roger Gafur  
Dr. Kevin Youck  
Dr. Mark Bourdeau  
Dr. Victor Chin

### APPOINTED MEMBERS:

Mr. David MacPherson  
Ms. Barbara Buchanan

### COLLEGE STAFF:

Dr. Robin Simpson, Registrar  
Stanka Jovicevic, Chief Administrative Officer and Assistant to the Registrar  
Jela Vuksan, Administrative Registration Assistant  
Moeno Kawai, Quality Assurance Assistant  
Louisa Young, Receptionist

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# College of Optometrists of BC

## YEAR IN REVIEW

### Dr. Dale Dergousoff, Chair

*“Let us have faith that right makes might, and in that faith, let us, to the end, dare to do our duty as we understand it.”*

- Abraham Lincoln

#### **BOARD PERSONNEL**

The College of Optometrists of British Columbia continues to be headed by its Registrar, Dr. Robin Simpson. Dr. Simpson is supported by Ms. Stanka Jovicevic, Chief Administrative Officer and Assistant to the Registrar, Ms. Jela Vuksan, Ms. Louisa Young and Ms. Moeno Kawai. Their unconditional devotion to the mandate of the College has been impressive and greatly appreciated by all.

The College’s Board is made up of six elected registrants and three appointed public members. The elected registrants are Dr. Dale Dergousoff, Dr. Tanya Flood, Dr. Roger Gafur, Dr. Kevin Youck, Dr. Mark Bourdeau and Dr. Victor Chin. The public members are Mr. David MacPherson and Ms. Barbara Buchanan. The College continues to await the appointment of a third public member by the Ministry.

#### **NEW COLLEGE OFFICE ADDRESS COMING**

The College is excited to announce that in the Fall of 2013 we will be moving to a new office location in downtown Vancouver. Last year, the College purchased office space at 906 -938 Howe Street. This will reduce the College’s operating expenses for years to come.

#### **STRATEGIC PLANNING SESSION**

The College has begun its work on achieving the goals that were laid out after a successful strategic planning session. Improving communication with the public and the registrants will be a major focus.

The College held three successful “Roadshows”, in Victoria, Upper Island and the Lower Mainland.

#### **FINANCES**

The College, under the leadership of Mr. David Macpherson and Dr. Roger Gafur, has operated with great financial responsibility. Registrants should not expect any fee increases in the foreseeable future.



## COMMENT

Self-regulation is a precious ability we have, and one that should be handled with a great deal of knowledge, passion and care. I am proud to be involved with so many amazing people who serve. Without the volunteering of their personal time we would not accomplish the considerable work that comes with being a self-regulated profession. I hope that all registrants take a small step back and reflect on what this means, and the responsibilities that are before us all. The College is not there to “police” our registrants but to work with them, ensuring that a standard of care is being provided to the public and that we maintain our role as primary eye care providers in the province of British Columbia.

August 1, 2012 will be recognized as a historic day, in the province, as the Pharmaceutical Advisory Committee, under the leadership of Dr. Gerald Komarnicky, appropriately and significantly increased British Columbians’ access to glaucoma treatment.

## REGISTRAR’S REPORT Dr. Robin Simpson

In order to fulfill our mandate of public protection, the College has continued to focus, in 2012, on developing best practices for addressing those core functions of registration, quality assurance, complaint investigation and registrant’s support. In addition, other issues which influence our regulatory function, notably the Agreement on Internal Trade (AIT) and the credentialing of international optometric graduates (IOGs) have presented challenges and demanded our attention.

The number of registrants continues to grow. As of December 31, 2012, there were 607 practising registrants and 73 non-practising registrants. Over 98% of registrants renewed their registration online which represents a significant conservation of resources when compared to previous years. Applications for registration from IOGs continue to grow. The College collaborated with other Canadian optometric regulators to reach an agreement in principle on a fair and objective process for the assessment of credentials for those IOGs seeking admission to the International Optometric Bridging Program (IOBP) at the University of Waterloo and thus, access to the Canadian Assessment of Competencies in Optometry (CACO), the Canadian entry to practise exam, which is maintained and administered by the Canadian Examiners in Optometry (CEO). The College has also committed, with all other national optometric regulators, to support a multiyear project to develop a current multipurpose competency profile for optometry which will be led by CEO.

This last year, the practice assessment function of the Quality Assurance Committee doubled the number of randomly selected practitioner assessments performed. This required the training of additional colleagues to become practitioner assessors and the allocation of additional staff resources. These assessments have revealed that our registrants practise at a level above the standard set. The College also conducted a random audit of continuing education (CE) credits which had been “self-recorded and self-reported”. This audit also revealed that our registrants participate in CE at a level above the standard set. In our ongoing efforts to enhance professional standards and ethics, our popular and highly acclaimed peer circle program has been strengthened by designating additional resources for the training of facilitators selected from our pool of registrant volunteers.



We have continued to refine our complaints investigation and adjudication processes to ensure that they are fair, objective, unbiased and transparent, and to ensure that dispositions are reached in a timely manner.

This year, new IT equipment and processes were implemented as a first step towards our goal of effective, appropriate and meaningful communications. In the year ahead, the public, optometrists and other stakeholders will learn more of our communications plan.

Effective regulation requires that bylaws and policies are accessible and understandable to stakeholders. This year, a bylaw review was also initiated. The purpose was to correct perceived inconsistencies and to make the bylaws more accessible to our registrants and other stakeholders, which in turn, will conserve the College resources.

The College continues to build collaborative relationships with stakeholders, including registrants which are based on a clear understanding that we act in the public interest. We will continue to support our BC optometrists, who are constantly advancing their skills and knowledge and are committed to providing the best eye care possible to the people of BC. The overwhelming majority of BC optometrists exceeds the standard set for competent, effective and ethical optometric services, and strives to do even better. The College will continue to support their efforts.

Our tiny office staff cheerfully accomplishes an extraordinary amount of work with a high degree of accuracy, often in demanding circumstances, under the direction of our Chief Administrative Officer, the redoubtable Stanka Jovicevic, who in her role as Assistant to the Registrar, ably ensures that the statutory requirements of the College office are met. They have earned respect and deserve our gratitude.

In closing, thanks to the Board, committee members, and volunteers whose dedication to the responsibilities inherent with the privilege of self-regulation ensures that the College can continue to effectively regulate optometry in the public interest.

## THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA

Financial Statements  
December 31, 2012 and 2011

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**THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA**  
**Statement of Financial Position**

	December 31, 2012	December 31, 2011	January 1, 2011
<b>Assets</b> (note 9)			
<b>Current</b>			
Cash	\$ 1,653,020	\$ 719,409	\$ 279,746
Term deposits (note 5)	0	1,388,037	1,657,152
Accounts receivable	1,760	1,418	2,056
Prepaid expenses	13,943	8,997	4,810
	1,668,723	2,117,861	1,943,764
<b>Property and Equipment</b> (note 6)	965,080	37,309	53,988
<b>Note Receivable</b> (note 7)	54,000	54,000	99,000
<b>Deposit</b>	14,000	14,000	14,000
	\$ 2,701,803	\$ 2,223,170	\$ 2,110,752

**Liabilities**

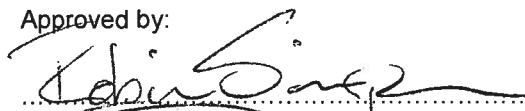

<b>Current</b>			
Accounts payable and accrued liabilities (note 8)	\$ 46,276	\$ 75,339	\$ 38,510
Current portion of long-term debt (note 9)	16,325	0	0
Deferred revenue	853,683	813,083	777,781
	916,284	888,422	816,291
<b>Long-Term Debt</b> (note 9)	429,412	0	0
	1,345,696	888,422	816,291

**Net Assets**

Unrestricted	1,356,107	1,334,748	1,294,461
	\$ 2,701,803	\$ 2,223,170	\$ 2,110,752

Commitments (note 10)

Approved by:

..... College Registrar

..... Chair, Board of College

**THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA**  
**Statement of Operations and Changes in Net Assets**  
**Year Ended December 31**

	<b>2012</b>	<b>2011</b>
<b>Revenues</b>		
Annual renewal fees	\$ 944,786	\$ 880,076
Registration application fees	60,605	52,300
Rental	28,804	0
Interest	24,848	27,654
Corporation application fees	19,100	16,450
Other fees schedule	8,850	15,350
Continuing education	5,400	12,420
	<b>1,092,393</b>	<b>1,004,250</b>
<b>Expenditures</b>		
Salaries and benefits	389,868	354,492
Committees	177,545	172,541
Rent and occupancy costs	111,720	86,794
Meetings and conferences	95,196	118,259
Office services	94,500	82,917
Professional fees	71,725	31,408
Office and telephone	65,674	63,650
Registrar	33,443	27,134
Amortization	31,363	26,768
	<b>1,071,034</b>	<b>963,963</b>
<b>Excess of Revenues over Expenditures</b>	<b>21,359</b>	<b>40,287</b>
<b>Net Assets, Beginning of Year</b>	<b>1,334,748</b>	<b>1,294,461</b>
<b>Net Assets, End of Year</b>	<b>\$ 1,356,107</b>	<b>\$ 1,334,748</b>

**THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA**  
**Statement of Cash Flows**  
**Year Ended December 31**

	<b>2012</b>	<b>2011</b>
<b>Operating Activities</b>		
Excess of revenues over expenditures	\$ 21,359	\$ 40,287
Item not involving cash		
Amortization	31,363	26,768
	<b>52,722</b>	<b>67,055</b>
Changes in non-cash operating working capital		
Accounts receivable	(342)	638
Prepaid expenses	(4,946)	(4,187)
Accounts payable and accrued liabilities	(29,063)	36,829
Deferred revenue	40,600	35,302
	<b>6,249</b>	<b>68,582</b>
<b>Cash Provided by Operating Activities</b>	<b>58,971</b>	<b>135,637</b>
<b>Investing Activities</b>		
Purchase of property and equipment	(959,134)	(10,089)
Proceeds from note receivable	0	45,000
Withdrawal of term deposits	1,388,037	269,115
<b>Cash Provided by Investing Activities</b>	<b>428,903</b>	<b>304,026</b>
<b>Financing Activities</b>		
Proceeds from long-term debt	455,000	0
Repayment of long-term debt	(9,263)	0
<b>Cash Provided by Financing Activities</b>	<b>445,737</b>	<b>0</b>
<b>Inflow of Cash</b>	<b>933,611</b>	<b>439,663</b>
<b>Cash, Beginning of Year</b>	<b>719,409</b>	<b>279,746</b>
<b>Cash, End of Year</b>	<b>\$ 1,653,020</b>	<b>\$ 719,409</b>

**THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA**  
**Notes to Financial Statements**  
**Year Ended December 31, 2012**

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**1. OPERATIONS**

The College of Optometrists of British Columbia (the "College") is a not-for-profit organization with the objective to serve and protect the public in relation to the practice of optometry in British Columbia.

The College's bylaws are regulated under the *Health Professions Act* of British Columbia (the "HPA"). The College establishes qualifications of members and ensures the standards set out in the HPA regulations and bylaws are maintained by the members.

The College is exempt from income tax under the provisions of the *Income Tax Act*.

**2. SIGNIFICANT ACCOUNTING POLICIES**

The financial statements of the College were prepared in accordance with Canadian generally accepted accounting principles using Canadian accounting standards for not-for-profit organizations ("ASNPO") and include the following significant accounting policies:

(a) Revenue recognition

Annual renewal fees are recognized as revenue in the fiscal year to which they relate. These fees received in advance have been recorded as deferred revenue.

Registration fees, corporation fees, other fees schedule and continuing education are recognized as revenue when the member is invoiced.

Rental income from a property lease is recognized as due on a monthly basis.

Interest income is recognized as it is earned.

(b) Property and equipment

Property and equipment are recorded at cost less accumulated amortization and amortized using the following methods and annual rates:

Building	- 4%	declining-balance
Computer equipment	- 3 years	straight-line
Online computer software	- 4 years	straight-line
Office equipment	- 4 years	straight-line
Furniture	- 4 years	straight-line

Additions during the year are amortized at one-half the annual rate.

(c) Impairment of long-lived assets

A long-lived asset is tested for impairment whenever events or changes in circumstances indicate that its carrying amount may not be recoverable. An impairment loss is recognized when the carrying amount of the asset exceeds the sum of the undiscounted cash flows resulting from its use and eventual disposition. The impairment loss is measured as the amount by which the carrying amount of the long-lived asset exceeds its fair value.

**THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA**  
**Notes to Financial Statements**  
**Year Ended December 31, 2012**

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**2. SIGNIFICANT ACCOUNTING POLICIES (Continued)**

(d) Financial instruments

A financial asset or financial liability is recognized when the entity becomes a party to the contractual provisions of the financial instrument.

The College initially measures its financial assets and liabilities at fair value, except for certain non-arm's length transactions. The College subsequently measures all its financial assets and financial liabilities at amortized cost, except for any investments in equity instruments that are quoted in an active market, which are measured at fair value. Changes in fair value are recognized in the statement of operations.

Financial assets measured at cost are tested for impairment when there are indicators of impairment. The amount of any write-down would be recognized in the statement of operations. In the event a previously recognized impairment loss should be reversed, the amount of the reversal is recognized in the statement of operations provided it is not greater than the original amount prior to write-down.

For any financial instrument that is measured at amortized cost, the instrument's cost is adjusted by the transaction costs that are directly attributable to their origination, issuance or assumption. These transaction costs are amortized into income on a straight-line basis over the term of the instrument. All other transaction costs are recognized in the statement of operations in the period incurred.

(e) Use of estimates

The preparation of financial statements in conformity with Canadian ASNPO requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Significant estimates include the collectability of the note receivable and rates of amortization. Management believes the estimates are reasonable; however, actual results could differ from those estimates and could impact future results of operations and cash flows.

**3. FIRST-TIME ADOPTION OF ASNPO**

Effective January 1, 2012, the College adopted the standards in Part III of the Canadian Institute of Chartered Accountants' ("CICA") Handbook: Canadian Accounting Standards for Not-for-Profit Organizations. These financial statements are the first financial statements for which the College has applied ASNPO. The financial statements for the year ended December 31, 2012 were prepared in accordance with the accounting principles and provisions set out in *First-time Adoption by Not-for-Profit Organizations*, Section 1501, for first-time adopters of this basis of accounting. Section 1501 requires retrospective application of the accounting standards with certain elective exemptions and limited retrospective exceptions.

Previously, the College prepared its financial statements in accordance with the standards of the CICA Handbook – Accounting. The adoption of ASNPO did not result in any adjustments to previously reported assets, liabilities, net assets, excess of revenues over expenditures or cash flows of the College.

**THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA**  
**Notes to Financial Statements**  
**Year Ended December 31, 2012**

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**3. FIRST-TIME ADOPTION OF ASNPO (Continued)**

The College has elected to use the following exceptions and exemptions on the initial application of ASNPO. The College elected not to retrospectively apply Section 1582 *Business Combinations* for business acquisitions prior to the date of transition. Accordingly, there is no adjustment to the assets or liabilities acquired in a previous business combination, except for those that do not qualify as an asset or liability under ASNPO.

**4. FINANCIAL INSTRUMENTS**

(a) Liquidity risk

Liquidity risk is the risk that the College will encounter difficulty in meeting obligations associated with financial liabilities.

The College is exposed to this risk mainly in respect of its accounts payable and long-term debt. Cash flow from operations provides satisfactory resources to meet the College's cash requirements. The College's borrowing arrangements are concentrated with a single Canadian financial institution.

(b) Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate due to changes in market interest rates.

The College is exposed to interest rate price risk on its fixed interest long-term debt.

(c) Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation.

The College is exposed to credit risk on its cash. This risk is minimized as cash has been placed with a major Canadian financial institution and credit union. Additionally, the College is exposed to credit risk on its note receivable. This risk has been assessed as minimal.

**5. TERM DEPOSITS**

All term deposits were redeemed in the December 31, 2012 fiscal year. In the prior year, term deposits comprised of guaranteed investment certificates held at a credit union. The investments earned interest at the following rates: 2011 - 1.20% to 2.10%; 2010 - 1.65% to 2.10% per annum.

**THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA**  
**Notes to Financial Statements**  
**Year Ended December 31, 2012**

**6. PROPERTY AND EQUIPMENT**

<b>December 31, 2012</b>			
	Cost	Accumulated Amortization	Net
Land	\$ 769,273	\$ 0	\$ 769,273
Building	159,470	3,189	156,281
Computer equipment	50,341	26,522	23,819
Online computer software	82,697	69,018	13,679
Office equipment	16,637	14,609	2,028
Furniture	14,529	14,529	0
	<b>\$ 1,092,947</b>	<b>\$ 127,867</b>	<b>\$ 965,080</b>
<b>December 31, 2011</b>			
	Cost	Accumulated Amortization	Net
Computer equipment	\$ 26,483	\$ 19,920	\$ 6,563
Online computer software	76,164	49,160	27,004
Office equipment	16,637	13,063	3,574
Furniture	14,529	14,361	168
	<b>\$ 133,813</b>	<b>\$ 96,504</b>	<b>\$ 37,309</b>
<b>January 1, 2011</b>			
	Cost	Accumulated Amortization	Net
Computer equipment	\$ 18,608	\$ 15,370	\$ 3,238
Online computer software	76,164	30,119	46,045
Office equipment	14,423	10,594	3,829
Furniture	14,530	13,654	876
	<b>\$ 123,725</b>	<b>\$ 69,737</b>	<b>\$ 53,988</b>

**7. NOTE RECEIVABLE**

The note receivable is interest-free and due from a former registrant as a result of various fines and restitution for legal expenses. The College has placed a lien on the former registrant's principal residence as security against the note receivable. The former registrant is seeking to reinstate registration. If reinstated, the former registrant is required to repay the outstanding balance.

**8. GOVERNMENT REMITTANCES**

Included in accounts payable and accrued liabilities are government remittances of \$2,704 (December 31, 2011 - \$nil; January 1, 2011 - \$nil).



**THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA**  
**Notes to Financial Statements**  
**Year Ended December 31, 2012**

**9. LONG -TERM DEBT**

	2012	2011	As at January 1, 2011
Bank of Montreal, fixed interest rate loan at 3.5% per annum, repayable in monthly installments of \$2,639 including interest, due May 30, 2032	\$ 445,737	\$ 0	\$ 0
Less: Current portion	16,325	0	0
	\$ 429,412	\$ 0	\$ 0

The lender has general security agreement providing a first and fixed charge over all assets and a floating charge over the real property of the borrower. In addition, a first charge has been secured on the land and buildings at 906 - 938 Howe Street, Vancouver, British Columbia.

Long-term debt principal repayments to be made during the next five years and subsequent years are as follows:

2013	\$ 16,325
2014	16,906
2015	17,507
2016	18,130
2017	18,775
Subsequent years	358,094
	\$ 445,737

The College is required to maintain a debt service ratio greater than 1.5:1 as covenant on its loan. As at year-end, the College is in compliance with this loan covenant.

**10. COMMITMENTS**

The College is committed to minimum rental payments, which include occupancy costs and property taxes, aggregating \$88,443 over the term of a lease expiring January 31, 2014, and equipment lease payments aggregating \$20,879 over the term of a lease expiring September 1, 2015.

Commitments in each of the next three years are as follows:

2013	\$ 89,470
2014	14,633
2015	5,219
	\$ 109,322

**THE COLLEGE OF OPTOMETRISTS OF BRITISH COLUMBIA**  
**Notes to Financial Statements**  
**Year Ended December 31, 2012**

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**11. COMPARATIVE FIGURES**

Certain of the prior year amounts have been reclassified to conform to the current year's presentation.



### REGISTRATION COMMITTEE REPORT

Dr. Gerald Komarnicky, B.Sc., O.D., F.A.A.O.

**Chair:**

Dr. Gerald Komarnicky

**Committee Members:**

Dr. Tanya Flood  
Dr. Mitra Mehin  
Dr. Priya Vohora

Mr. David MacPherson

Public Member

Mr. Jeff Larcombe

Public Representative

**Ex-Officio:**

Dr. Robin Simpson

Registrar

Dr. Dale Dergousoff

Chair

**Staff Member:**

Ms. Stanka Jovicevic

CAO/Assistant to the

Registrar

The Health Professions Act (HPA) requires that the College establish and employ registration procedures that are transparent, objective and fair. The Registration Committee is mandated under s. 20 of the HPA with responsibility of granting registration. An applicant may apply to the Health Professions Review Board (HPRB) for a review of a registration decision. The HPRB is an administrative tribunal created under the HPA to provide an independent review of those decisions made by the self-governing colleges of designated health professions regarding the registration of their members. Through its reviews, early resolution processes and hearings, the HPRB monitors the activities of the colleges' registration committees, in order to ensure they fulfill their duties in the public interest and as mandated by legislation. The HPRB provides a neutral forum for members of the public as well as for health professionals to resolve issues or seek review of the colleges' decisions. To date, no applicant has sought review of a registration committee decision.

The Registration Committee convened several times during the year to discuss matters pertaining to the registration of applicants, from outside of Canada, from other jurisdictions and from a former registrant seeking reinstatement.

As of December 31, 2012, we have 680 registrants, including 76 new registrants

Figure 1 – Registration by Gender for Each Registration

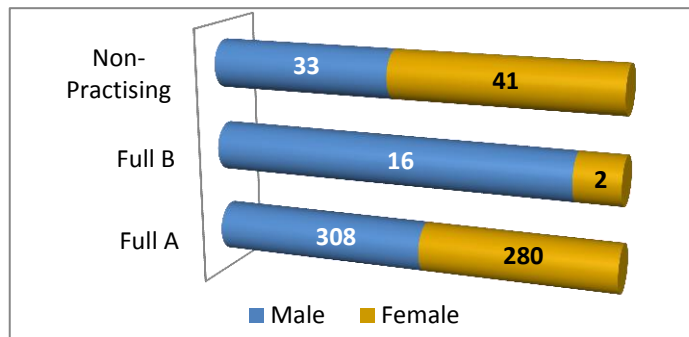


Figure 2 – 2012 Registration by Country of Optometric Education

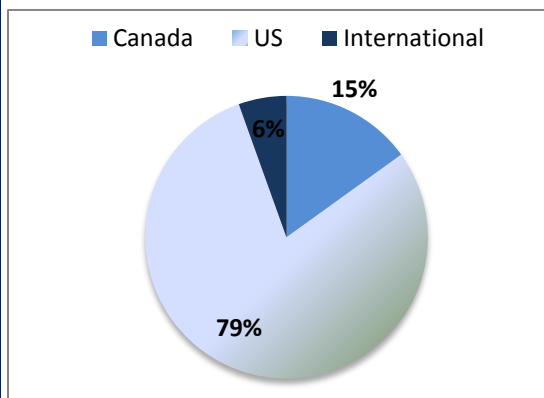
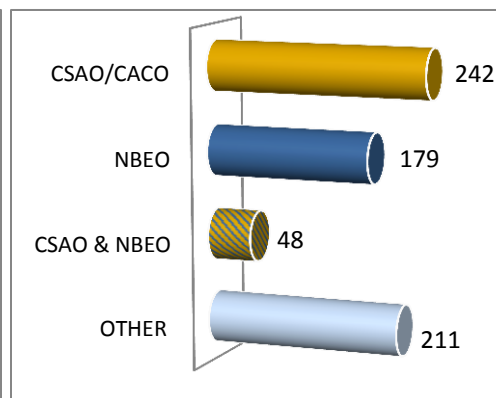


Figure 3 – Membership by entry to practise





**QUALITY ASSURANCE COMMITTEE REPORT**  
**Dr. Tanya Flood**

**Chair:**  
Dr. Tanya Flood

**Committee Members:**  
Dr. Brad MacDougall  
Dr. Stephanie Gautier  
Dr. Victor Chin  
Ms. Barbara Buchanan  
Public Member  
Ms. Vikki Bell  
Public Representative

**Ex-Officio:**  
Dr. Robin Simpson  
Registrar  
Dr. Dale Dergousoff  
Chair

**Staff Member:**  
Ms. Stanka Jovicevic  
CAO/Assistant to the  
Registrar  
Moeno Kawai  
Quality Assurance  
Assistant

The Quality Assurance Committee plays a key role in fulfilling two of the duties and objects of the College, as set out in the Health Professions Act, Part 1 Section 16(2)(d,e). These are, “to establish and maintain a continuing competency program to promote high practice standards amongst registrants,” and “to establish, monitor and enforce standards of practice to enhance the quality of practice and reduce incompetent, impaired or unethical practice amongst registrants.”

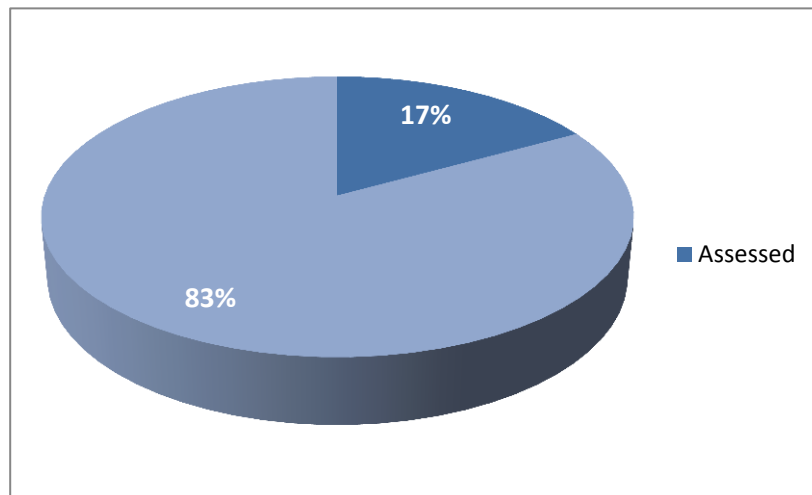
The overriding goal of the Quality Assurance Committee is to ensure that our registrants are maintaining professional competence and are providing safe, effective and ethical care to British Columbians.

To ensure that these duties are met effectively and fairly, the Quality Assurance Committee has a balanced continuing competency program which utilizes the following Four Pillars:

**Continuing Education (CE)** is one step in ensuring continuing competency. All registrants are required to participate in continuing education for the purpose of professional development. Registrants’ participation is monitored by random CE audits annually. 76 CE audits were completed in 2012 and all were found to be in compliance.

**Practitioner Assessment (PA)** is another step in ensuring that all patients in BC receive safe, effective and ethical treatment. PAs are carried out by registrants who have participated in intensive training in assessment methodologies and aid registrants to identify areas for improvement which are addressed as part of the process. 117 practitioner assessments were conducted in 2012 and all were found to be in compliance at the end of the process.

**Figure 4 – 2013 Practitioner Assessment**





**Peer Circles (PC)** are contemporary form of professional development in which registrants address quality-assurance issues relevant to clinical practice, within a small-group, interactive learning environment. This gives registrants an opportunity to enhance best practices by analyzing, identifying and resolving problems related to clinical care, through discussions and dialogue with colleagues. One of the goals for 2012 was to make this program readily accessible for our registrants. This was achieved by doubling the Peer Circles provided.

**Peer based support and mentorship programs** are available to registrants who have been identified as requiring assistance in meeting standards of practice. The College currently has three qualified mentors.

Our committee wishes to extend a huge thank you to the College office team! The registrants of BC appreciate your commitment to the success of our profession. A special thank you goes to Dr. Robin Simpson and Ms. Stanka Jovicevic for their significant support of the Quality Assurance program.



## INQUIRY COMMITTEE REPORT

Dr. Sally Donaldson

**Chair:**

Dr. Sally Donaldson

**Committee Members:**

Dr. Roger Gafur  
Dr. Kevin Youck  
Dr. Russell Ebata  
Ms. Barbara Buchanan  
Public Member  
Mr. Brian Newlands  
Public Representative

**Ex-Officio:**

Dr. Robin Simpson  
Registrar  
Dr. Dale Dergousoff  
Chair

**Legal Counsel:**

Ms. Angela Westmacott

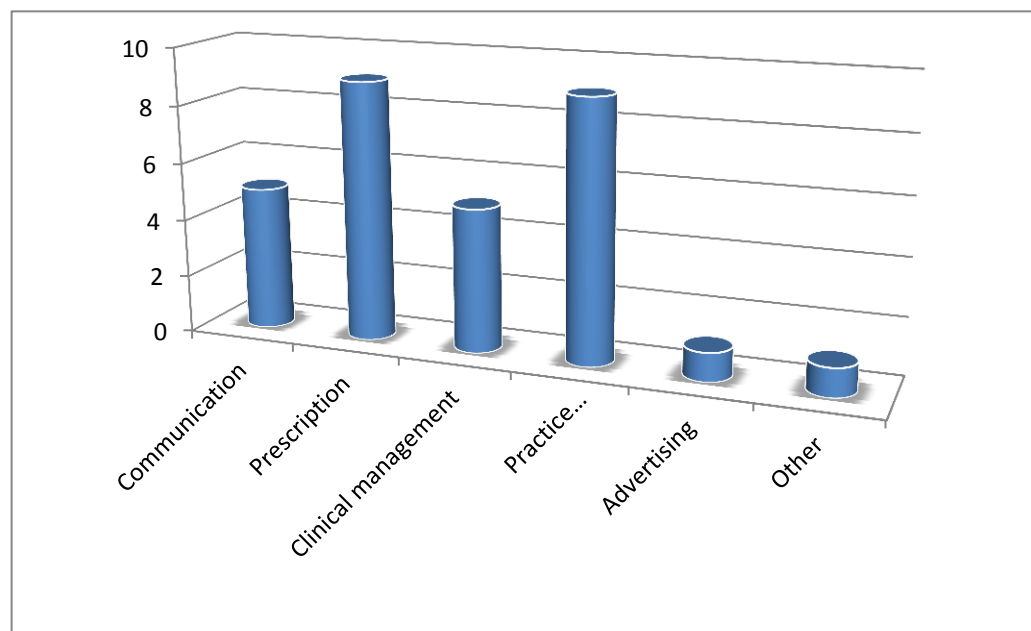
**Staff Member:**

Ms. Stanka Jovicevic  
CAO/Assistant to the  
Registrar

The Health Professions Act (HPA) requires that the College establish and employ inquiry procedures that are transparent, objective and fair. The Inquiry Committee is mandated to investigate complaints against registrants. The Inquiry Committee may also initiate an investigation of a registrant. Upon conclusion of an investigation, complaints are resolved and disposition provided to all parties, in accordance with s. 33 of the Act. Complainants may apply for review by the Health Professions Review Board (HPRB). The HPRB is an administrative tribunal created under the Act to provide an independent review of those decisions made by the self-governing colleges of designated health professions regarding the timeliness and disposition of complaints made against their registrants. Through its reviews, early resolution processes and hearings, the HPRB monitors the activities of the colleges' complaints inquiry committees, in order to ensure they fulfill their duties in the public interest and as mandated by legislation. The HPRB provides a neutral forum for members of the public as well as for health professionals to resolve issues or seek review of the colleges' decisions. This year, no complainant has sought review of an inquiry committee decision.

### Complaints, Inquiry and Discipline

At the start of the year, 21 cases were under investigation, 28 new complaints were received and 30 were concluded.





Communication issues include misunderstandings between optometrists and their patients or the public. They represent the greatest number of complaints, by far, which come to the College office. These complaints are often resolved, with the assistance and cooperation of the registrant, before a formal complaint is filed. In many cases, an open discussion between the registrant and the complainant, acknowledging the complainant's concerns and perspective leads to a resolution satisfactory to both parties.

Practice management issues included failure to maintain custody of clinical records in accordance with the bylaws, failure to secure and prevent unauthorized use of prescription pads and failure to provide notice to the College of place of practice.

Other issues included a matter of a registrant engaging in unprofessional conduct in a public setting.

11 complaints were resolved by consent orders, under s. 33(6)(c). A consent order is an agreement between a registrant and the College in which a registrant agrees to the facts of the matter and agrees not to repeat the conduct.

In 19 cases, the Inquiry Committee concluded that no further action was required, as the conduct or competence of the registrant was satisfactory, in accordance with s. 33(6)(a),

Gratitude: I would like to take this opportunity to thank our two public members. Their input and guidance are an integral part of our committee. They keep us in touch with the public perspective and our mandate to protect the public. Thank you to our current registrant members, whose commitment to our profession and valued opinions are so appreciated. We are grateful to Ms. Angela Westmacott, Legal Counsel for her clarity and intelligence, as she continues to guide and supports our committee with her great experience and knowledge as we strive to attain best practices.

Finally, and a huge thank you to the College office staff. The Inquiry Committee could not function as efficiently and effectively as it does without the incredible work and unwavering dedication of our entire college staff, and especially Stanka Jovicevic, CAO. Stanka's work ethic and commitment to our profession is of the highest standard, and is so appreciated by us all.

It is such a privilege to continue to work with such a great group of people.



## DISCIPLINE COMMITTEE REPORT

Dr. Pardeep Dhillon

**Chair:** Dr. Pardeep Dhillon, **Committee Members:** Dr. Anisa Nurani, Dr. Katherine Pratt, Mr. David MacPherson, Public Member, Mr. Jeff Larcombe, Public Representative, Mr. William Archibald, Public Representative, **Ex-Officio:** Dr. Robin Simpson, Registrar, Dr. Dale Dergousoff, Chair

I have been privileged to serve as the Chair of the Discipline committee. I am proud to report that 2012 has been an uneventful year with no activities. Of course, the committee stands ready to act in the public interest if necessary.

## PHARMACEUTICAL ADVISORY COMMITTEE REPORT

Dr. Mark Bourdeau, B.Sc., O.D., F.A.A.O.

**Chair:** Dr. Mark Bourdeau, **Committee Members:** Dr. Bart McRoberts, Dr. Pardeep Dhillon, Dr. Clark Bowden, Dr. Robert M. Schertzer, MD, MEd, FRCSC, Dr. Glenda MacDonald, BSP, ACPR, PharmD, RPh, Ms. Stephanie Hahn, BSC Pharm, **Ex-Officio:** Dr. Robin Simpson, Registrar, Dr. Dale Dergousoff, Chair

The Pharmaceutical Advisory Committee had a change of chair and membership since last year's report. After four years as Chair, Dr. Gerald Komarnicky resigned and I would like to take this opportunity to thank him for his dedication and perseverance. Under his leadership, the Pharmaceuticals Advisory Committee has achieved greater access to glaucoma treatment for British Columbians. As well, I would like to thank Dr. Dhillon for joining the committee in replacement of Dr. Gafur, who moved to another committee in need.

There has been no committee activity since our expanded scope of practice came into effect, but we stand ready to assist the College in fulfilling its mandate going forward. I look forward to serving the public interests in this important role.



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