

OPTICIANS OF MANITOBA
ANNUAL REPORT OF COUNCIL OCT 2016
PRESIDENT'S REPORT

Our members have increased this year, and our student enrollment is also up. GOOD News.

Full council meets every 2nd month and our executive meets on alternating months. We have transitioned to teleconferencing for our meetings, to make it easier for our council members to meet, and to make it easier for members from outside of Winnipeg to serve on council. This year we had 2 board members from Brandon, one from Portage La Prairie and one from Selkirk. We are still working on recruiting more public members for when we transition to the new legislation. We were fortunate to be able to recruit and appoint another public member this year, Neda Hajdarevic. She has a background in accounting and has taken over the position of Treasurer.

One of our more demanding projects this year has been updating our Standards of Practice to reflect the updated *National Competencies for Canadian Opticians*. The Standards are now called Practice Directives; they have been fleshed out to provide clear direction and to reference the Competencies. A Focus Group has been reviewing the completed directives and has just recently finished. They have submitted their findings and recommendations back to the OOM. Now Council must review the changes and once approved they will be posted for 30 days for further comment. This will be your opportunity to ask questions, to comment and suggest changes, or adjustments. It is important that we get as much feedback as possible, because the completed directives will be the standard for an Optician's professional conduct and practice. They will form the basis for practice audits that we will be obligated to do once we come under the Registered Health Professions Act. They also will be used as a basis for complaint resolution investigations.

I would like to thank the original Opticians who worked on the directives and more recently the Focus Group that spent countless hours reviewing them. The focus group consisted of Sandra Blanchette, Todd Smith, Krista Bergson, Shervin Shahidian, and Jan Ross.

The future of maintenance of competency is changing to self-directed learning. Our members will be able to assess their current abilities to determine if they have any weaknesses and direct their learning to specifically address those, or they can pursue specialty areas of interest. These assessments were developed nationally and tested rigorously. Implementing self-directed learning plans is the direction that many health professions are going for maintenance of competency. Part of the challenge of this type of MOC is determining the resources that will be needed to successfully implement the model.

Two new schools opened in New Brunswick, Canada, Oulton College and College Communautaire du Nouveau Brunswick and both were granted conditional accreditation for 3 years, until they can complete the portions of the accreditation that occur after the program has run for over a year. A 3rd school Stenberg College in Surrey, B.C. is currently in the middle of

its accreditation. NBAO developed a protocol to accredit new institutions. Their original protocols were developed to accredit existing programs that had been running for many years. The original schools that were accredited, NAIT, Georgian, Seneca, and Douglas, came up for renewal this year and were all successfully re-accredited this year.

A national ID project for Opticians is being developed, along with protocol that will allow file information on Opticians who are transferring to another province to have their information transferred seamlessly to the receiving province's database. This is a national project being funded through a grant that BC obtained. It is still in development.

This year we moved to a new location on the 2nd floor in the CNIB building. This move has given us a bigger, nicer space with a secure, large storage area. The even better news is that it costs us less. We will see those savings in subsequent years. There were expenses involved in moving that wiped out the savings from this year. The CNIB has been a great landlord and it has been a good fit for us.

Senada Hajdarevic has transitioned this year from being an active supporter in finding volunteers for the Teddy Bear Picnic to being a joint coordinator for the Teddy Bear Picnic (TBP), Bear Eye Care Tent. Krista Bergson, one of our newer council members has also become a joint coordinator for the TBP, and will be taking over the reins from me next year. Krista has also taken the lead on the OOM Newsletter and has managed to send out two this year. The goal is to send out small newsletters more frequently.

We had a successful fundraiser, BEAR ZUMBA for the TBP Bear Eye Care tent to help defray expenses. Senada organized this with a bit of help from Krista and myself. I went and I had a blast. We did a bit of socializing after and it was a lot of fun. Another BEAR ZUMBA fundraiser is planned for November 13th at the Lord Roberts Community Center at 725 Kylemore Avenue, 3:30 to 6:00pm. Tickets are available today. We hope to make it a fun social event for our members to enjoy, even if they don't want to Zumba. Please see Senada or Krista today for tickets. Stay tuned for more social event fundraisers.

In her spare time Senada helps out Nada on the vision screening program, and serves on the both the Standards of Practice and Complaints Resolution committee.

Kerri Guralnick continues to chair both the Complaints Resolution and Standards Committee. Susan Tkachuk, and Tricia Fedenuik serve on the complaints resolution committee. Barb Grant has served on the Standards Committee. Unfortunately we will be losing both Tricia and Barb this year. I want to take this opportunity to thank them both for their valued contributions.

Nada Lefko continues to co-ordinate the school vision screening program (a huge endeavor), with help from Senada. Nada also serves as the OOM Secretary and as well as on the Complaints Resolution committee. Jan Ross, a newer board member has been a great addition to the registration committee. Jess Gonzales also contributes to the Registration committee, attends national meetings as the NACOR rep alternative and also serves on Legislation. Lillian Allan our dedicated Public member, continues to help on many committees and provides excellent advice.

I would like to take this opportunity to thank all our Council members from the bottom of my heart for all the important work that they have accomplished.

There have been some updates to the website. There were some issues with a recent upgrade that required Sheila to re-enter information that did not transfer when the update was made. Most of this work on the website is done by Sheila Barker. However, some of the work is embedded and must be updated by the website designers. Please contact Sheila if you find any errors in your information on the website.

I also want to take this time to thank our dedicated staff. Carol with her vast experience, particularly in the legislative area and her amazing organizational skills, has been invaluable in achieving our many goals. Sheila Barker, assistant to Carol, has continued to assume more responsibility in financial and website duties.

We are going through another review under the Fair Registration Practices in Regulated Professions Act. We had completed our action plan from the last review and now we are in the process of developing a new one in co-operation with the Fairness Commissioner's office.

Most of the work that we were doing with Manitoba Health since bill C-313 ground to a halt during the election and for some time after. Things appear to be reactivating, so we will be knocking on their door again to get things started up again. We likely will not have it come into play until we are rolled into the RHPA. We are currently trying to meet with Manitoba Health in conjunction with the Optometrists, about this issue. Right now the Nurses are being incorporated under the RHPA. It sounds like the work to incorporate them may be finished by mid-2017. As a consequence, we will not be rolled under the Act before then and we don't know where we fall in the queue, after that.

Finally, I want to remind everyone to keep their emails updated with the OOM office. Most of our communication with our members goes out through email. If you don't receive an important communication, it is not a valid excuse to say that you did not receive it, because you failed to inform us of your new email address. Even if you still have an email but never look at it, make sure to update your email to the one you look at regularly, as often information is time sensitive.

REGISTRATION REPORT- CHAIR HEATHER POWER

As of October 2016 we have:

- Inactive members
 - EG – 2
- Active members
 - Licensed Opticians-169
 - Contact Lens Licensed Opticians -125

Total of 296

- Students for 2016/2017
 - Eyeglasses – 38
 - Contact Lenses – 6 (included in Licensed Opticians)
 - Sight Testing - 0

There was one PLAR candidate.

This year, we continue to concentrate on improving compliance with our Act and By-laws, so that we can make the best use of our staff and volunteers' time. Every member who is non-compliant increases the cost of membership to all other members, through increased staff time, legal fees etc. Full compliance means our staff can spend their time doing more important tasks like legislative review, scope of practice review, etc. For 2016 I am happy to say that there was definite improvement, but there is still room for more improvement.

Our current MOC cycle runs September 1, 2015 – August 31, 2018. Licence renewals for 2017 are due by November 1 and can be processed all day October 30th prior to the AGM.

We continue to provide orientation to newly Licensed Opticians and students. Our next orientations will be November 23rd and December 4, 2016. We are still in the process of developing an ethics/jurisprudence module which will eventually be mandatory for all members.

LEGISLATION REPRESENTATIVE REPORT- HEATHER POWER

We are going through another review under the Fair Registration Practices in Regulated Professions Act. We had completed our action plan from the last review and now we are in the process of developing a new one for the next year in co-operation with the Fairness Commissioner's office.

The Regulated Health Professions Act has been proclaimed. This means we are now in a queue to be brought under the Act. Although currently Manitoba Health is working with the Nurses and the Doctors to bring their professions under the Act. However, we don't expect to see that accomplished before mid-2017. We don't know where we fall in the queue after that.

Both our work nationally with NACOR and our work provincially with the Manitoba Alliance of Health Regulatory Colleges (MAHRC) have helped to formulate our best pathway for both sets of legislation.

The Optometrists and Opticians are still trying to set up another in-person meeting with the Health minister/Manitoba Health. Unfortunately everything was frozen before, during and after the election. We are just starting to see some movement now. So our efforts will resume.

NACOR REPORT- HEATHER POWER

There are two meetings of the National Association of Canadian Optician Regulators (NACOR) held per year. In 2015 the second meeting was held in Vancouver, Oct 1, and in 2016 the first meeting was held May 13th and 14th in St. John's, Newfoundland. I am the voting NACOR representative for Manitoba, and Jess Gonzales is my back-up. Carol Ellerbeck also attends. The next meeting will be in Toronto, November 3 and 4th, 2016.

A score card integrating the scores for the CGA and BBI was developed for PLAR.

Through a joint BC/Alberta grant proposal the BC government has agreed to fund two very important pieces of the PLAR revision. A pre-assessment readiness tool will be developed to act as a guide for international applicants to assess their readiness to enter the profession in Canada, while still in their home country. The second part involves creating 7 videos to help explain the PLAR process to candidates.

The next advertising campaign will be to attract people to the Optician profession, as nationally they are predicting a shortage of Opticians in the near future with greater demand for their services.

Two new schools opened in New Brunswick, Canada, Oulton College and College Communautaire du Nouveau Brunswick and both were granted conditional accreditation for 3 years, until they can complete the portions of the accreditation that occur after the program has run for over a year. A 3rd school Stenberg College in Surrey, B.C. is currently in the middle of its accreditation. NBAO developed a protocol to accredit new institutions. Their original protocols were developed to accredit existing programs that had been running for many years. The original schools that were accredited, NAIT, Georgian, Seneca, and Douglas, came up for renewal this year and were all successfully re-accredited this year. In addition NAIT has applied to have a French course accredited.

In addition New Brunswick now requires the entire education and licensing process must be available in both French and English. NACOR was helping them translate all the exam material, handbooks, etc into French. This project should have been completed and will be available to all provinces.

COMMUNITY OUTREACH COMMITTEE REPORT - HEATHER POWER

TEDDY BEARS PICNIC - HEATHER POWER, KRISTA BERGSON, SENADA HAJDAREVIC CO- COORDINATORS

We took part in the 30th annual Teddy Bear Picnic May 29, 2016, which was our 8th year working the "Bear Eye Care Tent", (7th year sharing with the Optometrists). This is a very

popular, fun, and an educational event in support of the Children's Hospital Foundation. I would also like to thank our sponsors for this event; Alcon (Gold), Alden Optical (Gold), Centennial Optical (Bronze), Contact Lens Services (Bronze), CooperVision (Gold), Essilor/Perspectics (Gold), Hoya (Silver), Viscon (Silver). The level of support for this event was from highest to lowest, Platinum, Gold, Silver, Bronze. Please take the time to let these sponsors know that you appreciate their donations.

We had a great turnout this year as the weather co-operated. We have become one of the more popular tents, with long line-ups. However, we process our line-ups very efficiently, which several members of the public commented on. We had over 60 volunteers for the Opticians' side of the tent and about 50% of those were Opticians/Student Opticians. Although we had a few last minute no shows, or people who were ill, we also had several volunteers who did not schedule and came with other volunteers. We had 13 volunteers who scheduled to do multiple shifts and 3 or 4 who decided to do a multiple as they were having so much fun. We also had a number of "regular" volunteers who return to volunteer every year. I want to personally thank all of you who contributed this year, experienced and TBP virgins alike. Thank you again for making this a big success.

We make custom designed pipe cleaner glasses for all the furry stuffed companions that attend, after they have their "eye exam". Furry friends can be teddies, horses, rabbits, etc., from 2 inches tall to 6 feet (or more). Some can be quite challenging to fit. Please contact Senada Hajdarevic, if you would like to volunteer for this event. It is a lot of fun and you can earn MOC credits as well.

STANDARDS COMMITTEE REPORT

CHAIR KERRI GURALNICK

The 2016 year has been a relatively quiet year. We saw the merger of the Standards and Education Committees to be under one umbrella. Merging these two committees has allowed us to be more effective in allocating MOC credits, as well as creating consistent Professional Standards of Practice for the province of Manitoba. The Standards Committee has been busy creating new Practice Directives and Guidelines which will replace the existing Professional Standards of Practice for opticians in Manitoba which were published in 2015. The new Practice Directives are based on the new National Competencies for Opticians in Canada which were developed in consultation with over 1000 opticians throughout the country and were published by NACOR in 2013. They also include the requirements legislated for the practice of opticianry in Manitoba through our Opticians Act, the requirements to be in Manitoba under provincial and federal acts which apply to all health professionals in the province as well as the requirements that all health professionals in Manitoba are being required to meet under the new Manitoba Regulated Health Professions Act. This important work will provide a reference guide for all licensed opticians in the province of Manitoba.

WORKER'S COMPENSATION BOARD HEALTH FAIR

This year was our 4th year attending this event. We distributed a lot of information to several attendees and answered a lot of optical health questions, and we promoted Opticians.

SCHOOL VISION SCREENING - NADA LEFKO

Vision screening continues to be performed in schools by volunteer opticians and hundreds of children are screened during these important days. At some inner city schools, parents and teachers do not always understand the importance of eye exams so these screenings reveal the need for these children to be referred for exams. The children are excited to have the screenings at the schools and when referred they are anxious to go to the Dr. for exam and then get glasses to correct their visual needs. The students and opticians have fun at these days.

Thank you to all the volunteers that make this program a success.

COMPLAINTS RESOLUTION COMMITTEE - CHAIR KERRI GURALNICK

The Complaints Resolution Committee received and acted upon the following complaints in 2015--2016

New Complaints Received

23

By Category:

- Product Quality 3 (Cosmetic contact lenses)
- Professional Conduct 20
- Clinical Competence 0
- Low Impact 0

The Complaints in the Product/Quality/Sales category were related to the sale of cosmetic contact lenses by non-eyecare professionals. The complaints were addressed through a Registered Letter sent to all of the businesses selling the lenses, advising them of the passing of Bill C-313 and the risks to consumers who purchase the lenses. Until such time however that legislation regarding the sale of the cosmetic lenses is enacted in Manitoba, we can only hope that the retailers of these lenses will respond as we would hope, that is to stop selling the lenses.

Complaints closed in 2015/16 20

Appeals – 0